

**LOS ANGELES TAXICAB REVIEW AND PERFORMANCE REPORT
(2014-2015 Annual Review)**



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

TAXICAB REGULATION DIVISION



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**Date Prepared:
January 2017**

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- Attachment A (Board Order 060 – Performance Evaluation Criteria)
- Attachment B (Board Order 071 – Revised Performance Criteria for 2014)
- Attachment C (Board Order 008 – 2nd Unit Bandit Violation Schedule)
- Attachment D (Board Order 061 – Security Cameras Allowed & Specifications)
- Attachment E (Rate Ordinance 181745)
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- Attachment G (Board Order 062 & Vehicle List for LA Green Taxi Program)
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- Attachment I (Board Order 041 – Prohibition of Exclusive Arrangements)
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- Attachment L (Ordinance 180999 – Charter Party Carrier Waybill Inspection)
- Attachment M (Resolution & Ordinance 182704 – Federal Criminal History Checks)

LOS ANGELES TAXICAB REVIEW AND PERFORMANCE REPORT (2014-2015)

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.

As part 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 language in each ordinance allows the City to require a wide range of changes in service requirements for the future such as enhanced technology, establishment of green taxicab programs, 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.

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 a continuation/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 (recommendation made to the City Council).

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 was authorized to extend the franchise period of any organization to a date of December 31, 2010 (a ten year franchise period). The Board ultimately extended all nine taxicab franchisees to an expiration date of December 31, 2010.

In November 2010, the City Council of the City of Los Angeles approved a minimum five year renewal period for all nine taxicab franchisees (to December 31, 2015) issuing a replacement franchise ordinance to each taxicab operator. The possibility for two each one-year extensions of the franchise grant was also within the purview and control of the Board of Taxicab Commissioners.

A recommendation report was submitted to the Board of Taxicab Commissioners in May 2015, providing a summary of the taxicab operator (franchisee) performance reviews for calendar year 2013. Based on the report, and previous satisfactory performance evaluations, all taxicab operators were approved for a total two-year extension of the franchise grant, to a new expiration date of December 31, 2017.

The Board will continue to provide annual performance evaluations throughout the extended franchise authorization period. Each taxicab operator must also comply with a Taxicab Greening Program as part of the taxicab regulations.

The Board and the City will need more time to determine if the existing franchising system should be continued past calendar year 2017. More exploration of best practices may need to be evaluated prior to making a recommendation for franchising changes or renewal past the Board allowed two-year extension authorization. The Department may contract with a consultant to assist the Commission and Department staff as it explores potential regulation and enforcement changes for the future to best meet the service needs of the public, enhance reporting and evaluation techniques for the Department, and provide a more stable and level playing field for taxicab operators.

The Board will be responsible for making recommendations to the Mayor and City Council regarding a future taxicab permitting system that includes the mechanism for authorization (franchising contracts, operator or driver medallions, operating permits, etc.) along with the rules and regulations for taxicab transportation service. Based on the new technology available to consumers for smartphone type app services (including more competition), the landscape of taxicab transportation service requirements and regulations must be revisited to best meet the needs of the consumer, taxicab companies, taxicab drivers and the City.

Besides detailing the annual performance review criteria and outcomes for calendar year 2014 and 2015, 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 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; implementation of the green taxi program; 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 years 2014 and 2015, some general information regarding 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). In 2010, the number of total taxicab vehicle authorities was 2,303 including the requirement for a minimum of 170 wheelchair accessible minivans (or 7.4%). New grant funding was awarded to the City of Los Angeles to provide for 50 additional wheelchair authorities (220 total) out of a new total of 2,353 taxicab vehicles (9.3%). These 50 grant-funded additional wheelchair vehicle authorities were placed into taxicab service in early 2012.

In addition to the additional 50 grant-funded wheelchair accessible taxicabs added to the taxicab fleets, the franchise of Bell Cab Company, Inc. was approved for eight more additional wheelchair accessible taxicabs due to their documented Public Convenience and Necessity (PC&N) demand indicators. This brought the total taxicab wheelchair accessible fleet size to 228 out of 2,361 total vehicles (9.7%) by early 2012.

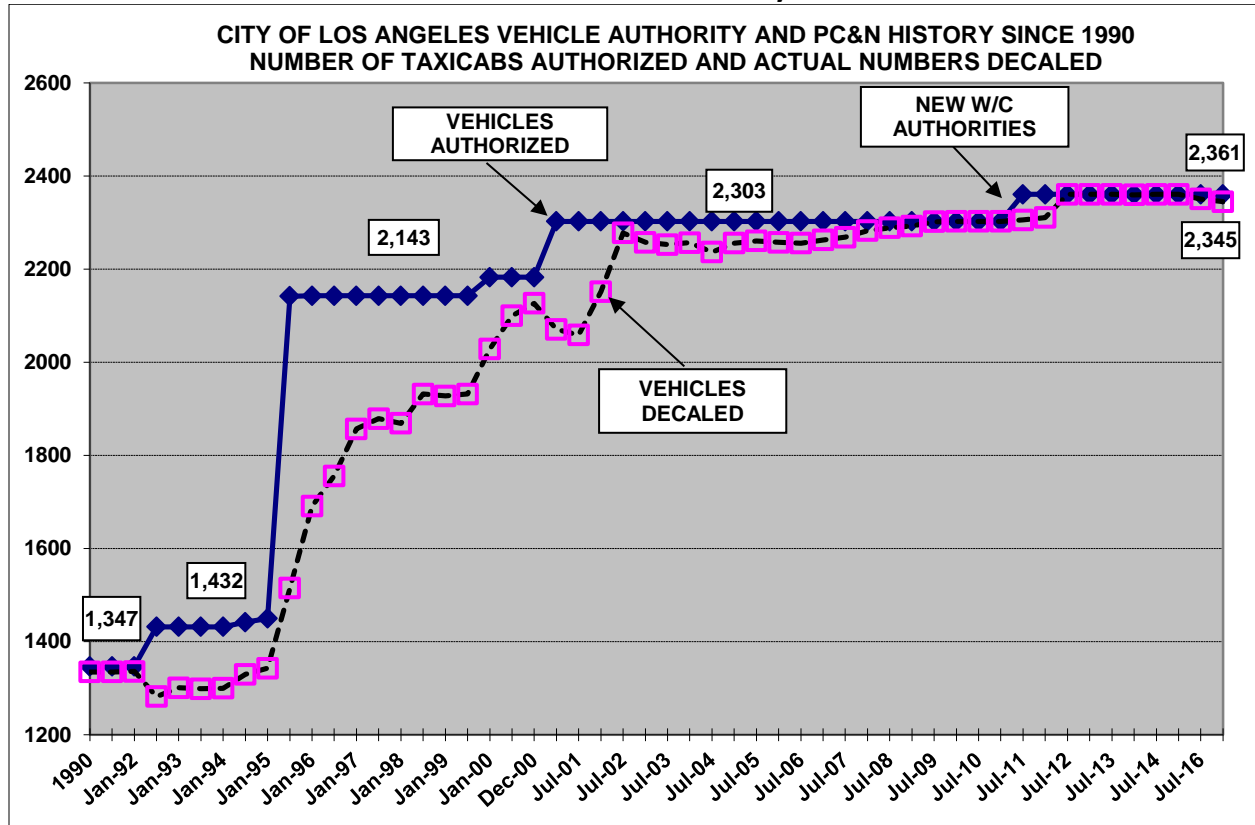
The history of taxicab vehicle growth in Los Angeles from 1990 to present is described below. Chart 2.A provides a description of authorized versus sealed (decaled) taxicabs.

- 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 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 company, while another franchise was re-assigned to a new operator with 15 additional wheelchair vehicle authorities - providing a total of 2,183 Citywide vehicle authorities.
- 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.
- In 2009, the City was approved for 50 additional wheelchair accessible authorities via the Federal New Freedom grant process. With the renewal of franchises for a minimum five year period, the City was able to complete the grant approval process including service

monitoring and improvement conditions. Vehicles were purchased in 2011 and placed into service in early 2012 - creating a total of 2,353 authorities.

- In May 2011, eight additional wheelchair accessible vehicle authorities were authorized to Bell Cab – providing for a total of 228 ADA accessible wheelchair vehicles out of a total Los Angeles taxicab fleet of 2,361 vehicles. All wheelchair accessible cabs were placed into active service by early 2012.

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.

Listed below (*in Table No. 2B*) are the nine currently franchised taxicab organizations, (initial ordinance in 2001 and renewal in 2010). A description of the primary service area (service zones) for each operator is also included along with total number of vehicles authorities, as follows:

Table 2.B Taxicab Operator Ordinance, Vehicles and Service Zones

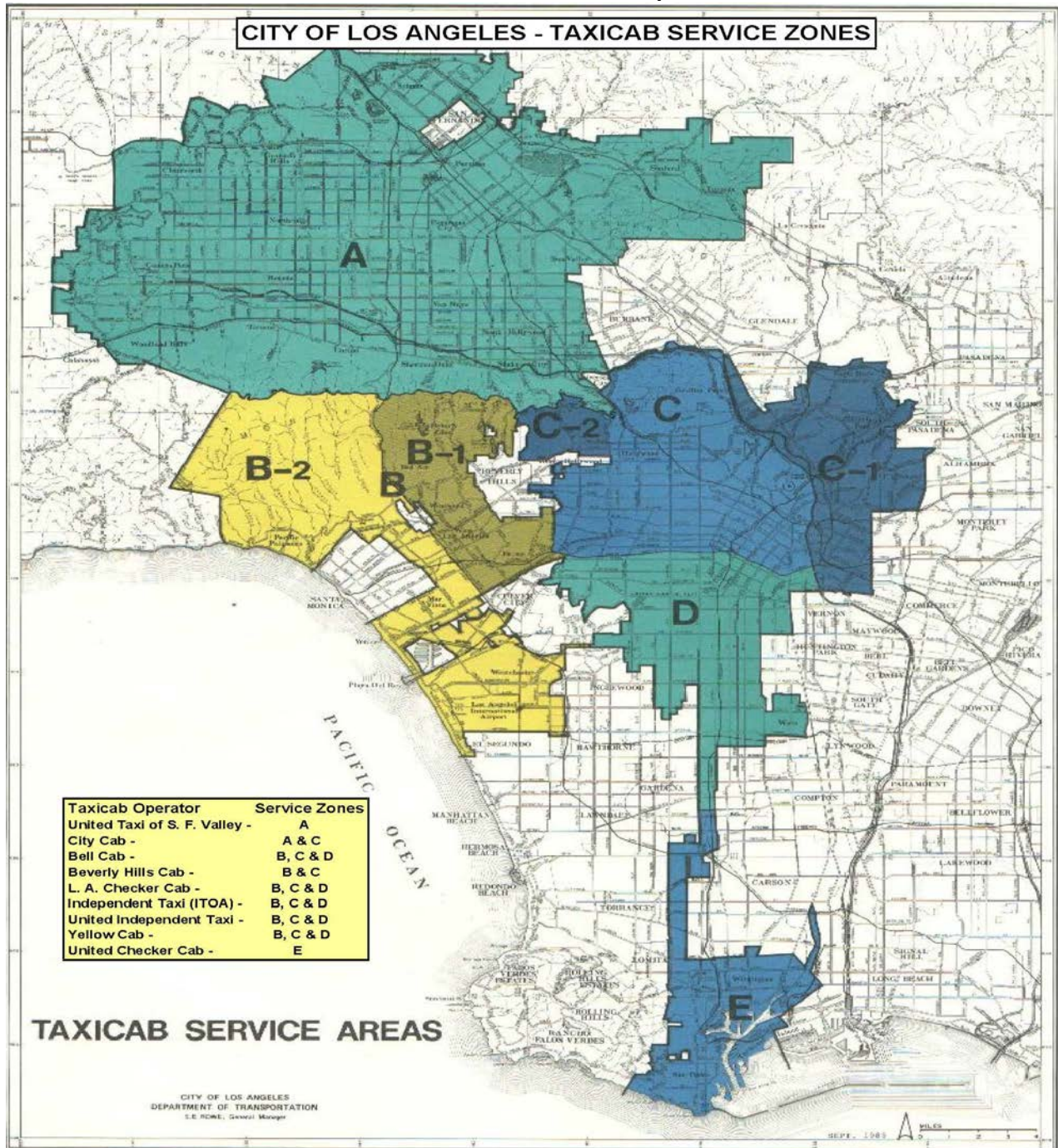
Franchisee	Ordinance 2001 & 2010	Vehicle Authorities	Wheel Chair Vehicle Totals	Primary Service Area
Bell Cab Company, Inc. d.b.a. Bell Cab	173656 181424	261 original 265 in 2011 273 current	8 original 12 in 2011 20 in 2012	B, C & D
Beverly Hills Transit Cooperative, Inc. d.b.a. Beverly Hills Cab Co.	173652 181420	163 original 167 current	20 original 24 in 2012	B & C
L. A. Checker Cab Cooperative, Inc. d.b.a. L. A. Checker Cab	173655 181423	269 original 269 current	24 original 24 in 2012	B, C & D
Independent Taxi Owners' Association d.b.a. Independent Taxi (or ITOA)	173654 181422	246 original 252 current	21 original 27 in 2012	B, C & D
South Bay Cooperative, Inc. d.b.a. United Checker Cab Co.	173657 181425	70 original 75 current	2 original 7 in 2012	E
United Independent Taxi Drivers, Inc. d.b.a. United Independent Taxi	173653 181421	289 original 294 current	50 original 55 in 2012	B, C & D
San Gabriel Transit, Inc. d.b.a. City Cab with transfer to LA City Cab, LLC d.b.a. City Cab	173650 181418 182197	166 original 166 in 2011 170 in 2012	8 original 8 in 2011 12 in 2012	A & C
United Independent Taxi Drivers, Inc. d.b.a. United Taxi of San Fernando Valley (or UTSFV)	173649 181417	100 original 102 current	22 original 24 in 2012	A
L. A. Taxi Cooperative, Inc. d.b.a. Yellow Cab Co.	173651 181419	739 original 759 current	15 original 35 in 2012	B, C & D

As noted in the table above, the franchised operation of San Gabriel Transit, Inc. d.b.a. City Cab (Ordinance 181418) was transferred to LA City Cab, LLC d.b.a. City Cab effective September 2012 (Ordinance 182197). As part of the transfer process, the franchisee structure has changed from a single owned fleet of vehicles to a membership organization. Similar to all other taxicab operators, the individual fleet slots in the new organization will be tied to individual owners and shareholders within the new membership LLC. All other facets of the organization remain the same as before including operating location, technology, management and regulatory systems.

2.3 - Taxicab Service Zone Map

A map of the service zones is provided below as *Chart 2.C*. 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.

Chart 2.C 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 current ordinance, "This Franchise shall expire no sooner than 11:59 P.M., December 31, 2015, and no later than 11:59 P.M., December 31, 2017, 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 and/or City Council 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 and/or City Council approval is not provided for an extension of the Franchise term, the Franchise may expire prior to 11:59 P.M., December 31, 2017. Public hearings regarding any potential extension of the franchise period may begin as early as July 2013, and must include all performance review information and any documented plans for future permit authorization changes. Should an extension of the franchise grant be provided by either the Board or the City Council, such grant may be issued in single one-year increments, or in a maximum two-year increment."

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, it may be approved for a franchise extension. The current franchise ordinances are authorized to December 31, 2015, but may be extended to December 31, 2017. Any extension of the franchise ordinances cannot be authorized prior to July 2013.
- ❖ **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 in 2013, 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

Board Order No. 060 was used for the 2010 to 2013 calendar year performance evaluations (Attachment A). In October 2013, the Board of Taxicab Commissioners approved a revised set of performance evaluation conditions (Board Order No. 071) with respect to dispatch service response to the southern central area of the City (Zone D).

Board Order No. 071 (Attachment B), established a five percent increase in the minimum standards of dispatch response to Service Zone D beginning in calendar year 2014. There was also a two percent increase in overall service area response requirements for dispatch evaluation for combined service areas that include Zone A & C (one operator) and Zones B, C and D (five operators). Five performance conditions must be satisfied including various scoring levels as part of a multi-faceted Taxicab Service Index (TSI), as follows:

1. Condition 1 provides minimum dispatch service performance requirements for each Individual Primary Service Zone authorized for the taxicab operator.

2. Condition 2 provides minimum dispatch service performance requirements for the Combined Primary Service Area authorized for the taxicab operator.

3. Condition 3 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 3.

4. Condition 4 provides minimum overall scoring requirements for both combined dispatch service response (Condition 2) and the other ten areas of performance review covered in Condition 3.
5. Condition 5 establishes the necessity to meet other franchise requirements including adherence to the management business plan.

The full language of Board approved Condition No. 1 through 5 covering calendar years 2014 and 2015 are as follows:

Performance Condition No. 1 – Individual Primary Service Zone Dispatch Performance

Evaluation Criteria: Operators will be measured for service response to both immediate dispatch trip requests and total dispatch trip requests in each Individual Primary Service Zone as part of any semi-annual or annual performance review period. Minimum standards for probation, continuation without extension, and franchise extension eligibility shall be as follows:

- *If an Operator obtains a Deficient service level rating in any Individual Primary Service Zone, they will be placed on probationary status pending Board review and potential further disciplinary actions, and will not be eligible for franchise extension. Deficient service levels are less than 60.5% dispatch response performance for Zone D, 65.5% for Zones A and E, and 70.5% for Zones B and C.*
- *In order to be eligible for franchise extension, an Operator must obtain a minimum Unsatisfactory service level rating or greater in all Individual Primary Service Zones. Unsatisfactory service levels are at least 65.5% dispatch response performance for Zone D, 70.5% for Zones A and E, and 75.5% for Zones B and C.*

Individual Service Zone Level Ratings

Service Zone	Deficient	Poor	Unsatisfactory	Satisfactory	Good	Excellent
Zone A – Level 2	<65.5%	65.5-70.49%	70.5-75.49%	75.5-80.49%	80.5-85.49%	>=85.5%
Zone B – Level 1	<70.5%	70.5-75.49%	75.5-80.49%	80.5-85.49%	85.5-90.49%	>=90.5%
Zone C – Level 1	<70.5%	70.5-75.49%	75.5-80.49%	80.5-85.49%	85.5-90.49%	>=90.5%
Zone D – Level 3 Previous BO 060	<55.5%	55.5-60.49%	60.5-65.49%	65.5-70.49%	70.5-75.49%	>=75.5%
Zone D – Level 3 Beginning 2014	<60.5%	60.5-65.49%	65.5-70.49%	70.5-75.49%	75.5-80.49%	>=80.5%
Zone E – Level 2	<65.5%	65.5-70.49%	70.5-75.49%	75.5-80.49%	80.5-85.49%	>=85.5%
Probation	Probation					
Continuation		Continuation				
Extension			Possibility of Extension			

Performance Condition No. 2 – Combined Primary Service Area Dispatch Performance

Evaluation Criteria: In addition to meeting criteria for each Individual Service Zone dispatch performance level included as Performance Condition No. 1 above, each Operator will be measured for overall total trip dispatch response in the Combined Primary Service Area as part of any semi-annual or annual performance review period. Evaluation of total trip response as weighted by the number of vehicles authorized for each zone, by ordinance, and evaluation of total trip response as weighted by the total number of trips completed in each Primary Service Zone will be included. Minimum standards for probation, continuation without extension, and franchise extension eligibility shall be as follows:

- *If an Operator obtains a Poor to Deficient service level rating in any Combined Primary Service Area, they will be placed on probationary status pending Board review and potential further disciplinary actions, and will not be eligible for franchise extension. Poor service levels are less than 70.5% combined dispatch response performance for Level 2 providers (United Taxi of San Fernando Valley); 72.5% for Level 4 providers (all taxicab operators except for Beverly Hills Cab Co. and United Taxi of San Fernando Valley), and 75.5% for Level 1 service providers (Beverly Hills Cab Co.).*
- *In order to be eligible for franchise extension, an Operator must obtain a minimum Satisfactory service level rating or greater in its Combined Primary Service Area (minimum score of 47.0 Taxicab Service Index points). Satisfactory service levels are at least 75.5% dispatch response performance for Level 2 providers (United Taxi of San Fernando Valley), 77.5% for Level 4 providers (all taxicab operators except for Beverly Hills Cab Co. and United Taxi of San Fernando Valley) and 80.5% for Level 1 service providers (Beverly Hills Cab Co.).*

Total Service Area Level Ratings

Taxicab Operator	Deficient	Poor	Unsatisfactory	Satisfactory	Good	Excellent
Level 2 Service Rating	<65.5%	65.5-70.49%	70.5-75.49%	75.5-80.49%	80.5-85.49%	>=85.5%
New Level 4 Beginning 2014	<67.5%	67.5-72.49%	72.5-77.49%	77.5-82.49%	82.5-87.49%	>=87.5%
Level 1 Service Rating	<70.5%	70.5-75.49%	75.5-80.49%	80.5-85.49%	85.5-90.49%	>=90.5%
Probation	Probation					
Continuation			Continuation			
Extension				Possibility of Extension		

Performance Condition No. 3 – Evaluation Criteria (TSI Item 2-6 and 10-12):

In addition to meeting the Service Zone response time criteria discussed in Condition No. 1 and 2 (Satisfactory or better combined Service Area evaluation and no single primary Service Zone with less than an Unsatisfactory rating), 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 No. 4 – Total Service Index Evaluation (TSI Items 1-12):

In addition to passing minimal dispatch service response performance criteria in Condition No. 1 and 2, and minimal overall TSI scoring for all other items as detailed in Condition No. 3, Operator must also maintain a minimum total TSI score of 80 points (70% of potential 115 points possible) in order to be eligible for franchise extension.

Performance Condition No. 5 – Evaluation Criteria (TSI Item 8) – Adherence to Management Business Plan:

In addition to meeting scoring requirements for TSI item 1-12 as detailed in Condition No. 1 through 4, an Operator cannot have any major occurrence of a failure to abide by the management business plan (including, but not limited to, wheelchair and clean fuel vehicle implementation) in order to be considered for a passing evaluation and potential franchise extension authorization.

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, Board Order No. 059 on November 19, 2009, Board Order No. 060 on March 10, 2010 (Attachment A), and Board Order No. 071 (as final) on November 21, 2013 (Attachment B).

This document 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.

As mandated by the Board of Taxicab Commissioners, each taxicab operator was required to provide “on-site” arrival time stamping as part of the dispatch service record using Global Positioning Systems. The use of this technology provided an improvement to general service response levels during part of 2009.

The Board has since revised the performance review criteria (in 2010) to better define minimum dispatch service standards that take into account the improved service response times when “on-site” arrival time stamping is used in lieu of the “meter-on” activation time stamp for each dispatch trip. For calendar year 2014 and 2015, Board Order No. 071 will be used for dispatch and overall performance evaluation review. As noted above, beginning in 2014, dispatch performance standards will increase slightly for Zone D requirements.

Table 3.D summarizes each component of the Taxicab Service Index and its evaluation weighting value as authorized in Board Order No. 071.

Table 3.D Taxicab Service Index Items & Scoring

Item	Index Description	Max Points
1.a.	On-Time Service Response in Primary Service Area - (maximum points scored if specific percentage 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

3.4 – Summary of Performance Evaluations (2001-2015)

Table 3.E below provides a history of performance evaluation reviews of the individual franchised operators from 2001 to 2015.

Table 3.E

Taxi Performance Review History (2001-2015)

Evaluation Criteria	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Ttl Reported Trips Ttl Dispatch Trips Primary Disp Trips All in 1,000's		7801 2647 2584	7343 2643 2490	7435 2901 2785	7698 2796 2701	6407 2728 2628	6494 2677 2573	6711 2671 2561	6846 2391 2293	7487 2588 2449	8178 2867 2731	8402 3168 2983	8266 3025 2839	6815 2281 2152	6025 1805 1712	
Dispatch Response Weighted by Vehicles Authorized	68.7%	73.2%	75.0%	74.2%	74.9%	75.7%	77.7%	81.4%	88.6%	88.5%	86.8%	85.8%	86.3%	86.5%	85.0%	
Dispatch Response Weighted by Trips Completed	74.7%	78.7%	78.4%	77.0%	77.3%	78.5%	80.9%	84.7%	92.0%	91.6%	90.0%	89.2%	89.4%	88.5%	86.4%	
Dispatch Response in Service Zone D	50.7%	58.9%	61.6%	60.3%	59.8%	60.6%	61.9%	65.9%	75.0%	75.9%	73.9%	71.6%	73.2%	75.7%	72.5%	
TSI Ave Scoring for Items 2-12 out of 5 max	2.92 out of 5	3.54	3.86	4.17	4.18	3.96	4.12	4.28	3.92	4.07	4.03	4.20	4.20	4.27	4.29	
Total TSI Scoring Out of 115 possible	75.9 66.0%	87.9 76.4%	93.9 81.7%	96.3 83.7%	95.8 83.3%	94.9 82.5%	101.2 88.0%	106.8 92.9%	104.2 90.6%	104.3 90.7%	102.3 89.0%	103.2 90.0%	103.2 90.0%	100.3 87.2%	98.6 85.7%	
Operators Receiving Extension Apprvl	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	9 out of 9	9 out of 9	9 out of 9	9 out of 9	9 out of 9	9 out of 9	8 out of 9	
Failure Explanation (Dispatch Deficiency, TSI Score for Items 2-12 < 30 points or M/B Plan)																
Bell Cab	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Pass		
Beverly Hills Cab Co.	FAIL TSI	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	Pass +2 Yr Ext						Pass +2 Yr Ext	Pass	Pass	
L. A. Checker Cab	FAIL Zone D & Ttl TSI Score		PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	Pass +2 Yr Ext						Pass +2 Yr Ext	Pass	Pass
Independent Taxi (ITOA)	FAIL TSI & W/C Veh Reqmnt		PASS +1 yr	FAIL Zone D	PASS +2 yr w/ \$15K pnltly	PASS +1 yr	PASS +1 yr	Pass +2 Yr Ext						Pass +2 Yr Ext	Pass	Pass
United Checker Cab	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Fail Zone E		
United Independent Taxi	FAIL Zone D & Ttl TSI Score			PASS +2 yr w/ \$30K pnltly	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Pass
City Cab	FAIL Zone A, C & TSI	FAIL Zone C		PASS +2 yr w/ \$30K pnltly	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Pass
United Taxi of S. F. Valley	FAIL TSI Score	PASS +2 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Pass		
Yellow Cab Co.	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max extension reached						Pass +2 Yr Ext	Pass	Pass		

4. DETAILED PERFORMANCE REVIEW FOR 2014-2015

The following sections will provide a detailed analysis of the individual review for all items and components related to year 2014 and 2015 performance evaluations. As described in the summary and history chart, all operators were already successful in reaching maximum franchise extension through December 31, 2017 as part of the year 2013 review. Any evaluation for 2014 and 2015 is for information only although the data may be used to assess any future proposal or other competitive bidding process for taxicab permits in the City of Los Angeles.

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.F* 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.F 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.G.1 through 4.G.5*, 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 in Board Order 071).

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.G.1*, below, provides a summary of the 2012 through 2015 service response levels measured in the City of Los Angeles. *Tables 4.G.2 and 4.G.3* are specific to the 2014 evaluation review by individual service zone and combined service area, while *Tables 4.G.4 and 4.G.5* are specific to the 2015 evaluation period.

Table 4.G.1 Overall Operator Dispatch Service Response (2012-2015)

Operator	Total Score	Zone A Response	Zone B Response	Zone C Response	Zone D Response	Zone E Response	Average by Vehicle	Average by Trip	
Bell Cab	'15-57.5 pts	n/a	'15-86.0%	'15-90.9%	'15-73.2%	n/a	'15-85.2%	'15-89.0%	
	'14-60.5 pts		'14-90.0%	'14-92.8%	'14-74.5%		'14-87.5%	'14-91.3%	
	'13-65.0 pts		'13-89.9%	'13-93.6%	'13-73.8%		'13-87.7%	'13-91.8%	
	'12-60.5 pts		'12-87.5%	'12-93.0%	'12-65.9%		'12-84.7%	'12-90.5%	
Bev Hills Cab	'15-59.0 pts	n/a	'15-90.6%	'15-87.4%	n/a	n/a	'15-89.2%	'15-89.8%	
	'14-60.5 pts		'14-91.4%	'14-89.3%			'14-90.5%	'14-90.8%	
	'13-65.0 pts		'13-93.5%	'13-93.3%			'13-93.4%	'13-93.5%	
	'12-65.0 pts		'12-93.0%	'12-93.1%			'12-93.0%	'12-93.0%	
LA Chkr Cab	'15-54.5 pts	n/a	'15-79.1%	'15-90.7%	'15-71.4%	n/a	'15-82.9%	'15-88.8%	
	'14-53.0 pts		'14-76.5%	'14-91.7%	'14-68.0%		'14-81.9%	'14-89.0%	
	'13-56.0 pts		'13-76.0%	'13-93.4%	'13-65.7%		'13-82.1%	'13-90.6%	
	'12-57.5 pts		'12-76.1%	'12-94.1%	'12-68.3%		'12-83.1%	'12-91.8%	
Indpdnt Taxi	'15-51.5 pts	n/a	'15-82.5%	'15-87.1%	'15-68.7%	n/a	'15-81.0%	'15-84.9%	
	'14-53.0 pts		'14-80.6%	'14-86.6%	'14-74.1%		'14-81.6%	'14-84.4%	
	'13-59.0 pts		'13-83.3%	'13-89.9%	'13-73.0%		'13-83.6%	'13-87.4%	
	'12-60.5 pts		'12-85.7%	'12-91.8%	'12-73.1%		'12-85.2%	'12-89.5%	
United Chkr Cab	'15-44.0 pts	n/a	n/a	n/a	n/a	n/a	'15-74.0%	'15-74.0%	
	'14-48.5 pts						'14-76.7%	'14-76.7%	'14-76.7%
	'13-57.5 pts						'13-83.5%	'13-83.5%	'13-83.5%
	'12-62.0 pts						'12-85.9%	'12-85.9%	'12-85.9%
United Ind Taxi	'15-54.5 pts	n/a	'15-87.9%	'15-84.2%	'15-76.4%	n/a	'15-83.4%	'15-85.1%	
	'14-57.5 pts		'14-89.8%	'14-85.3%	'14-76.9%		'14-84.6%	'14-87.0%	
	'13-60.5 pts		'13-91.0%	'13-87.6%	'13-74.8%		'13-85.5%	'13-88.7%	
	'12-62.0 pts		'12-91.9%	'12-88.6%	'12-74.4%		'12-86.2%	'12-89.8%	
City Cab	'15-65.0 pts	'15-89.7%	n/a	'15-93.3%	n/a	n/a	'15-91.2%	'15-90.6%	
	'14-63.5 pts	'14-88.2%		'14-91.1%			'14-89.4%	'14-88.7%	
	'13-62.0 pts	'13-85.8%		'13-86.0%			'13-85.9%	'13-85.9%	
	'12-59.0 pts	'12-83.6%		'12-85.5%			'12-84.4%	'12-83.9%	
United Taxi SF Valley	'15-54.5 pts	'15-81.3%	n/a	n/a	n/a	n/a	'15-81.3%	'15-81.3%	
	'14-57.5 pts	'14-82.5%					'14-82.5%	'14-82.5%	
	'13-60.5 pts	'13-84.9%					'13-84.9%	'13-84.9%	
	'12-62.0 pts	'12-85.6%					'12-85.6%	'12-85.6%	
Yellow Cab	'15-60.5 pts	n/a	'15-91.3%	'15-92.8%	'15-72.5%	n/a	'15-86.7%	'15-88.0%	
	'14-65.0 pts		'14-93.6%	'14-94.8%	'14-78.5%		'14-89.9%	'14-91.7%	
	'13-65.0 pts		'13-90.1%	'13-93.5%	'13-75.2%		'13-87.6%	'13-90.7%	
	'12-62.0 pts		'12-87.9%	'12-92.3%	'12-73.0%		'12-85.9%	'12-89.1%	
Operator	Total Score	Zone A Response	Zone B Response	Zone C Response	Zone D Response	Zone E Response	Average by Vehicle	Average by Trip	
Average Figures	'15-55.7 pts	'15-85.4%	'15-87.3%	'15-90.2%	'15-72.5%	'15-74.0%	'15-85.0%	'15-86.4%	
	'14-57.7 pts	'14-85.3%	'14-88.4%	'14-91.4%	'14-75.7%	'14-76.7%	'14-86.5%	'14-88.5%	
	'13-61.2 pts	'13-85.4%	'13-88.2%	'13-91.8%	'13-73.3%	'13-83.5%	'13-86.3%	'13-89.4%	
	'12-61.2 pts	'12-84.6%	'12-87.6%	'12-91.7%	'12-71.6%	'12-85.9%	'12-85.8%	'12-89.2%	

Table 4.G.2 2014 Dispatch Service Response Individual Service Zone Summary

**FULL YEAR 2014 DISPATCH SERVICE RESPONSE BY SERVICE ZONE (A through E)
PRIMARY SERVICE PROVIDERS PERFORMANCE FOR IMMEDIATE AND TOTAL TRIP REQUESTS**

Service Response in Zone A		Immediate or Now Service Requests			Total Service Requests			% now calls
cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating		
City Cab	98	88.95%	84,606	excellent	88.21%	129,904	excellent	65.1%
United Taxi of San Fernando Valley	102	83.12%	147,283	good	82.53%	166,366	good	88.5%

Service Response in Zone B		Immediate or Now Service Requests			Total Service Requests			% now calls
cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating		
L. A. Taxi Co-Operative (Yellow Cab)	164	93.30%	147,180	excellent	93.55%	177,019	excellent	83.1%
Beverly Hills Cab Co.	95	91.07%	71,484	excellent	91.37%	98,082	excellent	72.9%
Bell Cab Company	73	87.52%	34,251	good	90.03%	48,133	good	71.2%
United Independent Taxi	90	90.48%	136,987	good	89.83%	164,811	good	83.1%
Independent Taxi Owners' Association	74	79.10%	39,018	unsatisfactory	80.63%	52,347	satisfactory	74.5%
Los Angeles Checker Cab Co.	67	77.62%	12,911	unsatisfactory	76.47%	16,911	unsatisfactory	76.3%

Service Response in Zone C		Immediate or Now Service Requests			Total Service Requests			% now calls
cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating		
L. A. Taxi Co-Operative (Yellow Cab)	380	94.74%	400,303	excellent	94.77%	432,084	excellent	92.6%
Bell Cab Company	132	92.66%	150,674	excellent	92.79%	161,454	excellent	93.3%
Los Angeles Checker Cab Co.	134	91.97%	116,857	excellent	91.71%	125,033	excellent	93.5%
City Cab	72	86.34%	8,076	good	91.13%	25,834	excellent	31.3%
Beverly Hills Cab Co.	72	88.77%	27,831	good	89.29%	35,323	good	78.8%
Independent Taxi Owners' Association	113	86.60%	108,746	good	86.62%	123,950	good	87.7%
United Independent Taxi	132	86.27%	109,029	good	85.31%	118,691	satisfactory	91.9%

Service Response in Zone D		Immediate or Now Service Requests			Total Service Requests			% now calls
cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating		
L. A. Taxi Co-Operative (Yellow Cab)	215	75.41%	101,394	satisfactory	78.51%	124,001	good	81.8%
United Independent Taxi	72	78.29%	24,374	good	76.85%	27,408	good	88.9%
Bell Cab Company	68	72.05%	8,979	satisfactory	74.50%	10,533	satisfactory	85.2%
Independent Taxi Owners' Association	65	73.03%	6,414	satisfactory	74.14%	7,795	satisfactory	82.3%
Los Angeles Checker Cab Co.	68	66.14%	5,263	unsatisfactory	67.99%	6,113	unsatisfactory	86.1%

Service Response in Zone E		Immediate or Now Service Requests			Total Service Requests			% now calls
cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating		
United Checker Cab Company	75	76.46%	93,532	satisfactory	76.73%	100,086	satisfactory	93.5%

Table 4.G.3 2014 Dispatch Service Response for Combined Service Area

**FULL YEAR 2014 DISPATCH SERVICE RESPONSE BY SERVICE AREA
COMBINED SERVICE RESPONSE - ALL TRIP REQUESTS**

Service Response in Zone A (Level 2) cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index	
City Cab	98	88.21%	9.18%	2.26%	0.35%	97.39%	8.4	129,904	excellent	65.0
United Taxi of San Fernando Valley	102	82.53%	15.95%	1.46%	0.05%	98.48%	10.4	166,366	good	57.5
Service Response in Zone B (Level 1) cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index	
United Independent Taxi	90	89.83%	9.13%	0.99%	0.05%	98.96%	8.5	164,811	good	60.5
Independent Taxi Owners' Association	74	80.63%	16.78%	2.45%	0.13%	97.41%	10.4	52,347	satisfactory	47.0
L. A. Taxi Co-Operative (Yellow Cab)	164	93.55%	5.70%	0.69%	0.06%	99.25%	7.4	177,019	excellent	65.0
Beverly Hills Cab Co.	95	91.37%	7.91%	0.71%	0.01%	99.28%	7.8	98,082	excellent	62.0
Los Angeles Checker Cab Co.	67	76.47%	19.19%	3.97%	0.37%	95.66%	11.8	16,911	unsatisfactory	39.5
Bell Cab Company	73	90.03%	8.92%	1.01%	0.04%	98.95%	7.6	48,133	good	60.5
Service Response in Zone C (Level 1) cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index	
City Cab	72	91.13%	6.89%	1.86%	0.12%	98.02%	5.5	25,834	excellent	62.0
United Independent Taxi	132	85.31%	13.08%	1.54%	0.07%	98.39%	9.7	118,691	satisfactory	53.0
Independent Taxi Owners' Association	113	86.62%	11.70%	1.58%	0.10%	98.32%	9.0	123,950	good	56.0
L. A. Taxi Co-Operative (Yellow Cab)	380	94.77%	4.48%	0.66%	0.09%	99.25%	6.5	432,084	excellent	65.0
Beverly Hills Cab Co.	72	89.29%	9.73%	0.97%	0.01%	99.02%	8.5	35,323	good	59.0
Los Angeles Checker Cab Co.	134	91.71%	6.87%	1.27%	0.15%	98.58%	6.8	125,033	excellent	63.5
Bell Cab Company	132	92.79%	6.47%	0.70%	0.04%	99.26%	6.6	161,454	excellent	65.0
Service Response in Zone D (Level 3) cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index	
United Independent Taxi	72	76.85%	19.69%	3.28%	0.19%	96.54%	11.8	27,408	good	56.0
Independent Taxi Owners' Association	65	74.14%	19.94%	5.63%	0.30%	94.08%	13.2	7,795	satisfactory	51.5
L. A. Taxi Co-Operative (Yellow Cab)	215	78.51%	16.88%	4.15%	0.46%	95.39%	11.4	124,001	good	59.0
Los Angeles Checker Cab Co.	68	67.99%	21.89%	8.80%	1.33%	89.88%	14.4	6,113	unsatisfactory	42.5
Bell Cab Company	68	74.50%	21.16%	4.19%	0.15%	95.66%	12.5	10,533	satisfactory	53.0
Service Response in Zone E (Level 2) 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	75	76.73%	17.06%	5.51%	0.71%	93.79%	12.0	100,086	satisfactory	48.5
WEIGHTED BY VEHICLE AUTHORITY										
Service Response in Primary Area 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 (Level 4)	273	87.496%	10.78%	1.65%	0.07%	98.28%	8.3	220,120	good	60.5
Beverly Hills Cab Co. (Level 1)	167	90.47%	8.69%	0.82%	0.01%	99.17%	8.1	133,405	good	60.5
Los Angeles Checker Cab Co. (Lvl 4)	269	81.92%	13.74%	3.85%	0.50%	95.65%	9.9	148,057	satisfactory	53.0
Independent Taxi Owners' Assoc. (Lvl 4)	252	81.64%	15.32%	2.88%	0.16%	96.96%	10.5	184,092	satisfactory	53.0
United Checker Cab Company (Lvl 2)	75	76.73%	17.06%	5.51%	0.71%	93.79%	12.0	100,086	satisfactory	48.5
United Independent Taxi (Lvl 4)	294	84.62%	13.49%	1.80%	0.09%	98.11%	9.8	310,910	good	57.5
City Cab (Lvl 4)	170	89.447%	8.21%	2.09%	0.25%	97.66%	7.1	155,738	excellent	63.5
United Taxi of S.F. Valley (Lvl 2)	102	82.53%	15.95%	1.46%	0.05%	98.48%	10.4	166,366	good	57.5
L. A. Taxi Coop (Yellow Cab) (Lvl 4)	759	89.90%	8.28%	1.66%	0.19%	98.16%	8.1	733,104	excellent	65.0
Total	2361	86.45%	11.22%	2.14%	0.20%	97.66%	8.9	2,151,878	good	59.6
WEIGHTED BY NUMBER OF TRIPS COMPLETED										
Service Response in Primary Area 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 (Level 4)	273	91.31%	7.71%	0.93%	0.05%	99.02%	7.1	220,120	excellent	65.0
Beverly Hills Cab Co. (Level 1)	167	90.82%	8.39%	0.78%	0.01%	99.21%	8.0	133,405	excellent	62.0
Los Angeles Checker Cab Co. (Lvl 4)	269	88.99%	8.90%	1.89%	0.22%	97.89%	7.6	148,057	excellent	63.5
Independent Taxi Owners' Assoc. (Lvl 4)	252	84.39%	13.49%	2.00%	0.12%	97.88%	9.6	184,092	good	56.0
United Checker Cab Company (Lvl 2)	75	76.73%	17.06%	5.51%	0.71%	93.79%	12.0	100,086	satisfactory	48.5
United Independent Taxi (Lvl 4)	294	86.96%	11.57%	1.40%	0.07%	98.53%	9.2	310,910	good	60.5
City Cab (Lvl 4)	170	88.69%	8.80%	2.19%	0.31%	97.49%	7.9	155,738	excellent	63.5
United Taxi of S.F. Valley (Lvl 2)	102	82.53%	15.95%	1.46%	0.05%	98.48%	10.4	166,366	good	57.5
L. A. Taxi Coop (Yellow Cab) (Lvl 4)	759	91.73%	6.87%	1.26%	0.15%	98.60%	7.5	733,104	excellent	65.0
Total	2361	88.49%	9.75%	1.60%	0.15%	98.25%	8.4	2,151,878	excellent	61.8

Table 4.G.4 2015 Dispatch Service Response Individual Service Zone Summary

**FULL YEAR 2015 DISPATCH SERVICE RESPONSE BY SERVICE ZONE (A through E)
PRIMARY SERVICE PROVIDERS PERFORMANCE FOR IMMEDIATE AND TOTAL TRIP REQUESTS**

		Immediate or Now Service Requests			Total Service Requests			
Service Response in Zone A	cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating	% now calls
City Cab	98	89.14%	60,774	excellent	89.66%	108,223	excellent	56.2%
United Taxi of San Fernando Valley	102	81.53%	134,054	good	81.33%	151,582	good	88.4%

Service Response in Zone B	cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating	% now calls
L. A. Taxi Co-Operative (Yellow Cab)	164	90.71%	102,591	excellent	91.27%	118,652	excellent	86.5%
Beverly Hills Cab Co.	95	90.79%	55,425	excellent	90.59%	75,744	excellent	73.2%
Bell Cab Company	73	82.56%	24,907	satisfactory	86.00%	34,680	good	71.8%
United Independent Taxi	90	88.23%	99,984	good	87.85%	120,438	good	83.0%
Independent Taxi Owners' Association	74	78.98%	25,167	unsatisfactory	82.45%	34,284	satisfactory	73.4%
Los Angeles Checker Cab Co.	67	82.02%	7,949	satisfactory	79.08%	10,189	unsatisfactory	78.0%

Service Response in Zone C	cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating	% now calls
L. A. Taxi Co-Operative (Yellow Cab)	380	92.74%	302,171	excellent	92.82%	322,949	excellent	93.6%
Bell Cab Company	132	90.76%	117,744	excellent	90.95%	126,069	excellent	93.4%
Los Angeles Checker Cab Co.	134	90.96%	77,618	excellent	90.70%	82,447	excellent	94.1%
City Cab	72	85.91%	5,005	good	93.28%	36,952	excellent	13.5%
Beverly Hills Cab Co.	72	87.14%	19,359	good	87.44%	24,422	good	79.3%
Independent Taxi Owners' Association	113	86.19%	81,686	good	87.11%	93,272	good	87.6%
United Independent Taxi	132	84.78%	94,790	satisfactory	84.20%	102,300	satisfactory	92.7%

Service Response in Zone D	cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating	% now calls
L. A. Taxi Co-Operative (Yellow Cab)	215	69.07%	105,097	unsatisfactory	72.50%	123,822	satisfactory	84.9%
United Independent Taxi	72	76.17%	24,582	good	76.38%	27,089	good	90.7%
Bell Cab Company	68	70.45%	7,904	unsatisfactory	73.18%	9,195	satisfactory	86.0%
Independent Taxi Owners' Association	65	64.96%	6,272	poor	68.71%	7,786	unsatisfactory	80.6%
Los Angeles Checker Cab Co.	68	70.81%	2,926	satisfactory	71.39%	3,373	satisfactory	86.7%

Service Response in Zone E	cabs	now trip % 0-15 min	no. of now trips	Performance Rating	total trip % 0-15 min	no. of total trips	Performance Rating	% now calls
United Checker Cab Company	75	73.35%	92,426	unsatisfactory	74.03%	98,287	unsatisfactory	94.0%

Table 4.G.5 2015 Dispatch Service Response for Combined Service Area

**FULL YEAR 2015 DISPATCH SERVICE RESPONSE BY SERVICE AREA
COMBINED SERVICE RESPONSE - ALL TRIP REQUESTS**

Service Response in Zone A (Level 2)	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index
City Cab	98	89.66%	7.44%	2.37%	0.53%	97.10%	7.5	108,223	excellent	65.0
United Taxi of San Fernando Valley	102	81.33%	17.02%	1.62%	0.03%	98.35%	10.7	151,582	good	54.5

Service Response in Zone B (Level 1)	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index
United Independent Taxi	90	87.85%	10.94%	1.16%	0.05%	98.79%	8.9	120,438	good	57.5
Independent Taxi Owners' Association	74	82.45%	14.78%	2.65%	0.13%	97.23%	9.2	34,284	satisfactory	48.5
L. A. Taxi Co-Operative (Yellow Cab)	164	91.27%	7.60%	1.05%	0.08%	98.87%	8.1	118,652	excellent	62.0
Beverly Hills Cab Co.	95	90.59%	8.78%	0.63%	0.00%	99.37%	8.2	75,744	excellent	62.0
Los Angeles Checker Cab Co.	67	79.08%	17.23%	3.43%	0.26%	96.31%	10.9	10,189	unsatisfactory	44.0
Bell Cab Company	73	86.00%	12.29%	1.65%	0.07%	98.29%	8.4	34,680	good	54.5

Service Response in Zone C (Level 1)	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index
City Cab	72	93.28%	4.91%	1.62%	0.18%	98.19%	3.9	36,952	excellent	65.0
United Independent Taxi	132	84.20%	14.11%	1.61%	0.07%	98.31%	9.8	102,300	satisfactory	51.5
Independent Taxi Owners' Association	113	87.11%	11.18%	1.61%	0.10%	98.29%	8.6	93,272	good	56.0
L. A. Taxi Co-Operative (Yellow Cab)	380	92.82%	5.98%	1.08%	0.12%	98.80%	7.1	322,949	excellent	65.0
Beverly Hills Cab Co.	72	87.44%	11.57%	0.99%	0.00%	99.01%	9.2	24,422	good	56.0
Los Angeles Checker Cab Co.	134	90.70%	7.68%	1.44%	0.18%	98.38%	7.0	82,447	excellent	62.0
Bell Cab Company	132	90.95%	8.02%	0.99%	0.04%	98.97%	7.2	126,069	excellent	62.0

Service Response in Zone D (Level 3)	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	svc rating	TSI Index
United Independent Taxi	72	76.38%	20.54%	2.95%	0.13%	96.92%	12.0	27,089	good	54.5
Independent Taxi Owners' Association	65	68.71%	23.86%	6.97%	0.45%	92.57%	13.6	7,786	unsatisfactory	44.0
L. A. Taxi Co-Operative (Yellow Cab)	215	72.50%	20.18%	6.38%	0.94%	92.68%	13.3	123,822	satisfactory	50.0
Los Angeles Checker Cab Co.	68	71.39%	20.87%	7.12%	0.62%	92.26%	13.5	3,373	satisfactory	47.0
Bell Cab Company	68	73.18%	22.58%	4.14%	0.10%	95.76%	12.9	9,195	satisfactory	50.0

Service Response in Zone E (Level 2)	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	75	74.03%	18.72%	6.74%	0.50%	92.75%	12.5	98,287	unsatisfactory	44.0

WEIGHTED BY VEHICLE AUTHORITY

Service Response in Primary Area	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 (Level 4)	273	85.20%	12.79%	1.95%	0.06%	97.99%	8.9	169,944	good	57.5
Beverly Hills Cab Co. (Level 1)	167	89.23%	9.98%	0.79%	0.00%	99.21%	8.6	100,166	good	59.0
Los Angeles Checker Cab Co. (Lvl 4)	269	82.92%	13.39%	3.37%	0.31%	96.32%	9.6	96,009	good	54.5
Independent Taxi Owners' Assoc. (Lvl 4)	252	81.00%	15.51%	3.30%	0.20%	96.50%	10.0	135,342	satisfactory	51.5
United Checker Cab Company (Lvl 2)	75	74.03%	18.72%	6.74%	0.50%	92.75%	12.5	98,287	unsatisfactory	44.0
United Independent Taxi (Lvl 4)	294	83.40%	14.71%	1.80%	0.08%	98.12%	10.1	249,827	good	54.5
City Cab (Lvl 4)	170	91.19%	6.37%	2.05%	0.38%	97.56%	6.0	145,175	excellent	65.0
United Taxi of S.F. Valley (Lvl 2)	102	81.33%	17.02%	1.62%	0.03%	98.35%	10.7	151,582	good	54.5
L. A. Taxi Coop (Yellow Cab) (Lvl 4)	759	86.73%	10.35%	2.57%	0.34%	97.08%	9.1	565,423	good	60.5
Total	2361	84.95%	12.31%	2.50%	0.23%	97.27%	9.3	1,711,755	good	57.2

WEIGHTED BY NUMBER OF TRIPS COMPLETED

Service Response in Primary Area	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 (Level 4)	273	88.98%	9.68%	1.30%	0.05%	98.66%	7.7	169,944	excellent	63.5
Beverly Hills Cab Co. (Level 1)	167	89.82%	9.46%	0.72%	0.00%	99.28%	8.4	100,166	good	60.5
Los Angeles Checker Cab Co. (Lvl 4)	269	88.79%	9.16%	1.85%	0.20%	97.95%	7.6	96,009	excellent	63.5
Independent Taxi Owners' Assoc. (Lvl 4)	252	84.87%	12.82%	2.18%	0.13%	97.69%	9.0	135,342	good	57.5
United Checker Cab Company (Lvl 2)	75	74.03%	18.72%	6.74%	0.50%	92.75%	12.5	98,287	unsatisfactory	44.0
United Independent Taxi (Lvl 4)	294	85.11%	13.28%	1.54%	0.07%	98.39%	9.6	249,827	good	57.5
City Cab (Lvl 4)	170	90.58%	6.80%	2.18%	0.44%	97.38%	6.6	145,175	excellent	65.0
United Taxi of S.F. Valley (Lvl 2)	102	81.33%	17.02%	1.62%	0.03%	98.35%	10.7	151,582	good	54.5
L. A. Taxi Coop (Yellow Cab) (Lvl 4)	759	88.04%	9.43%	2.23%	0.29%	97.47%	8.7	565,423	excellent	62.0
Total	2361	86.42%	11.25%	2.12%	0.20%	97.67%	8.9	1,711,755	good	59.7

- ❖ **For 2014, based on Performance Condition 1 and 2 findings (no less than an UNSATISFACTORY rating in any Individual Primary Service Zone, and no less than a SATISFACTORY rating in any Combined Primary Service Area), all operators met or exceeded Condition 1 and 2 dispatch service response performance requirements for calendar year 2014. Again, all operators have already been awarded their full extension time period from the Board of Taxicab Commissioners, so the performance review results cannot lead to a franchise extension at this time.**

- ❖ **In 2015, a reduction in overall citywide service response was noted as both dispatch service demand and driver counts were significantly reduced. A lower number of vehicles were occupied and available to meet even the lowered service demand trip counts, especially when considering the large size of the city. Even with these reductions, all operators except for United Checker Cab were still able to pass performance Conditions 1 and 2 as noted above. United Checker Cab dropped to 74 percent of trips responded to within 15 minutes of the service request, landing them in an unsatisfactory service rating for their primary service area (the Wilmington, San Pedro and harbor area of the city). For 2016, United Checker Cab is again at a satisfactory level with a 76 percent response.**

4.1.2 - Annual Service Response Comparisons

The average 15-minute service response capability for the City of Los Angeles dropped for the year 2014 and 2015 compared to previous years.

- A total response time of 88.5 percent was achieved in 2014 (considered as excellent), followed by an 86.4 percent response rating in 2015 (considered as good).
- In 2012 and 2013, slightly higher service ratings were achieved at 89.2 percent for 2012, followed by 89.4 percent total “on time” trip response for 2013; and
- In 2010 and 2011, levels were again slightly higher than following years with 91.6 percent of trips responded to within 15 minutes in 2010, followed by 90.0 percent in 2011.

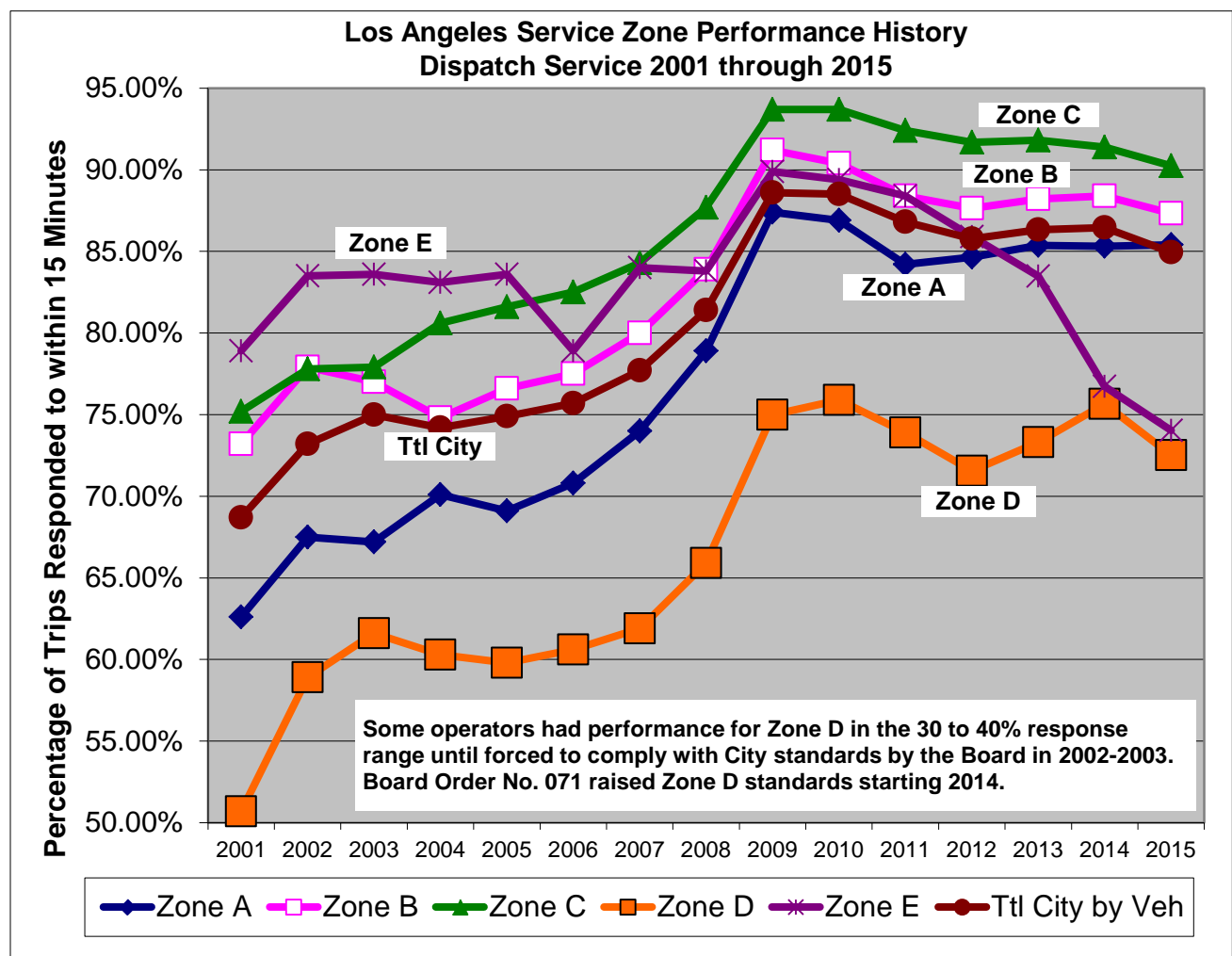
In previous years, the overall dispatch service performance ratings (for percentage of trips responded to within 15 minutes of the service request) increased or decreased in relation to the number of dispatch trips completed. In 2010, the 91.6 percent rating was tied to the completion of 2.4 million primary service area dispatch trips. For 2011, the 90.0 percent rating included 2.7 million dispatch trips. And, the 2012 and 2013 ratings (89.2 and 89.4 percent) included 2.9 million dispatch trips in 2012 and then 2.8 million dispatch trips for 2013.

That is no longer the case as we now have a lowered number of dispatch trip requests for 2014 and 2015 (at 2.15 million for 2014 and 1.7 million for 2015) along with lowered overall service response performance levels (88.5 and 86.4 percent). With the drop in dispatch and overall trip generation in 2014 and 2015, we now see a reduction of permitted taxicab drivers. In the 2012 to 2013 performance period we maintained a taxicab driver count of approximately 4,100. In 2014, the driver count was reduced to approximately 3,900. The number continued to drop in following years with a level of 3,600 drivers permitted in 2015, and now, as of November 2016, the count is at approximately 3,200 permitted taxicab drivers.

Although there is less service demand tied to the lower driver count, there are now less vehicles occupied at any given time to service taxicab trip requests. With a city as large as Los Angeles, this means that it will take more time to assign a trip to a taxicab driver, and then will take added time to reach the particular destination.

Chart 4.H is provided below indicating a history of average annual service response in each of the five service zones of the City from 2001 through 2015. 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.

Chart 4.H Service Zone Performance History 2002 through 2015



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 2014 and 2015 as compared to 2013 is provided in Table 4.1, below.

Table 4.1 2013 to 2015 Telephonic Answer and Hold Time Service Response Evaluation

Operator	% calls Answered <45 sec	TSI Scoring Item 2.a.	% calls placed on Hold for > 2 min	TSI Scoring Item 2.b.
Bell Cab	'15 = 99.9% '14 = 99.9% '13 = 99.9%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.1% '14 = 0.1% '13 = 0.1%	'15 = 5 points '14 = 5 points '13 = 5 points
Bev Hills Cab	'15 = 99.9% '14 = 99.9% '13 = 99.9%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.5% '14 = 0.6% '13 = 1.4%	'15 = 5 points '14 = 5 points '13 = 5 points
LA Chkr Cab	'15 = 98.3% '14 = 99.5% '13 = 99.9%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.8% '14 = 1.7% '13 = 2.5%	'15 = 5 points '14 = 5 points '13 = 5 points
ITOA	'15 = 99.9% '14 = 99.5% '13 = 99.2%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 1.1% '14 = 1.4% '13 = 5.6%	'15 = 5 points '14 = 5 points '13 = 3 points
United Chkr	'15 = 98.9% '14 = 98.8% '13 = 98.2%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.1% '14 = 0.1% '13 = 0.1%	'15 = 5 points '14 = 5 points '13 = 5 points
UITD	'15 = 96.5% '14 = 96.9% '13 = 98.6%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.9% '14 = 1.3% '13 = 2.1%	'15 = 5 points '14 = 5 points '13 = 5 points
City Cab	'15 = 96.2% '14 = 93.6% '13 = 91.0%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 1.1% '14 = 1.1% '13 = 1.0%	'15 = 5 points '14 = 5 points '13 = 5 points
UTSFV	'15 = 96.5% '14 = 96.9% '13 = 98.6%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.9% '14 = 1.3% '13 = 2.1%	'15 = 5 points '14 = 5 points '13 = 5 points
Yellow Cab	'15 = 97.4% '14 = 97.2% '13 = 93.1%	'15 = 5 points '14 = 5 points '13 = 5 points	'15 = 0.2% '14 = 0.3% '13 = 1.5%	'15 = 5 points '14 = 5 points '13 = 5 points
Average	'15 = 97.8% '14 = 97.9% '13 = 97.5%	'15 = 5.0 points '14 = 5.0 points '13 = 5.0 points	'15 = 0.6% '14 = 0.9% '13 = 2.1%	'15 = 5.0 points '14 = 5.0 points '13 = 4.8 points

As indicated in the table above, there was a not much change for the percentage of total calls answered in less than 45 seconds with values of 97.5 percent for 2013, 97.9 percent for 2014 and 97.8 percent for 2015. All operators received full credit (5 points) for this part of the

evaluation. Yellow Cab provided a sound improvement, rising from 88.2 percent of calls answered within 45 seconds in 2012 to 97.4 percent for 2015.

There was also no significant change in the percentage of calls placed on hold for more than two minutes with values of 2.1 in 2013, improving to 0.9 percent for 2014 and 0.6 percent for 2015. Again, all operators received full credit for this performance category for 2014 and 2015.

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.J, below, provides the 12 basic complaint categories used by the City.

Table 4.J 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 – 2012 to 2015 Complaint Figures

2012 – There were a total of 210 complaints received by the City for the months of January through December 2012. Of these 210 items, only 132 were verifiable complaints issued to one of the franchised taxicab operators during 2012. Eighty nine percent (89%) of the complaints were received through the Transit Store, while the remaining 11 percent (11%) of complaints were received directly by Department staff as part of the Cityride program.

2013 – There were a total of 234 complaints received by the City for the months of January through December 2013. Of these 234 items, only 135 were verifiable complaints issued to one of the franchised taxicab operators during 2013 with four more as general complaints regarding the taxicab industry. Eighty eight percent (88%) of the complaints were received through the Transit Store, while the remaining 12 percent (12%) of complaints were received directly by Department staff as part of the Cityride program.

2014 – There were a total of 204 complaints received by the City for the months of January through December 2014. Of these 204 items, only 136 were verifiable complaints issued to one of the franchised taxicab operators during 2014 with four more as general complaints regarding the taxicab industry. Ninety six percent (96%) of the complaints were received through the Transit Store, while the remaining four percent (4%) of complaints were received directly by Department staff as part of the Cityride program.

2015 – There were a total of 223 complaints received by the City for the months of January through December 2015. Of these 223 items, only 170 were verifiable complaints issued to one of the franchised taxicab operators during 2015 with on more as general complaints regarding the taxicab industry. Ninety one percent (91%) of the complaints were received through the Transit Store, while the remaining nine percent (9%) of complaints were received directly by Department staff as part of the Cityride program.

The number of complaints received from 2012 through 2015 indicates a steady figure (approximately 200 to 250 per year), and is much lower than the complaint counts from 2006 and 2007 (at 452 and 441 received, respectively).

The lower complaint counts may be due, in part, to the City and taxicab operator further work to deter overcharging to customers as part of the smart meter program. Drivers are required to supply printed receipts to customers, 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, each operator now has more convenient methods to accept and process both Cityride program debit cards and credit cards. Drivers no longer accept paper vouchers for Cityride payment as the Department has provided its own payment cards and processing system for quicker payout to the companies and much less paperwork requirements. In addition, all operators have added backseat Passenger Information Monitoring devices (PIM's) for credit card payment that will also lead to fewer complaints regarding payment acceptance.

Staff will be working to create further means for taxicab customers to provide input to the Department for services rendered as the existing phone-in and web site methods are not always convenient to the passenger or easy to locate if the customer does not regularly take taxicabs as a mode of transportation.

4.3.3 – Evaluation and Scoring of Complaint Figures

The majority of complaints are now received via the “Transit Store”, incorporating website and phone contact (25% of complaints in 2002 were from the “Transit Store” website as compared to 51% of complaints in 2004; 81% of complaints in 2005; and approximately 85% to 96% of all complaints received since 2006).

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.K.1 and 4.K.2 provide a summary of the number of cabs sealed and active versus the number vehicles authorized for each franchise Grantee for 2014 and 2015. These figures will also be used again in the next two TSI items (4.a and 4.b) covering Rule Book violations.

Table 4.K.1 Sealed vs. Active Taxicabs in Service 2014

Taxicab Operator	No. Cabs Authorized	2014 Total Cabs Sealed (sum of monthly cabs sealed)	2014 Average Monthly Number of Cabs Sealed	% of Cabs Sealed vs. Authorized	2014 Total Active Cabs for 12 months	2014 Average Number of Cabs in Active Dispatch	% of Cabs Active vs. Authorized
Bell Cab	273	3,276	273.0	100.0%	3,115	259.6	95.1%
Beverly Hills Cab Co.	167	2,004	167.0	100.0%	1,990	165.8	99.3%
L. A. Checker Cab	269	3,228	269.0	100.0%	3,166	263.8	98.1%
Independent Taxi	252	3,024	252.0	100.0%	2,992	249.3	98.9%
United Checker Cab	75	900	75.0	100.0%	871	72.6	96.8%
United Independent Taxi	294	3,528	294.0	100.0%	3,489	290.8	98.9%
City Cab	170	2,040	170.0	100.0%	1,979	164.9	97.0%
United Taxi of San Fernando Valley	102	1,224	102.0	100.0%	1,221	101.8	99.8%
Yellow Cab	759	9,106	758.8	100.0%	9,049	754.1	99.4%
Total	2,361	28,330	2,361	100.0%	27,872	2,323	98.4%

Table 4.K.2

Sealed vs. Active Taxicabs in Service 2015

Taxicab Operator	No. Cabs Authorized	2015 Total Cabs Sealed (sum of monthly cabs sealed)	2015 Average Monthly Number of Cabs Sealed	% of Cabs Sealed vs. Authorized	2015 Total Active Cabs for 12 months	2015 Average Number of Cabs in Active Dispatch	% of Cabs Active vs. Authorized
Bell Cab	273	3,230	269.2	98.6%	3,010	250.8	91.9%
Beverly Hills Cab Co.	167	2,004	167.0	100.0%	1,976	164.7	98.6%
L. A. Checker Cab	269	3,228	269.0	100.0%	3,102	258.5	96.1%
Independent Taxi	252	3,023	251.9	100.0%	2,948	245.7	97.5%
United Checker Cab	75	900	75.0	100.0%	856	71.3	95.1%
United Independent Taxi	294	3,528	294.0	100.0%	3,462	288.5	98.1%
City Cab	170	2,040	170.0	100.0%	1,966	163.8	96.4%
United Taxi of San Fernando Valley	102	1,224	102.0	100.0%	1,219	101.6	99.6%
Yellow Cab	759	9,105	758.8	100.0%	9,013	751.1	99.0%
Total	2,361	28,282	2,357	99.8%	27,552	2,296	97.2%

As provided for in Board Order No. 060, 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 060, 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 060. 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.L* below provides complaint ratio assessment and scoring for each operator for 2014 and 2015 as compared to the 2013 annual figure.

Table 4.L Complaint Ratio Assessment for 2013 thru 2015

Operator	2013-2015 Complaint Received by City	2013-2015 Operator Reported Complaint	2013-2015 No. of Active Cabs x 12 months	2013-2015 Complaints % per Active Cab	2013-2015 Complaint Ratio Compared to Industry Ave	2013-2015 Complaint TSI Score (5 max)
Bell Cab	'15 = 16 '14 = 21 '13 = 8	'15 = 71 '14 = 63 '13 = 77	'15 = 3,010 '14 = 3,115 '13 = 3,157	'15 = 0.53% '14 = 0.67% '13 = 0.25%	'15 = 0.86 '14 = 1.38 '13 = 0.53	'15 = 3 '14 = 2 '13 = 4
Beverly Hills Cab	'15 = 13 '14 = 5 '13 = 11	'15 = 79 '14 = 81 '13 = 93	'15 = 1,976 '14 = 1,990 '13 = 2,003	'15 = 0.66% '14 = 0.25% '13 = 0.55%	'15 = 1.07 '14 = 0.51 '13 = 1.14	'15 = 3 '14 = 4 '13 = 3
L. A. Checker Cab	'15 = 33 '14 = 23 '13 = 23	'15 = 193 '14 = 205 '13 = 190	'15 = 3,102 '14 = 3,166 '13 = 3,194	'15 = 1.06% '14 = 0.73% '13 = 0.72%	'15 = 1.72 '14 = 1.49 '13 = 1.50	'15 = 1 '14 = 2 '13 = 2
ITOA	'15 = 23 '14 = 20 '13 = 25	'15 = 7 '14 = 8 '13 = 12	'15 = 2,948 '14 = 2,992 '13 = 3,019	'15 = 0.78% '14 = 0.67% '13 = 0.83%	'15 = 1.26 '14 = 1.37 '13 = 1.72	'15 = 2 '14 = 2 '13 = 1
United Checker Cab	'15 = 5 '14 = 2 '13 = 0	'15 = 23 '14 = 37 '13 = 57	'15 = 856 '14 = 871 '13 = 887	'15 = 0.58% '14 = 0.23% '13 = 0.00%	'15 = 0.95 '14 = 0.47 '13 = 0.00	'15 = 3 '14 = 5 '13 = 5
UITD	'15 = 17 '14 = 20 '13 = 11	'15 = 235 '14 = 154 '13 = 118	'15 = 3,462 '14 = 3,489 '13 = 3,508	'15 = 0.49% '14 = 0.57% '13 = 0.31%	'15 = 0.80 '14 = 1.17 '13 = 0.65	'15 = 3 '14 = 3 '13 = 4
City Cab	'15 = 18 '14 = 7 '13 = 13	'15 = 98 '14 = 66 '13 = 6	'15 = 1,966 '14 = 1,979 '13 = 2,023	'15 = 0.92% '14 = 0.35% '13 = 0.64%	'15 = 1.48 '14 = 0.72 '13 = 1.34	'15 = 2 '14 = 4 '13 = 2
UTSFV	'15 = 6 '14 = 2 '13 = 8	'15 = 113 '14 = 93 '13 = 72	'15 = 1,219 '14 = 1,221 '13 = 1,224	'15 = 0.49% '14 = 0.16% '13 = 0.65%	'15 = 0.80 '14 = 0.34 '13 = 1.34	'15 = 3 '14 = 5 '13 = 2
Yellow Cab	'15 = 39 '14 = 36 '13 = 36	'15 = 470 '14 = 493 '13 = 444	'15 = 9,013 '14 = 9,049 '13 = 9,082	'15 = 0.43% '14 = 0.40% '13 = 0.40%	'15 = 0.70 '14 = 0.82 '13 = 0.82	'15 = 4 '14 = 3 '13 = 3
Total & Average	'15 = 170 '14 = 136 '13 = 135	'15 = 1,289 '14 = 1,200 '13 = 1,069	'15=27,552 '14=27,872 '13=28,097	'15 = 0.62% '14 = 0.49% '13 = 0.48%	'15 = 1.07 '14 = 0.92 '13 = 1.01	'15 = 2.67 '14 = 3.33 '13 = 2.89

The average complaints received per active number of cabs was 0.48% in 2013, 0.49% in 2014 and 0.62% in 2015. The increase for 2015 coincides with a slight increase in the total number of complaints received by the city (170 for 2015 as compared to 135 and 136 for 2013 and 2014, respectively). The average Taxi Service Index scoring was also slightly reduced in 2015 at an average of 2.67 out of five points possible.

L. A. Checker Cab received the lowest rating for 2014 and 2015 with 0.73% and 1.07% complaints received per active cab for 2014 and 2015, respectively. It should be noted that the total number of complaints received by the City is still quite low compared to the number of taxicab trips provided (over 6 million total taxicab trips provided in 2014 and 2015). This just emphasizes the need for the City to create additional avenues for public comment and outreach.

A further breakdown in the type of complaints received in 2013 through 2015 is included in *Table 4.M* 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.M Breakdown of Type of Complaints Received 2013-2015

Complaint Type	2013 No. and % of total	2014 No. and % of total	2015 No. and % of total
1) Company Service Refusal	0 – 0.0%	1 – 0.5%	0 – 0.0%
2) Driver Service Refusal	19 – 10.3%	5 – 2.5%	9 – 3.8%
3) Service Time Response	5 – 2.7%	7 – 3.5%	1 – 0.4%
4) Driver Discourtesy	43 – 23.4%	39 – 19.7%	59 – 24.7%
5) Driver Service	17 – 9.2%	23 – 11.6%	26 – 10.9%
6) Driving Safety and Ability	29 – 15.8%	32 – 16.2%	52 – 21.8%
7) Overcharge	27 – 14.7%	39 – 19.7%	47 – 19.7%
8) Payment Acceptance (Scrip & CC)	34 – 18.5%	35 – 17.7%	36 – 15.1%
9) Vehicle Condition	4 – 2.2%	6 – 3.0%	5 – 2.1%
10) Dispatch Service	3 – 1.6%	0 – 0.0%	1 – 0.4%
11) Insurance	1 – 0.5%	1 – 0.5%	1 – 0.4%
12) Other Operator Problems	2 – 1.1%	10 – 5.1%	2 – 0.8%
Total	184	198	239

The total number of complaints remains low in 2014 and 2015, while incidents of overcharges, payment acceptance and general driver discourtesy remain the most prevalent type of complaints.

For 2015, there was a marked increase in complaints involving driving safety and ability, driver discourtesy and overcharges as compared to 2013 and 2014. As the number of overall taxicab trip requests declined, drivers appear to be rushing to complete trips in order to make themselves available for the next potential trip offer. Future vehicle technology to monitor driving safety may become the norm as it now occurs in many transit vehicles.

As part of payment acceptance technology, a smart card payment system was initiated in 2010 for the Cityride program. The previously used paper vouchers and added waybill confirmation

process has now been revised to use a City issued debit card program with automatic swipe capability. All operators have also installed back seat passenger information monitors (PIMs) capable of self-payment (swiping) for customer credit and debit cards. These technology changes have improved payment acceptance issues and passenger convenience. It is expected that Cityride clients will be able to self-swipe their debit cards using the PIM device in the near future, and that smart-phone app users will also be able to make payment through the app account for any taxicab trip (whether ordered through the app or as a separate trip request).

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 (or less) staff is available for routine vehicle/driver operating checks and field enforcement, the percentage of violations per active vehicles will increase or decrease to some degree.

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.N, below, provides for assessment of TSI item 4.a.

Table 4.N Number of Violations Assessed for 2013 to 2015

Operator	2013-2015 Violations Assessed	2013-2015 Active Cabs x12 months	2013-2015 Violations per Vehicle	2013-2015 Violation Ratio	2013-2015 TSI Score (5 max)
Bell Cab	'15 = 56 '14 = 96 '13 = 99	'15 = 3,010 '14 = 3,115 '13 = 3,157	'15 = 1.86% '14 = 3.08% '13 = 3.14%	'15 = 0.70 '14 = 0.77 '13 = 0.79	'15 = 4 '14 = 3 '13 = 3
Beverly Hills Cab	'15 = 51 '14 = 64 '13 = 79	'15 = 1,976 '14 = 1,990 '13 = 2,003	'15 = 2.58% '14 = 3.22% '13 = 3.94%	'15 = 0.97 '14 = 0.80 '13 = 1.00	'15 = 3 '14 = 3 '13 = 3
L. A. Checker Cab	'15 = 118 '14 = 187 '13 = 165	'15 = 3,102 '14 = 3,166 '13 = 3,194	'15 = 3.80% '14 = 5.91% '13 = 5.17%	'15 = 1.43 '14 = 1.47 '13 = 1.31	'15 = 2 '14 = 2 '13 = 2
ITOA	'15 = 117 '14 = 154 '13 = 141	'15 = 2,948 '14 = 2,992 '13 = 3,019	'15 = 3.97% '14 = 5.15% '13 = 4.67%	'15 = 1.50 '14 = 1.28 '13 = 1.18	'15 = 2 '14 = 2 '13 = 3
United Checker Cab	'15 = 10 '14 = 22 '13 = 45	'15 = 856 '14 = 871 '13 = 887	'15 = 1.17% '14 = 2.53% '13 = 5.07%	'15 = 0.44 '14 = 0.63 '13 = 1.28	'15 = 5 '14 = 4 '13 = 2
UITD	'15 = 83 '14 = 127 '13 = 130	'15 = 3,462 '14 = 3,489 '13 = 3,508	'15 = 2.40% '14 = 3.64% '13 = 3.71%	'15 = 0.90 '14 = 0.90 '13 = 0.94	'15 = 3 '14 = 3 '13 = 3
City Cab	'15 = 31 '14 = 43 '13 = 40	'15 = 1,966 '14 = 1,979 '13 = 2,023	'15 = 1.58% '14 = 2.17% '13 = 1.98%	'15 = 0.59 '14 = 0.54 '13 = 0.50	'15 = 4 '14 = 4 '13 = 5
UTSFV	'15 = 12 '14 = 20 '13 = 21	'15 = 1,219 '14 = 1,221 '13 = 1,224	'15 = 0.98% '14 = 1.64% '13 = 1.72%	'15 = 0.37 '14 = 0.41 '13 = 0.43	'15 = 5 '14 = 5 '13 = 5
Yellow Cab	'15 = 253 '14 = 409 '13 = 392	'15 = 9,013 '14 = 9,049 '13 = 9,082	'15 = 2.81% '14 = 4.52% '13 = 4.32%	'15 = 1.06 '14 = 1.12 '13 = 1.09	'15 = 3 '14 = 3 '13 = 3
Total & Average	'15 = 731 '14 = 1,122 '13 = 1,112	'15=27,552 '14=27,872 '13=28,097	'15 = 2.65% '14 = 4.03% '13 = 3.96%	'15 = 0.89 '14 = 0.88 '13 = 0.95	'15 = 3.44 '14 = 3.22 '13 = 3.22

The analysis of the number of violations assessed in 2015 was less than the numbers assessed in 2013 and 2014. As discussed earlier, these numbers change with the amount of enforcement available. With most of LADOT staff on furloughs in 2011, followed by more staff losses and unfilled positions in the past two years, there were less enforcement personnel in the field.

The average number of violations per cab decreased from 5.51% in 2011, to 4.91% in 2012, to 3.96% in 2013, to 4.03% in 2014 and 2.65% for 2015. The mean average score was similar for all years changing from 3.22 in 2010, to 3.44 in 2011 and 2012, back to 3.22 for 2013 and 2014, and 3.44 in 2015 (out of five points possible). No single operator varied to any great degree from previous years. L. A. Checker Cab and Independent Taxi continue to have the highest ratio of violations per cab at 5.91% and 5.15%, respectively, in 2014, followed by 3.80% and 3.97%, respectively, in 2015.

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.O, below.

Table 4.O Magnitude of Violations Assessed 2013 to 2015

Operator	2013-2015 Points Assessed	2013-2015 Active Cabs x12 months	2013-2015 Points per Vehicle	2013-2015 Point Ratio	2013-2015 TSI Score (5 max)
Bell Cab	'15 = 149 '14 = 238 '13 = 265	'15 = 3,010 '14 = 3,115 '13 = 3,157	'15 = 4.95% '14 = 7.64% '13 = 8.39%	'15 = 0.58 '14 = 0.75 '13 = 0.69	'15 = 4 '14 = 4 '13 = 4
Beverly Hills Cab	'15 = 158 '14 = 174 '13 = 279	'15 = 1,976 '14 = 1,990 '13 = 2,003	'15 = 8.00% '14 = 8.74% '13 = 13.93%	'15 = 0.93 '14 = 0.85 '13 = 1.15	'15 = 3 '14 = 3 '13 = 3
L. A. Checker Cab	'15 = 258 '14 = 521 '13 = 437	'15 = 3,102 '14 = 3,166 '13 = 3,194	'15 = 8.32% '14 = 16.46% '13 = 13.68%	'15 = 0.97 '14 = 1.61 '13 = 1.13	'15 = 3 '14 = 1 '13 = 3
ITOA	'15 = 645 '14 = 417 '13 = 426	'15 = 2,948 '14 = 2,992 '13 = 3,019	'15 = 21.88% '14 = 13.94% '13 = 14.11%	'15 = 2.55 '14 = 1.36 '13 = 1.17	'15 = 0 '14 = 2 '13 = 3
United Checker Cab	'15 = 21 '14 = 47 '13 = 98	'15 = 856 '14 = 871 '13 = 887	'15 = 2.45% '14 = 5.40% '13 = 11.05%	'15 = 0.29 '14 = 0.53 '13 = 0.91	'15 = 5 '14 = 4 '13 = 3
UITD	'15 = 339 '14 = 309 '13 = 369	'15 = 3,462 '14 = 3,489 '13 = 3,508	'15 = 9.79% '14 = 8.86% '13 = 10.52%	'15 = 1.14 '14 = 0.86 '13 = 0.87	'15 = 3 '14 = 3 '13 = 3
City Cab	'15 = 105 '14 = 115 '13 = 125	'15 = 1,966 '14 = 1,979 '13 = 2,023	'15 = 5.34% '14 = 5.81% '13 = 6.18%	'15 = 0.62 '14 = 0.57 '13 = 0.51	'15 = 4 '14 = 4 '13 = 4
UTSFV	'15 = 43 '14 = 51 '13 = 68	'15 = 1,219 '14 = 1,221 '13 = 1,224	'15 = 3.53% '14 = 4.18% '13 = 5.56%	'15 = 0.41 '14 = 0.41 '13 = 0.46	'15 = 5 '14 = 5 '13 = 5
Yellow Cab	'15 = 650 '14 = 985 '13 = 1,334	'15 = 9,013 '14 = 9,049 '13 = 9,082	'15 = 7.21% '14 = 10.89% '13 = 14.69%	'15 = 0.84 '14 = 1.06 '13 = 1.21	'15 = 3 '14 = 3 '13 = 3
Total & Average	'15 = 2,368 '14 = 2,857 '13 = 3,401	'15 = 27,552 '14 = 27,872 '13 = 28,097	'15 = 8.59% '14 = 10.25% '13 = 12.10%	'15 = 0.92 '14 = 0.89 '13 = 0.90	'15 = 3.33 '14 = 3.22 '13 = 3.44

Similar to the number of violations assessed, the analysis of the magnitude of violations (points assessed) in 2015 was less than calendar years 2013 and 2014. The average number of violation points per cab decreased from 16.4% in 2010, to 13.7% in 2011, to 12.9% in 2012, to 12.1% in 2013, to 10.25% in 2014, and 8.6% in 2015. The mean average score was similar, ranging from 3.22 to 3.44. Independent Taxi had a score of zero for this category with close to 22% of violations points per active taxi.

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.

Per Board Order No. 060, 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, 2013, they would not be required to pass an annual inspection in 2014, and were therefore not included in the assessment calculation for the 2014 evaluation. This also applies for vehicles added after December 31, 2014, as part of the 2015 evaluation. Table 4.P, shown below, provides the vehicle inspection failure data for 2014 and 2015 as compared to 2013.

Table 4.P Vehicle Inspection Failures 2013 to 2015

Operator	2013-2015 Inspection Failures	2013-2015 No. of Vehicles to be Inspected	2013-2015 Failure Percentage	2013-2015 TSI Score (5 max)
Bell Cab	'15 = 0 '14 = 0 '13 = 4	'15 = 269 '14 = 273 '13 = 273	'15 = 0.00% '14 = 0.00% '13 = 1.47%	'15 = 5 '14 = 5 '13 = 5
Beverly Hills Cab	'15 = 10 '14 = 0 '13 = 12	'15 = 167 '14 = 167 '13 = 167	'15 = 5.99% '14 = 0.00% '13 = 7.19%	'15 = 5 '14 = 5 '13 = 3
L. A. Checker Cab	'15 = 1 '14 = 2 '13 = 4	'15 = 269 '14 = 269 '13 = 269	'15 = 0.37% '14 = 0.74% '13 = 1.49%	'15 = 5 '14 = 5 '13 = 5
ITOA	'15 = 12 '14 = 9 '13 = 12	'15 = 252 '14 = 252 '13 = 252	'15 = 4.76% '14 = 3.57% '13 = 4.76%	'15 = 5 '14 = 5 '13 = 5
United Checker Cab	'15 = 0 '14 = 1 '13 = 2	'15 = 75 '14 = 75 '13 = 75	'15 = 0.00% '14 = 1.33% '13 = 2.67%	'15 = 5 '14 = 5 '13 = 5
UITD	'15 = 7 '14 = 2 '13 = 5	'15 = 294 '14 = 294 '13 = 294	'15 = 2.38% '14 = 0.68% '13 = 1.70%	'15 = 5 '14 = 5 '13 = 5
City Cab	'15 = 5 '14 = 2 '13 = 3	'15 = 170 '14 = 170 '13 = 170	'15 = 2.94% '14 = 1.18% '13 = 1.76%	'15 = 5 '14 = 5 '13 = 5

UTSFV	'15 = 2 '14 = 1 '13 = 2	'15 = 102 '14 = 102 '13 = 102	'15 = 1.96% '14 = 0.98% '13 = 1.96%	'15 = 5 '14 = 5 '13 = 5
Yellow Cab	'15 = 8 '14 = 7 '13 = 45	'15 = 758 '14 = 759 '13 = 759	'15 = 1.06% '14 = 0.92% '13 = 5.93%	'15 = 5 '14 = 5 '13 = 5
Total & Average	'15 = 45 '14 = 24 '13 = 89	'15 = 2,356 '14 = 2,361 '13 = 2,361	'15 = 1.91% '14 = 1.02% '13 = 3.77%	'15 = 5.00 '14 = 5.00 '13 = 4.78

The average scoring in this category has shown a great deal of improvement beginning in 2013 (average score of 4.78 out of five points possible) and continuing into 2014 and 2015 with perfect scores. This can be compared to 2.33 out of five points possible in 2006; 5.00 points in 2007; 4.78 points in 2008; 1.78 points in 2009; 1.89 points in 2010; a dismal 1.67 points out of five in 2011, and the beginning of improvement in 2012 at 3.89 points.

The results in 2010 and 2011 were the worst in history (average fail percentages of 15.6% in 2010 followed by 18.8% in 2011). Investigators properly documented all failures, and with limited staffing in the City, investigators required high standards on a daily basis by all taxicab operators. Part of the poor results may have been due in part to strict requirements by Department staff, but were probably more of a result of the poor economy – with vehicle owners failing to properly maintain vehicles. Only Bell Cab and City Cab provided good inspection records during this time period.

In early 2012, the Department and the Board of Taxicab Commissioners made the taxicab industry very aware that a lack of regular inspections and repairs would not be tolerated. Due to this unacceptable trend, the Board held several public hearings and ultimately raised the penalty points associated with failed vehicle inspections. Per Board Order No. 066, a failed inspection for non-safety items is now a minimum of five penalty points (\$100 fine) rather than just three points, while a failure due to a safety issue or no-show is now fined at ten penalty points (\$200) instead of three points (revision of rules 444 and 457 per Board Order No. 066).

The public hearings and changes in the taxi rules has aided in reducing the percentage of inspection failures for calendar year 2012 through 2015. Most of the taxicab operators have initiated more aggressive internal inspection and fine programs along with follow-up inspections to ensure that vehicle corrections have been completed prior to Department inspections. For 2012, the overall industry failure rate was reduced to 6.6% (as compared to 18.8% for 2011). In 2013, the failure rate again improved to only 3.8%. These figures continued to improve in 2014 and 2015, with 1.0% and 1.9% failure rates, respectively.

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. This type of failure to make timely payments reflects both on the management ability of the organization and in its potential financial viability.

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. There are approximately 37 invoices issued to each operator each year. Table 4.Q below includes the number of late payments for each organization for full calendar year 2014 and 2015.

Table 4.Q Late Payment Assessment 2014 to 2015

Operator	2012-2013 No. Late Payments	Type of Late Payment	2012-2013 TSI Score (5 max)
Bell Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
Beverly Hills Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
L. A. Checker Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
ITOA	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
United Checker Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
UITD	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
City Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
UTSFV	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
Yellow Cab	'15 = 0 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5 '14 = 5
Total & Average	'15 = 2 '14 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'15 = 5.00 '14 = 5.00

There were no instances of late payments in calendar years 2013 through 2015, 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). 2008 was the first year to have no late payments to the City, with full scoring achieved in this category from 2008 through 2015. L. A. Checker Cab has already provided a total of seven late payments in 2016, which may be indicative of their current financial status in a much more competitive market. While they may have provided some late payments in 2016, L. A. Checker Cab has made full restitution to the City including penalties and fines due.

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 eight basic monthly reports or lists to be submitted to the

Department, three quarterly reports and two annual updates, for a total of 110 requirements for the year per operator. These reports include:

- Monthly service data for dispatch and phone, service summary reports, driver lists, service statistics, complaint records, maintenance records for grant funded vehicles (*new 2012 requirement for all operators except L. A. Checker Cab*) (96 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 email, letter or fax has been sent.

Table 4.R, 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.R 2013-2015 Late Response to Regular Reporting Requirements

Taxicab Operator	2014 Incidents of Late Submission of Regular Data, Statistics and Reports	2015 Incidents of Late Submission of Regular Data, Statistics and Reports	Comparison Rating/Score 2013-2015
Bell Cab	All reports submitted on time. (0 incidents annual 2014 – Excellent).	All reports submitted on time. (0 incidents annual 2015 – Excellent).	'15 (0) = 5 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
Beverly Hills Cab	All reports submitted on time. (0 incidents annual 2014 – Excellent).	Late submission of 4 th qrtr membership report. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (0) = 5 Pnts '13 (1) = 5 Pnts
L. A. Checker Cab	Late submission of Sep 2014 driver report and annual financial plan. (2 incidents annual 2014 – Excellent).	Late submission of 4 th qrtr membership report. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (2) = 5 Pnts '13 (0) = 5 Pnts
Independent Taxi	Late submission of Aug 2014 driver report and Jan 2014 wheelchair disp report. (2 incidents annual 2014 – Excellent).	Late submission of annual m/b plan. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (2) = 5 Pnts '13 (0) = 5 Pnts
United Checker Cab	Late submission of May and Jul 2014 driver reports, Jan 2014 disp and phone data, Feb 2014 ADA van maint reports and May and Jul 2014 cab statistics. (6 incidents annual 2014 – Satisfactory).	Late submission of 4 th qrtr affirmative action report and Jan 2015 cab stats. (2 incidents annual 2015 – Excellent).	'15 (2) = 5 Pnts '14 (6) = 3 Pnts '13 (3) = 4 Pnts
United Independent Taxi	All reports submitted on time. (0 incidents annual 2014 – Excellent).	Late submission of Jan, Jun and Jul 2015 ADA maint reports. (3 incidents annual 2015 – Good).	'15 (3) = 4 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts

City Cab	All reports submitted on time. (0 incidents annual 2014 – Excellent).	Late submission of Jan 2015 ADA van maint reports, 1 st , 2 nd & 3 rd qtr membership lists, and annual m/b plan. (5 incidents annual 2015 – Satisfactory).	'15 (5) = 3 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
United Taxi of San Fernando Valley	All reports submitted on time. (0 incidents annual 2014 – Excellent).	Late submission of Jan 2015 ADA van maint reports (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
Yellow Cab	Late submission of May and Jul 2014 driver reports, Feb 2014 ADA van maint reports, and May and Jul 2014 cab statistics. (5 incidents annual 2014 – Satisfactory).	Late submission of 4 th qtr affirmative action report and Jan 2015 cab stats. (2 incidents annual 2015 – Excellent).	'15 (5) = 5 Pnts '14 (5) = 3 Pnts '13 (3) = 4 Pnts
Total & Average	2014 – 15 incidents of late or non-submitted regular data reports.	2015 – 16 incidents of late or non-submitted regular data reports.	'15 = 4.67 '14 = 4.56 '13 = 4.78

The average industry scoring in this area has remained very good with a scoring from 4.78 points out of five points possible (2013 result), to 4.56 in 2014 and 4.67 in 2015. Total late submission counts of normal monthly and quarterly reports included seven incidents in 2013, 15 incidents in 2014 and 16 incidents in 2015. All information was provided, even if considered as late.

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 4.5 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 2010-2015, 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.

As indicated in Table 4.5 below, all operators achieved good to excellent ratings for the 2014 and 2015 evaluation periods. The average score received for TSI Item 11 (Responsiveness to Special Requests and Directives) was 4.33 for 2013 (out of five points possible), improving to 4.78 and 4.89 average scores for 2014 and 2015, respectively. No operator had more than two incidents of late info submission in 2014 or 2015.

Table 4.5 2013-2015 Late or Non-Response to Special Directives/Requests

Taxicab Operator	2012 Incidents of Late Response to Special Board, Department or City Requests	2013 Incidents of Late Response to Special Board, Department or City Requests	Comparison Rating/Score 2010-2012
Bell Cab	All special reports and requests for info were submitted on time. (0 incidents annual 2014 – Excellent).	All special reports and requests for info were submitted on time. (0 incidents annual 2015 – Excellent).	'15 (0) = 5 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
Beverly Hills Cab	Late response to drug test program update (1 incident annual 2014 – Excellent).	Late response to membership change request. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (1) = 5 Pnts '13 (3) = 3 Pnts
L. A. Checker Cab	Late response to two green taxi lease rate requests. (2 incidents annual 2014 – Good).	Late response to membership change request. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (2) = 4 Pnts '13 (4) = 2 Pnts
Independent Taxi	All special reports and requests for info were submitted on time. (0 incidents annual 2014 – Excellent).	Late response to two membership change requests. (2 incidents annual 2015 – Good).	'15 (2) = 4 Pnts '14 (0) = 5 Pnts '13 (1) = 5 Pnts
United Checker Cab	Non response to minivan questions. (1 incident annual 2014 – Excellent)	All special reports and requests for info were submitted on time. (0 incidents annual 2015 – Excellent).	'15 (0) = 5 Pnts '14 (1) = 5 Pnts '13 (1) = 5 Pnts
United Independent Taxi	All special reports and requests for info were submitted on time. (0 incidents annual 2014 – Excellent).	All special reports and requests for info were submitted on time. (0 incidents annual 2015 – Excellent).	'15 (0) = 5 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
City Cab	Late response for AAA and smog check info and Jul 2014 drug test program update. (2 incidents annual 2014 – Good).	Late response to drug test program update. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (2) = 4 Pnts '13 (1) = 5 Pnts
United Taxi of S.F. Valley	All special reports and requests for info were submitted on time. (0 incidents annual 2014 – Excellent).	All special reports and requests for info were submitted on time. (0 incidents annual 2015 – Excellent).	'15 (0) = 5 Pnts '14 (0) = 5 Pnts '13 (0) = 5 Pnts
Yellow Cab	Non response to minivan questions. (1 incident annual 2014 – Excellent)	Late response to drug test program update. (1 incident annual 2015 – Excellent).	'15 (1) = 5 Pnts '14 (1) = 5 Pnts '13 (2) = 4 Pnts
Average	2014 – 7 incidents of late reporting for special data or info requests	2015 – 6 incidents of late reporting for special data or info requests	'15 (6) = 4.89 '14 (7) = 4.78 '13 (12) = 4.33

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 in the City of Los Angeles. Based on the improved or lowered 2nd unit totals for previous years, a slight scoring change was recommended in 2008 (as part of Board Order 059 and continued in current Board Order 071) which created a 0 point score for 10 or more bandit incidents in a one year period, as follows:

	<u>Previous</u>	<u>2007 and later</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.

Table 4.T, below, describes violations assessed for 2013 - 2015 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. The second unit bandit activity figures and TSI item 12 scoring for 2013 through 2015 (using the scoring criteria in Board Order 071) are provided below.

Table 4.T 2013-2015 Second Unit Bandit Arrests

Operator	No. of Assessed Second Unit Violations 2013 – 2015	Rating & TSI Scoring 2013 – 2015
Bell Cab	'15 = 0 arrests '14 = 2 arrests '13 = 0 arrests	'15 = Excellent (5 Pnts) '14 = Good (4 Pnts) '13 = Excellent (5 Pnts)
Beverly Hills Cab	'15 = 5 arrests '14 = 4 arrests '13 = 5 arrests	'15 = Satisfactory (3 Pnts) '14 = Satisfactory (3 Pnts) '13 = Satisfactory (3 Pnts)
L. A. Checker Cab	'15 = 2 arrests '14 = 4 arrests '13 = 2 arrests	'15 = Good (4 Pnts) '14 = Satisfactory (3 Pnts) '13 = Good (4 Pnts)
ITOA	'15 = 8 arrests '14 = 14 arrests '13 = 9 arrests	'15 = Unsatisfactory (2 Pnt) '14 = Deficient (0 Pnts) '13 = Poor (1 Pnt)
United Checker Cab	'15 = 0 arrests '14 = 0 arrests '13 = 0 arrests	'15 = Excellent (5 Pnts) '14 = Excellent (5 Pnts) '13 = Excellent (5 Pnts)
UITD & UTSFV	'15 = 3 arrests '14 = 2 arrests '13 = 5 arrests	'15 = Good (4 Pnts) '14 = Good (4 Pnts) '13 = Satisfactory (3 Pnts)
City Cab	'15 = 0 arrests '14 = 0 arrests '13 = 0 arrests	'15 = Excellent (5 Pnts) '14 = Excellent (5 Pnts) '13 = Excellent (5 Pnts)
Yellow Cab	'15 = 1 arrest '14 = 2 arrests '13 = 0 arrests	'15 = Excellent (5 Pnts) '14 = Good (4 Pnts) '13 = Excellent (5 Pnts)
Total	'15 = 19 arrests total '14 = 28 arrests total '13 = 21 arrests total	'15 = 4.11/5 TSI Score '14 = 3.56/5 TSI Score '13 = 3.78/5 TSI Score

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 was 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 C*.

Unfortunately, this 2nd unit bandit activity picked up again since 2007 through 2009 with 22, 14 and 26 arrests, respectively. 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 through 2009. The number of 2nd unit bandit arrests in 2010 thru 2015 indicates an increasing trend once again with totals of 8, 16, 15, 21, 28 and 19 arrests in 2010 thru 2015, respectively.

The average TSI item 12 score for this performance indicator for 2014 was 3.56 (out of five points possible) with 28 documented 2nd unit bandit arrests. A reduced figure of 19 arrests at 4.11 points scored occurred in 2015. The major contributor continues to be Independent Taxi with 14 arrests in 2014 and nine in 2015. All operators except for Independent Taxi were deemed as satisfactory to excellent for the performance review of 2nd unit bandit arrests.

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

Overall scoring of Taxicab Service Index Items 2 thru 6 and 10 thru 12 are included in the assessment of Performance Condition 3. 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.

In addition to meeting the requirements of Performance Condition 3 above (at least 30 out of 50 points achieved for Taxicab Service Index Items 2 through 12), an operator must also maintain a minimum total Taxicab Service Index score of 80 points out of the potential 115 maximum points achievable. This represents 70% of the potential score. This requirement is included as Performance Condition 4 of Board Order No. 071.

2013 Review: Operator scoring for TSI Items 2-6 and 10-12 ranged from 36 to 46 points out of a possible 50. Independent Taxi had the lowest scoring level at 36 points, while Bell Cab and City Cab had the highest evaluation at 46 points each. L. A. Checker Cab and Independent Taxi had the lowest overall ratings at 94 and 95 points, respectively, out of 115 points possible. And, Bell Cab obtained the highest overall TSI scoring at 111 out of 115 points possible. The average score for items 2-6 and 10-12 for 2013 was 42.0 points out of 50 possible, which was the same score achieved in 2012. This rating is higher than that achieved in previous years (40.3 in 2011 and 40.7 in 2010). Overall average TSI scoring in 2013 (at 90% or 103.2 points) was again equivalent to the rating achieved in 2012, and slightly above level achieved in 2011 (at 102.3 points).

2014 Review: Scoring for TSI Items 2-6 and 10-12 ranged from 36 to 49 points out of a possible 50. Independent Taxi had the lowest scoring level at 36 points, while United Taxi of San Fernando Valley had the highest evaluation at 49 points. Independent Taxi and L. A. Checker Cab had the lowest overall ratings at 89 and 90 points, respectively, out of 115 points possible. City Cab obtained the highest overall TSI scoring at 109.5 out of 115 points possible. The average score for items 2-6 and 10-12 for 2014 was 42.7 points out of 50 possible, which was slightly higher than the 42.0 points achieved in 2013. Overall TSI scoring in 2014 (at 87% or 100.3 points) was slightly less than 2013 (102.3 points).

2015 Review: Operator scoring for TSI Items 2-6 and 10-12 ranged from 33 to 48 points out of a possible 50. Independent Taxi had the lowest scoring level at 33 points, while United Checker Cab and United Taxi of San Fernando Valley had the highest evaluations at 48 and 47 points, respectively. Independent Taxi continued to have the lowest overall rating at 84.5 points out of 115 points possible. And, City Cab obtained the highest overall TSI scoring at 108 out of 115 points possible. The average score for items 2-6 and 10-12 for 2015 was 42.9 points out of 50 possible, which was similar to the score achieved in 2014. Overall average TSI scoring in 2015 (at 86% or 98.6 points) was again slightly less than that achieved in 2013 to 2014, and mainly due to a further reduction in overall dispatch service response ratings.

Table 4.U1 and Charts 4.U2 and 4.U3 provide for the scoring summary for the TSI indicators (1-6 and 10-12) for 2014 through 2015. Table 4.U1 provides the comparison and history information in a table format while Charts 4.U2 and 4.U3 provide a graph of the various scoring totals and individual Taxicab Service Index scoring results for 2014 and 2015. Table 4.U4 provides a review of overall service performance evaluation changes from 2007 through 2015.

Table 4.U1 2013-2015 TSI Scoring Totals for Items 1-6, 10, 11 & 12

Operator	TSI Scoring Items 1a-1c (65 points max) 2013 – 2015	TSI Scoring Items 2-6 & 10-12 (50 points max) 2013 – 2015	Total TSI Scoring Evaluation - Items 1-12 115 points maximum 2013 – 2015
Bell Cab	2015 – 57.5/65 pts 2014 – 60.5/65 pts 2013 – 65.0/65 pts	2015 - 46/50 pts 2014 - 43/50 pts 2013 - 46/50 pts	2015 – 103.5 points (90%) 2014 – 103.5 points (90%) 2013 – 111.0 points (97%)
Beverly Hills Cab	2015 – 59.0/65 pts 2014 – 60.5/65 pts 2013 – 65.0/65 pts	2015 - 42/50 pts 2014 - 43/50 pts 2013 - 38/50 pts	2015 – 101.0 points (88%) 2014 – 103.5 points (90%) 2013 – 103.0 points (90%)
L. A. Checker Cab	2015 – 54.5/65 pts 2014 – 53.0/65 pts 2013 – 56.0/65 pts	2015 - 40/50 pts 2014 - 37/50 pts 2013 - 38/50 pts	2015 – 94.5 points (82%) 2014 – 90.0 points (78%) 2013 – 94.0 points (82%)
Independent Taxi	2015 – 51.5/65 pts 2014 – 53.0/65 pts 2013 – 59.0/65 pts	2015 - 33/50 pts 2014 - 36/50 pts 2013 - 36/50 pts	2015 – 84.5 points (73%) 2014 – 89.0 points (77%) 2013 – 95.0 points (83%)
United Checker Cab	2015 – 44.0/65 pts 2014 – 48.5/65 pts 2013 – 57.5/65 pts	2015 - 48/50 pts 2014 - 46/50 pts 2013 - 44/50 pts	2015 – 92.0 points (80%) 2014 – 94.5 points (82%) 2013 – 101.5 points (88%)
United Independent Taxi	2015 – 54.5/65 pts 2014 – 57.5/65 pts 2013 – 60.5/65 pts	2015 - 42/50 pts 2014 - 43/50 pts 2013 - 43/50 pts	2015 – 96.5 points (84%) 2014 – 100.5 points (87%) 2013 – 103.5 points (90%)
City Cab	2015 – 65.0/65 pts 2014 – 63.5/65 pts 2013 – 62.0/65 pts	2015 - 43/50 pts 2014 - 46/50 pts 2013 - 46/50 pts	2015 – 108.0 points (94%) 2014 – 109.5 points (95%) 2013 – 108.0 points (94%)
United Taxi of San Fernando Valley	2015 – 54.5/65 pts 2014 – 57.5/65 pts 2013 – 60.5/65 pts	2015 - 47/50 pts 2014 - 49/50 pts 2013 - 45/50 pts	2015 – 101.5 points (88%) 2014 – 106.5 points (93%) 2013 – 105.5 points (92%)
Yellow Cab	2015 – 60.5/65 pts 2014 – 65.0/65 pts 2013 – 65.0/65 pts	2015 - 45/50 pts 2014 - 41/50 pts 2013 - 42/50 pts	2015 – 105.5 points (92%) 2014 – 106.0 points (92%) 2013 – 107.0 points (93%)
Totals and Averages	2015 - 55.7 ave 2014 - 57.7 ave 2013 - 61.2 ave	2015 - 42.9 ave 2014 - 42.7 ave 2013 - 42.0 ave	2015 - 98.6 points (86%) 2014 - 100.3 points (87%) 2013 - 103.2 points (90%)

- ❖ Based on Performance Condition 3 and 4 findings, all nine franchised taxicab operators met or exceeded the requirements for Condition 3 and 4, 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 year 2014 and 2015 (Condition 3), and total TSI items scoring of 80 points or greater out of 115 points possible for calendar year 2014 and 2015 (Condition 4).

Chart 4.U2 2014 Taxicab Service Index Scoring Summary

Operator	Zones	Cabs	Average Veh Wtd Service Response	Disp Trips Complt'd	Average Trip Wtd Service Response	1. service response	2.a. phone answer	2.b. phone hold	3. cmlpts	4.a. violation number	4.b. violation points	5. inspct failure	6. late paymnt	10. late rptng	11. late respnse	12. 2nd unit	TSI Total 2-12	TSI Ave 2-12	TSI Total (115)	% of Total (115)
Bell Cab	B, C, D	273	87.50%	220,120	91.31%	60.5	5	5	2	3	4	5	5	5	5	4	43.0	4.3	103.5	90%
Beverly Hills Cab	B, C	167	90.47%	133,405	90.82%	60.5	5	5	4	3	3	5	5	5	5	3	43.0	4.3	103.5	90%
LA Checker Cab	B, C, D	269	81.92%	148,057	88.99%	53.0	5	5	2	2	1	5	5	5	4	3	37.0	3.7	90.0	78%
ITOA	B, C, D	252	81.64%	184,092	84.39%	53.0	5	5	2	2	2	5	5	5	5	0	36.0	3.6	89.0	77%
UCC	E	75	76.73%	100,086	76.73%	48.5	5	5	5	4	4	5	5	3	5	5	46.0	4.6	94.5	82%
UITD	B, C, D	294	84.62%	310,910	86.96%	57.5	5	5	3	3	3	5	5	5	5	4	43.0	4.3	100.5	87%
City Cab	A, C	170	89.45%	155,738	88.69%	63.5	5	5	4	4	4	5	5	5	4	5	46.0	4.6	109.5	95%
UTSFV	A	102	82.53%	166,366	82.53%	57.5	5	5	5	5	5	5	5	5	5	4	49.0	4.9	106.5	93%
Yellow Cab	B, C, D	759	89.90%	733,104	91.73%	65.0	5	5	3	3	3	5	5	3	5	4	41.0	4.1	106.0	92%
Average	all	2361	86.45%	2151878	88.49%	57.7	5.00	5.00	3.33	3.22	3.22	5.00	5.00	4.56	4.78	3.56	42.7	4.27	100.3	87%

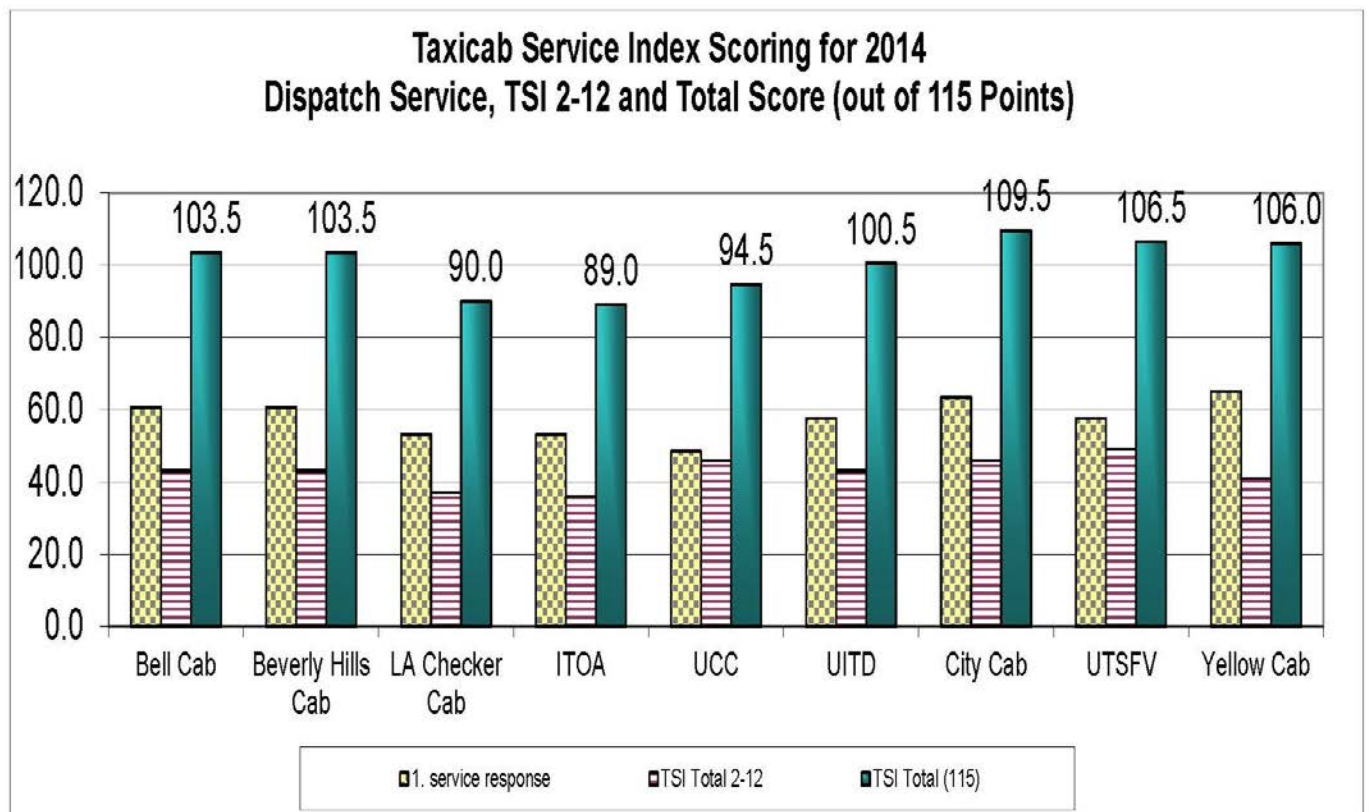


Chart 4.U3

2015 Taxicab Service Index Scoring Summary

Operator	Zones	Cabs	Average Veh Wtd Service Response	Disp Trips Complt'd	Average Trip Wtd Service Response	1. service response	2.a. phone answer	2.b. phone hold	3. cmplnts	4.a. violation number	4.b. violation points	5. inspct failure	6. late paymnt	10. late rprting	11. late respnse	12. 2nd unit	TSI Total 2-12	TSI Ave 2-12	TSI Total (115)	% of Total (115)
Bell Cab	B, C, D	273	85.20%	169,944	88.98%	57.5	5	5	3	4	4	5	5	5	5	5	46.0	4.6	103.5	90%
Beverly Hills Cab	B, C	167	89.23%	100,166	89.82%	59.0	5	5	3	3	3	5	5	5	5	3	42.0	4.2	101.0	88%
LA Checker Cab	B, C, D	269	82.92%	96,009	88.79%	54.5	5	5	1	2	3	5	5	5	5	4	40.0	4.0	94.5	82%
ITOA	B, C, D	252	81.00%	135,342	84.87%	51.5	5	3	2	2	0	5	5	5	4	2	33.0	3.3	84.5	73%
UCC	E	75	74.03%	98,287	74.03%	44.0	5	5	3	5	5	5	5	5	5	5	48.0	4.8	92.0	80%
UITD	B, C, D	294	83.40%	249,827	85.11%	54.5	5	5	3	3	3	5	5	4	5	4	42.0	4.2	96.5	84%
City Cab	A, C	170	91.19%	145,175	90.58%	65.0	5	5	2	4	4	5	5	3	5	5	43.0	4.3	108.0	94%
UTSFV	A	102	81.33%	151,582	81.33%	54.5	5	5	3	5	5	5	5	5	5	4	47.0	4.7	101.5	88%
Yellow Cab	B, C, D	759	86.73%	565,423	88.04%	60.5	5	5	4	3	3	5	5	5	5	5	45.0	4.5	105.5	92%
Average	all	2361	84.95%	1711755	86.42%	55.7	5.00	4.78	2.67	3.44	3.33	5.00	5.00	4.67	4.89	4.11	42.9	4.29	98.6	86%

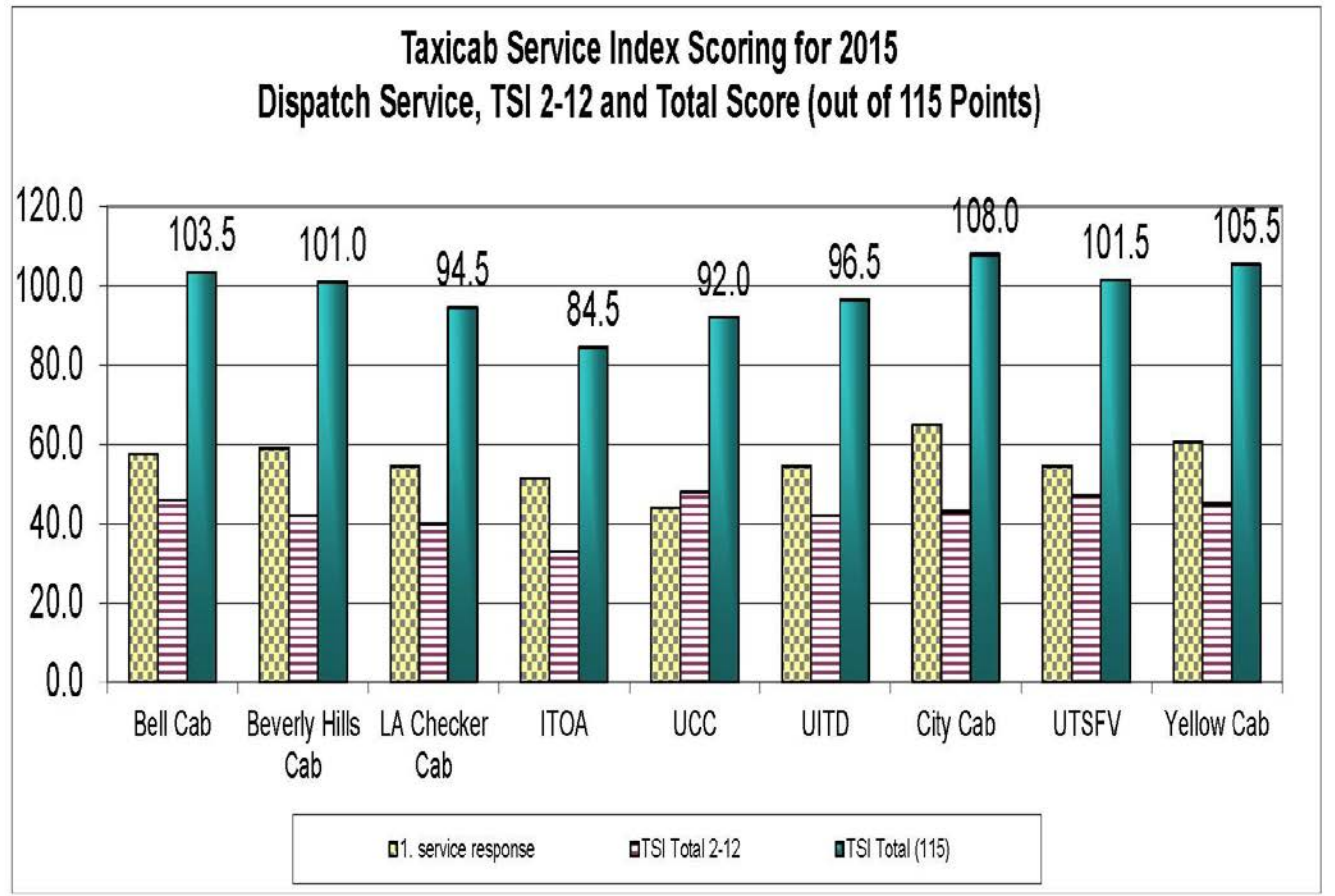


Table 4.U4 follows providing a historical look at overall taxicab industry dispatch service response and average TSI performance scoring from 2007 through 2015.

Year	Average Dispatch Performance Weighted by Vehicles Authorized	Average Dispatch Performance Weighted by Trips Provided	TSI Item 1 Scoring - Dispatch Service Responsiveness	TSI Items 2-6 & 10-12	Total TSI Performance Score (out of 115 possible)
2007	77.7%	80.9%	60.0	41.2	101.2
2008	81.4%	84.7%	64.0	42.8	106.8
2009	88.6%	92.0%	65.0	39.2	104.2
2010	88.5%	91.6%	63.7	40.7	104.3
2011	86.8%	90.0%	62.0	40.3	102.3
2012	85.8%	89.2%	61.2	42.0	103.2
2013	86.3%	89.4%	61.2	42.0	103.2
2014	86.5%	88.5%	57.7	42.7	100.3
2015	85.0%	86.4%	55.7	42.9	98.6

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 2014 to 2015, and therefore, no scoring or ratings are available for this index. Improvement in the overall service responsiveness level 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 the 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 provide regular membership meetings and financial statements to the 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.

In July 2011, the franchised taxicab company of San Gabriel Transit, Inc. d.b.a. City Cab officially requested to have their franchise restructured into a membership organization to be known as LA City Cab, LLC d.b.a. City Cab. As part of this restructuring process, the single owner of the organization would become the member of record for each fleet slot in the organization, and would then then be able to sale each share/vehicle slot to individual members of the new organization. The same management team would remain in place to handle all regulatory functions as part of the structure change. The City Council approved the restructuring and reassignment of this franchise effective September 8, 2012.

- *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.
 - 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 final installation completed in early 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 to present. On-site arrival time stamping was also required to be included in dispatch records.
 - 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.

- Beginning in 2009, all companies had to make changes in the dispatch software and firmware in order to meet the requirements for the new Cityride program debit card payment system. The paper voucher system was repealed in 2010, and customers are now using debit card system for Cityride payment that is handled by the City.
- In 2011, Cityride added an Interactive Voice Responsive System (IVR) for requesting Cityride trip approvals during off-hours when the card-swiping system is off-line or out-of-range at the same time as the normal Cityride hot-line (used for receiving verbal approvals) is “unmanned”. By use of its IVR system, a driver does not have to wait until the next business day to get a trip authorization code from an actual Cityride operator, but can get an immediate trip authorization code via the City’s new automated system.

➤ Operating Locations, Storage, Maintenance and Inspection Facilities: All operators, except for L. A. Checker Cab and Beverly Hills Cab Co., are still in their existing operating locations using parking and maintenance facilities as proposed in the re-franchising proposals.

- In December 2008, Bell Cab added a second training room at its facility.
- In August 2009, L. A. Checker Cab moved 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 2013, Beverly Hills Cab moved their entire facility to a much more spacious location in Los Angeles which also allowed for more vehicle parking.

➤ Driver Training, Testing, Supervision and Social Benefits: Changes in training or social benefits are as listed below. Table 4.V details the taxicab driver social benefits currently provided by taxicab franchisees and members.

All operators provided Cityride payment acceptance training in 2009 to 2010 as required for the new debit smart card system.

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 2011, Bell Cab provided a five-hour training “re-fresher” course to all wheelchair accessible vehicle drivers along with CPR certification.

In 2008, Beverly Hills Cab opened a new driver training center near to their main headquarters. In 2013, Beverly Hills Cab changed its entire operating location including a bigger training facility.

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).

In 2012, L. A. Checker Cab has contracted with its automobile insurance carrier accident prevention instructors for additional driver training.

Table 4.V Driver Benefits Summary as of 2016

Driver Benefits Provided By Taxicab Operators - 2016

Company	Type of Coverage	AD&D	Medical	Disability	Cost	Paid By
Bell Cab	Occupational Accident Insurance for accidental death, dismemberment and medical coverage while driving a cab - no disability while unable to work	\$100,000 AD&D; rased from 50K to 100K on 4/1/11	\$50,000 medical w/ \$500 deductible	none	\$18 per cab per month	Company
Beverly Hills	Accidental Death and Disability when driving along w/ \$15,000 maximum medical expense when injured while driving	\$100,000 AD&D for lease drivers and members	\$15,000 for lease drvr w/ \$250 deductible	none	\$21.90 per cab per month	Company through member dues
LA Chkr	Owner Drivers may pay for and use employee Kaiser health care plan which also includes dental and eye; all drivers part of AD&D and medical plan - medical payouts may continue up to 52 weeks to maximum policy amount for single incident	\$100,000 AD&D	\$25,000 medical and \$250 dental w/ \$250 med deductible	none	\$22 per cab per month	Members
ITOA	Accidental Death and Disability when driving along w/ \$25,000 maximum medical expense when injured while driving; disability payments up to \$250 per week for 26 weeks	\$100,000 AD&D	\$25,000 medical; previous \$250 med deductible	\$250 per week for 26 weeks	\$22 per cab per month	Members
UCC	Accidental Death and Disability when driving including medical care necessary due to an accident; \$25,000 medical with \$250 deductible for a covered incident; and up to 26 weeks at \$400 per week for while disabled and unable to work	\$100,000 AD&D	\$25,000 medical w/ \$250 deductible	\$400 per week for 26 weeks	\$4.16 per week or \$18 per month	Members
UITD/UTSFV	Drivers/Owners have the option to join the company's health insurance policy - at their own expense; Accident policy for drivers covering up to \$50,000 for hospitalization or emergency treatment; \$150,000 occupational coverage; \$250 per tooth dental coverage; & up to \$500,000 for death. Disability payments up to \$200 per week for 52 weeks	\$150,000 AD&D w/ \$500,000 per covered incident	\$50,000 medical & \$250 per tooth coverage	\$200 per week for 52 weeks	\$21.50 per month per vehicle	Members w/ some members passing cost to driver
City Cab	Drivers have option to join HMO medical plan at own cost; Accident Death and Disability Insurance while driving for life, medical, dental and income loss - maximum of \$200 per week for 52 weeks - now required for all drivers	\$100,000 AD&D	\$50,000 medical w/ \$500 deductible & \$250 per tooth coverage	\$200 per week for 52 weeks	\$27.68 per driver per month	drivers
Yellow	Accidental Death and Disability when driving including medical care necessary due to an accident; \$25,000 medical with \$250 deductible for a covered incident; and up to 26 weeks at \$400 per week for while disabled and unable to work	\$100,000 AD&D	\$25,000 medical w/ \$250 deductible	\$400 per week for 26 weeks	\$4.16 per week or \$18 per month	Members

- *Vehicle and Maintenance Procedures*: No changes were documented for vehicle maintenance and inspection programs except for L. A. Checker Cab, City Cab, United Checker Cab and Yellow 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. After the first inspection, a checklist for required repairs is provided. This checklist of repairs is then verified as part of the second vehicle inspection prior to the vehicle being submitted to the Department for annual inspection requirements. In 2012, L. A. Checker Cab added a fine of \$100 for any failures to pass a scheduled Department inspection due to vehicle conditions that were deemed unacceptable.

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.

After dismal vehicle inspection failure rates for United Checker Cab and Yellow Cab in 2011 - and continuing into 2012, these organizations have revised their vehicle inspection programs. Vehicles are now provided with two pre-inspections in order to assure that all repairs have been completed prior to Department scheduled inspections. Penalties also apply to failed inspections or failure to repair. Both United Checker Cab and Yellow Cab have a much improved inspection approval rating as of the second half of 2012, continuing into 2016.

- *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.

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.

In 2010, Beverly Hills Cab Co. established the Customer Care Program designed to document and follow-up on any service deficiencies. More information will be provided to the public as a means to contact Beverly Hills Cab Co. to address issues. Beverly Hills Cab has also instituted monetary awards each month for the driver servicing the greatest number of short trips (under \$10), the driver with the most credit card trips, and the driver with the least amount of trip rejections. No information was provided regarding what the monetary awards include.

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 15 minutes. They also assigned more responsibility to the operations manager, supervisors and dispatchers to monitor service in Zone D.

Independent Taxi (ITOA) states it now offers a financial incentive to guarantee service to hard-to-service areas whereby a drivers' fare is paid when passengers fail to pay. A monetary reward above the fare amount may also be provided. For passengers with Cityride payment, driver fares are supplemented should the passenger receive up to a 10% discount as allowed by the City. If this call is a "short trip", the driver is then given higher priority on the next trip.

ITOA has also updated its incentives for the wheelchair accessible program. As of 2013, drivers are paid a minimum fare of \$45 for a wheelchair accessible vehicle trip regardless of the lesser fare to the passenger (the fare payment received is supplemented such that the driver receives a total \$45 minimum payment. Previously, ITOA paid \$10 over the fare amount for pickup of wheelchair accessible passengers. In 2013, ITOA also added internal penalties for wheelchair service refusals such that a first time offense would lead to a \$100 fine and three hours out of service, a second offense includes a \$250 fine and three hours out of service, and a third offense results in driver termination.

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. As of April 2016, wheelchair trip incentives were reduced to \$5 daytime and more than \$5 for nighttime trips. In 2010, to improve service in Zone D of the City, UITD approved an \$8.00 per trip surcharge payment to the driver for any trip taken from 6:00 am to 6:00 pm, and a \$10 trip surcharge payment from 6:01 pm to 5:59 am. As noted in the 2011 update, UITD is crediting drivers \$5 for each Zone D trip serviced and the vehicle taking the most trips in an underserved area can get an incentive from \$100 to \$1,000 depending on the number of calls completed.

In 2010, City Cab states that it implemented some sort of an incentive program for drivers in order to achieve higher performance standards in Zone C of the City. In 2012, City Cab discontinued the incentive program for Zone C, stating that the program was no longer required since the company had finally established a steady business in this area. City Cab reinstated a \$5 service bonus for Zone C timely service responses from January through April 2014. It may bring back such an incentive program after adding the TaxiMajic (now Curb) smartphone app.

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. Operators were issued the 50 additional grant-funded wheelchair accessible vehicles based on their presented need and willingness to commit to this type of service. The 50 vehicles were placed into service throughout the industry beginning January 2012, and continuing through April 2012. It is hoped that all organizations will re-emphasize their franchise commitment to continually promote and improve wheelchair vehicle service standards in the future.

Table 4.W, below, indicates a summary of wheelchair service usage and overall performance for all taxicabs operators for calendar year 2010 to 2015. As indicated in the table, total trip count and service response for wheelchair accessible requested trips has improved in 2012 and continues into 2015.

Table 4.W Wheelchair Service Performance (2010 – 2015)

Operator	No. WC vehicles Authorized & In-Service	WC Trips provided per Vehicle per Month	Time to Assign Trip to Driver	Time to On-Site Arrival	Percentage Incomplete Trips
Bell Cab	2015 – 19	2015 – 8.1	2015 – 6.9 min	2015 – 18.9 min	2015 – 22.4%
	2014 – 20	2014 – 6.8	2014 – 6.6 min	2014 – 18.7 min	2014 – 15.9%
	2013 – 20	2013 – 5.1	2013 – 6.9 min	2013 – 18.7 min	2013 – 18.2%
	2012 – 20	2012 – 6.5	2012 – 6.6 min	2012 – 19.6 min	2012 – 16.1%
	2011 – 10	2011 – 11.3	2011 – 6.3 min	2011 – 18.8 min	2011 – 16.8%
	2010 – 8	2010 – 6.9	2010 – 6.7 min	2010 – 20.2 min	2010 – 23.1%
Bev Hills Cab	2015 – 24	2015 – 1.8	2015 – 5.4 min	2015 – 14.8 min	2015 – 27.3%
	2014 – 24	2014 – 1.4	2014 – 6.4 min	2014 – 14.0 min	2014 – 27.2%
	2013 – 24	2013 – 1.8	2013 – 5.4 min	2013 – 9.8 min	2013 – 23.3%
	2012 – 24	2012 – 2.1	2012 – 4.9 min	2012 – 9.6 min	2012 – 18.9%
	2011 – 20	2011 – 2.2	2011 – 7.7 min	2011 – 13.2 min	2011 – 31.3%
	2010 – 20	2010 – 1.6	2010 – 4.2 min	2010 – 10.8 min	2010 – 35.4%
L. A. Checker	2015 – 24	2015 – 1.3	2015 – 15.1 min	2015 – 25.6 min	2015 – 56.6%
	2014 – 24	2014 – 1.0	2014 – 13.1 min	2014 – 21.5 min	2014 – 59.5%
	2013 – 24	2013 – 1.1	2013 – 13.5 min	2013 – 23.5 min	2013 – 51.3%
	2012 – 24	2012 – 1.5	2012 – 8.7 min	2012 – 17.0 min	2012 – 36.4%
	2011 – 24	2011 – 0.9	2011 – 11.2 min	2011 – 21.1 min	2011 – 40.4%
	2010 – 24	2010 – 0.6	2010 – 11.8 min	2010 – 22.9 min	2010 – 46.2%
ITOA	2015 – 27	2015 – 6.3	2015 – 6.9 min	2015 – 21.0 min	2015 – 29.3%
	2014 – 27	2014 – 4.7	2014 – 7.1 min	2014 – 20.8 min	2014 – 28.5%
	2013 – 27	2013 – 3.5	2013 – 7.8 min	2013 – 19.6 min	2013 – 26.8%
	2012 – 27	2012 – 1.7	2012 – 12.8 min	2012 – 24.3 min	2012 – 42.3%
	2011 – 21	2011 – 1.3	2011 – 14.9 min	2011 – 26.2 min	2011 – 51.1%
	2010 – 21	2010 – 2.0	2010 – 9.0 min	2010 – 20.1 min	2010 – 40.0%
UCC	2015 – 9	2015 – 12.1	2015 – 3.8 min	2015 – 23.1 min	2015 – 23.6%
	2014 – 9	2014 – 12.2	2014 – 7.5 min	2014 – 21.0 min	2014 – 22.6%
	2013 – 10	2013 – 15.1	2013 – 6.2 min	2013 – 18.7 min	2013 – 20.0%
	2012 – 10	2012 – 16.3	2012 – 5.6 min	2012 – 16.2 min	2012 – 17.3%
	2011 – 5	2011 – 1.4	2011 – 5.5 min	2011 – 15.6 min	2011 – 19.0%
	2010 – 5	2010 – 2.9	2010 – 4.0 min	2010 – 12.7 min	2010 – 24.5%

Operator	No. WC vehicles Authorized	WC Trips provided per Vehicle per Month	Time to Assign Trip to Driver	Time to On-Site Arrival	Percentage Incomplete Trips
UITD	2015 – 55	2015 – 4.6	2015 – 6.3 min	2015 – 19.4 min	2015 – 32.1%
	2014 – 55	2014 – 4.3	2014 – 6.2 min	2014 – 17.8 min	2014 – 29.8%
	2013 – 55	2013 – 3.6	2013 – 7.9 min	2013 – 18.0 min	2013 – 34.4%
	2012 – 55	2012 – 2.9	2012 – 7.8 min	2012 – 17.9 min	2012 – 31.3%
	2011 – 50	2011 – 2.4	2011 – 7.9 min	2011 – 17.2 min	2011 – 25.9%
	2010 – 50	2010 – 3.7	2010 – 4.6 min	2010 – 14.7 min	2010 – 22.0%
City Cab	2015 – 14	2015 – 1.9	2015 – 5.6 min	2015 – 22.2 min	2015 – 59.0%
	2014 – 17	2014 – 2.6	2014 – 6.6 min	2014 – 16.6 min	2014 – 46.7%
	2013 – 20	2013 – 2.4	2013 – 8.8 min	2013 – 21.1 min	2013 – 38.9%
	2012 – 20	2012 – 2.2	2012 – 9.9 min	2012 – 29.8 min	2012 – 37.7%
	2011 – 15	2011 – 4.9	2011 – 7.5 min	2011 – 21.2 min	2011 – 24.6%
	2010 – 9	2010 – 6.2	2010 – 5.0 min	2010 – 11.8 min	2010 – 25.8%
UTSFV	2015 – 24	2015 – 3.5	2015 – 6.3 min	2015 – 18.0 min	2015 – 34.9%
	2014 – 24	2014 – 4.2	2014 – 5.7 min	2014 – 17.3 min	2014 – 33.8%
	2013 – 24	2013 – 4.5	2013 – 7.3 min	2013 – 19.1 min	2013 – 30.0%
	2012 – 24	2012 – 4.0	2012 – 8.4 min	2012 – 19.4 min	2012 – 30.6%
	2011 – 22	2011 – 3.9	2011 – 11.9 min	2011 – 22.7 min	2011 – 28.4%
	2010 – 22	2010 – 4.2	2010 – 7.7 min	2010 – 18.0 min	2010 – 18.8%
Yellow Cab	2015 – 36	2015 – 5.0	2015 – 12.7 min	2015 – 23.4 min	2015 – 32.4%
	2014 – 36	2014 – 5.6	2014 – 11.6 min	2014 – 21.9 min	2014 – 28.4%
	2013 – 36	2013 – 5.2	2013 – 10.3 min	2013 – 21.1 min	2013 – 37.4%
	2012 – 36	2012 – 5.4	2012 – 14.0 min	2012 – 24.7 min	2012 – 32.2%
	2011 – 15	2011 – 6.9	2011 – 16.4 min	2011 – 25.8 min	2011 – 39.1%
	2010 – 16	2010 – 8.6	2010 – 17.4 min	2010 – 27.5 min	2010 – 34.7%
City Average	Ttl w/c veh & percent of fleet	Trips per cab & total annual trips	Ave time to driver accept	Ave time to arrival	Incomplete trip requests
	2015 – 232: 9.8%	'15–4.5 @ 12,411	2015 – 7.7 min	2015 – 20.8 min	2015 – 31.9%
	2014 – 236: 10.0%	'14–4.3 @ 12,163	2014 – 8.0 min	2014 – 19.6 min	2014 – 29.6%
	2013 – 240: 10.2%	'13–4.0 @ 11,357	2013 – 8.2 min	2013 – 19.1 min	2013 – 31.0%
	2012– 229: 9.7%	'12–3.8 @ 10,336	2012 – 9.3 min	2012 – 19.9 min	2012 – 28.2%
	2011– 182: 7.9%	'11–3.3 @ 7,154	2011 – 10.0 min	2011 – 20.5 min	2011 – 29.9%
	2010– 175: 7.6%	'10–3.6 @ 7,564	2010 – 7.7 min	2010 – 17.6 min	2010 – 28.1%

As of 2012, all of the taxicab companies that were granted new wheelchair vehicle authorities provided documentation of added outreach programs including advertisements, flyers and personal contact with facilities and users of this service.

In 2013, wheelchair trip completions numbered 11,357, a 59% increase from 2011 prior to the addition of grant funded vehicles. For calendar year 2015, taxicab operators made 12,411 wheelchair accessible trip completions as part of the dispatching system for a total 73% increase as compared to 2011. Average time to accept the trip (eight to nine minutes) and total time to complete the trip with on-site arrival (19 to 21 minutes) has remained consistent as the number of trips completed has increased.

L. A. Checker Cab continues to have the worse wheelchair accessible trip call count, time response and number/percentage of trips incomplete. They never received any of the grant funded vehicles due to this type of service history. While L. A. Checker Cab may have squeaked by with a passing overall evaluation, the City would be hard-pressed to provide them a good evaluation in any future competitive permitting process.

- Procedures for Driver Discipline, Evaluation, Complaint Processing and Accident/Safety Control: No changes were documented for driver discipline, evaluation and commendation procedures other than some higher violations for wheelchair service refusals. 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 were placed into service in these taxicabs. Envision Cam had proven unreliable in many areas, and was removed from the program by the Board of Taxicab Commissioners.

In 2010, Board Order 061 was passed which allows authorized security cameras in all vehicles in lieu of the previously required safety shield partition. Wheelchair Accessible vans must have a security camera only in order to allow proper access to customers at all times. In 2011, camera specifications were revised to allow for more than one camera per taxicab operator as well as both video and G-Force data collection.

In 2016, the camera specifications were again revised by the Board to allow for audio recording. Signage changes will be required for 2017 noting that audio as well as video and/or pictures may be recorded.

See Attachment D for the rule change approved via Board Order 061 in August 2010 along with the camera specification update of 2016 (allowing audio recording and changes in vehicle signage requirements).

- Special Programs, Agreement and Services: No changes were noted for special programs, agreement and services.

In 2010, the City and the Board of Taxicab Commissioners approved a new taxicab greening program to be facilitated beginning January 1, 2011. Please refer to Section 7.4 for further details.

- 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).

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 Performance Condition 5 findings, all operators met or exceeded Condition 5 requirements for adherence to the management business plan.**

4.12 – Summary of Performance Evaluation Results for 2014 and 2015

All operators met minimum performance standards for calendar year 2014, and all operators except for United Checker Cab met the minimum requirements for calendar year 2015. United Checker Cab received an unsatisfactory dispatch service performance rating for 2015 with only 74% of trips responded to within fifteen minutes in Service Zone E (the harbor area). As of the first quarter of 2016, United Checker Cab is performing at an approximate 76% dispatch performance level or satisfactory level.

As noted earlier in this report, the calendar year 2014 and 2015 evaluations are for information only. Although operators have already reached their maximum franchise extension period, these performance evaluation results may be used as part of any future competitive permitting process undertaken by the city.

General performance levels for 2014 and 2015 as compared to 2012 thru 2013 are as follows:

- The average score for dispatch service response varied from 61.2 out of a possible 65 points in 2012; to 62.1 points in 2013; to 57.7 points in 2014; and 55.7 points in 2015
- The overall citywide “on time” service performance as weighted by the number of vehicle authorities authorized in each service zone varied from 85.8% in 2012; to 86.3% in 2013; to 86.5% in 2014 85.0% in 2015 (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 zones varied from 89.2% in 2012; to 89.4% in 2013; to 88.5% in 2014; and 86.4% in 2015
- Service Zone D indicated a drop in service in 2012 (and a new board order for higher standards beginning in 2014). Service response in Zone D varied from 71.6% in 2012; to 73.3% in 2013; to 75.7% in 2014; and 72.5% in 2015
- The overall scores for TSI items 1-12 varied from 103.2 points in 2012 and 2013 (out of 115 points possible); to 100.3 points in 2014; and 98.6 in 2015

Table 4.X, below, provides a final summary of the performance ratings for 2013 to 2015, including dispatch performance, scoreable items in the Taxicab Service Index, and adherence to the requirements or promises of each management business plan.

Table 4.X

Summary of 2013-2015 Performance Review

SUMMARY OF 2013-2015 ANNUAL TAXICAB SERVICE INDEX and PERFORMANCE INDICATORS

Operator	2013 Dispatch Service Response Update (01/13 to 12/13) (65 points possible)	2014 Dispatch Service Response Update (01/14 to 12/14) (65 points possible)	2015 Dispatch Service Response Update (01/15 to 12/15) (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 - 89.9% (good); C - 93.6% (excellent); D - 73.8% (good) 87.7% average by vehicle distribution = 65 pts	B - 90.0% (good); C - 92.8% (excellent); D - 74.5% (satisfactory) 87.5% average by vehicle distribution = 60.5 pts	B - 86.0% (good); C - 91.0% (excellent); D - 73.2% (satisfactory) 85.2% average by vehicle distribution = 57.5 pts	'13-46; '14-43; '15-46;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-111.0; '14-103.5; '15-103.5;
Beverly Hills Cab	B - 93.5% (excellent); C - 93.3% (excellent) 93.4% average by vehicle distribution = 65 pts	B - 91.4% (excellent); C - 89.3% (good) 90.5% average by vehicle distribution = 60.5 pts	B - 90.6% (excellent); C - 87.4% (good) 89.2% average by vehicle distribution = 59.0 pts	'13-38; '14-43; '15-42;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-103.0; '14-103.5; '15-101.0;
L. A. Checker Cab	B - 76.0% (unsatisfactory); C - 93.4% (excellent); D - 65.7% (satisfactory) 82.1% average by vehicle distribution = 56.0 pts	B - 76.5% (unsatisfactory); C - 91.7% (excellent); D - 68.0% (unsatisfactory) 81.9% average by vehicle distribution = 53.0 pts	B - 79.1% (unsatisfactory); C - 90.7% (excellent); D - 71.4% (satisfactory) 82.9% average by vehicle distribution = 54.5 pts	'13-38; '14-37; '15-40;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13- 94.0; '14- 90.0; '15- 94.5;
Independent Taxi	B - 83.3% (satisfactory); C - 89.9% (good); D - 73.0% (good) 83.6% average by vehicle distribution = 59.0 pts	B - 80.6% (satisfactory); C - 86.6% (good); D - 74.1% (satisfactory) 81.6% average by vehicle distribution = 53.0 pts	B - 82.45% (satisfactory); C - 87.1% (good); D - 68.7% (unsatisfactory) 81.0% average by vehicle distribution = 51.5 pts	'13-36; '14-36; '15-33;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13- 95.0; '14- 89.0; '15- 84.5;
United Checker Cab	E - 83.5% (good); = 57.5 points	E - 76.7% (satisfactory); = 48.5 points	E - 74.0% (unsatisfactory); = 44.0 points	'13-44; '14-46; '15-48;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-101.5; '14- 94.5; '15- 92.0;
United Independent Taxi	B - 91.0% (excellent); C - 87.6% (good); D - 74.8% (good) 85.5% average by vehicle distribution = 60.5 pts	B - 89.8% (good); C - 85.3% (satisfactory); D - 76.9% (good) 84.6% average by vehicle distribution = 57.5 pts	B - 87.9% (good); C - 84.2% (satisfactory); D - 76.4% (good) 83.4% average by vehicle distribution = 54.5 pts	'13-43; '14-43; '15-42;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-103.5; '14-100.5; '15- 96.5;
City Cab	A - 85.8% (excellent); C - 86.0% (good) 85.9% average by vehicle distribution = 62.0 pts	A - 88.2% (excellent); C - 91.1% (excellent) 89.7% average by trip distribution = 63.5 pts	A - 89.7% (excellent); C - 93.3% (excellent) 90.6% average by trip distribution = 65.0 pts	'13-46; '14-46; '15-43;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-108.0; '14-109.5; '15-108.0;
United Taxi of San Fernando Valley	A - 84.9% (good); = 60.5 points	A - 82.5% (good); = 57.5 points	A - 81.3% (good); = 54.5 points	'13-45; '14-49; '15-47;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-105.5; '14-106.5; '15-101.5;
Yellow Cab	B - 90.1% (good); C - 93.5% (excellent); D - 75.2% (good) 87.6% average by vehicle distribution = 65 pts	B - 93.6% (excellent); C - 94.8% (excellent); D - 78.5% (good) 89.9% average by vehicle distribution = 65.0 pts	B - 91.3% (excellent); C - 92.8% (excellent); D - 72.5% (satisfactory) 86.7% average by vehicle distribution = 60.5 pts	'13-42; '14-41; '15-45;	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'13-107.0; '14-106.0; '15-105.5;
Total Fleet	A - 85.4% (good); B - 88.2% (good); C - 91.8% (excellent); D - 73.3% (good); E - 83.5% (good) Total City - 86.3% (excellent)	A - 85.3% (good); B - 88.4% (good); C - 91.4% (excellent); D - 75.7% (good); E - 76.7% (satisfactory) Total City - 86.5% (good)	A - 85.4% (good); B - 87.3% (good); C - 90.2% (good); D - 72.5% (satisfactory); E - 74.0% (unsatisfactory) Total City - 85.0% (good)	'13-42.0; '14-42.7; '15-42.9	no special programs mandated by the Board	all regular and w/c vehicles in service	all records submitted; no problems noted	'13-103.2; '14-100.3; '15- 98.6;

4.13 - Technology Enhancements

It should also be noted that Los Angeles taxicab franchisees were required to implement high levels of technology improvements in 2007 to 2010 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. In 2010, the Board allowed the use of security cameras in all vehicles. This change will increase customer roominess in vehicles equipped with cameras and pave the way for slightly smaller and more fuel efficient green vehicles (See Attachment D for camera info);
- 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;
- 6) Programming changes (paid for by the City) were provided to all operators to enable the 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 replaced scrip paper payment beginning October 2009. The new system alleviates driver paperwork and overhead costs, while creating more system accountability and quicker payment to the companies and drivers. Drivers 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;
- 7) Taxicab operators have or are installing Passenger Information Monitors in the vehicle back-seating area to provide the mechanism for direct credit card payment by passengers and additional passenger information dissemination methods. This is not a mandatory program at this time.

5. TAXI COMMISSION ROLE AND RESPONSIBILITY

In 1998, 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 permitting requirements (background check standards, driving records, rule violation limits, drug testing, etc.) and vehicle permitting requirements (age, type, number, emission status, insurance levels, etc.).

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:

www.ladot.lacity.org/What-We-Do/About-Us/Commissions/Taxicab-Commission-Records 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, on-line complaint/comment submission form and info on how to become a taxi driver. The Taxi Services website is located at www.taxicabsla.org.

As of January 2017, the Commission is represented by President, Eric Spiegelman, Vice-President, Mampre R. Pomakian and Commissioners Marilyn Grunwald, Andrea D. Martinez and Boris Gorbis.

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. 181745 (*Attachment E*), 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).

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 recommendation.

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). This provision has continued as part of the approved 2011 (to current) rate ordinance.

Under the current rate ordinance (*Attachment E*), 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.

Taxi Cost Index

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.

The Commission regularly reviews the components for the Taxi Cost Index to ensure the correct proportion or weighting of the index values relative to actual industry costs. In 2014, based on the use of more fuel efficient vehicles in the taxicab fleets (more than 70% of all vehicles were

fuel efficient hybrid vehicles), the percentage of weight for the cost of fuel was reduced from 18% down to 11% as part of the index. The cost of new and used vehicles was increased as the cost of hybrid vehicles was greater than the cost previous taxicabs (typically ex-police issued Ford Crown Victorias).

Table 6.Y lists the current Taxi Cost Index components, as follows:

Table 6.Y Taxi Cost Index Factors & Weighting as Revised in 2014

TAXI INDEX	WGT	CONSUMER PRICE INDEX SERIES
Fuel	11%	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)	28%	Average Hourly Earnings – Total Private Sector Employees – State of California (Series SMU06000000500000003)
Driver Returns (WAGES PART B)	28%	CPI – All Items – Los Angeles – Riverside – Orange County - (Series CUUSA421SAO)
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	5%	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. Potential revision if changes 5% or more from any current rate (interim or baseline)

Rate History

The 2011 baseline rate ordinance provides a \$2.65 flag drop, \$2.70 cost per mile and \$29.19 hourly waiting charge. Table 6.Z provides a history of taximeter rate changes in the City of Los Angeles since 1986. As noted for 2011, the airport surcharge increased from \$2.50 to \$4.00 representing the first increase since 1986.

An additional \$0.20 has been added to the flag drop (for a total drop charge of \$2.85) as a bandit assessment fee beginning in October 2006. This fee goes towards additional bandit enforcement using both Los Angeles Police Department and Department Investigators. Rate Ordinance 177844 authorizing the \$0.20 bandit “flag drop” is provided as Attachment F.

Table 6.2 Taximeter Rate Changes from 1986 to 2015

Ordinance & Effective Dates	Flag Drop	Distance Charge	Waiting or Delay Charge	Other Fees	\$ of 5 mile trip	% Change
Ord. No. 161548 8/25/86 to 5/18/00	\$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%
Ord. No. 173231 5/18/00 to 9/3/01	\$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%
Ord. No. 174130 9/3/01 to 9/1/03	\$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%
Ord. No. 174131 9/3/01 to 11/14/05				\$0.50 gas surcharge @ \$2.22; \$1.00 gas surcharge @ \$2.68		
Ord. No. 175365 9/1/03 to 11/14/05	\$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
Ord. No. 177017 11/14/05 to 12/25/06	\$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%
Ord. No. 177018 11/14/05 to 12/25/06				\$0.50 gas surcharge @ \$2.73; \$1.00 gas surcharge @ \$3.28		
Ord. No. 177844 10/1/06 to current	\$0.20 bandit added					
Ord. No. 178050 12/25/06 to 8/14/08	\$2.45 1/7 mile; \$2.65 ttl	\$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%
Ord. No. 178050 8/14/08 to 7/16/11	\$2.65 1/9 mile; \$2.85 ttl	\$0.30 1/9 mile	\$0.30 37 sec	\$46.50 airport flat rate; \$2.50 airport surcharge \$15.00 min airport fee	\$15.85	10.45%
Ord. No. 181745 7/16/11 to current	\$2.65 1/9 mile; \$2.85 ttl	\$0.30 1/9 mile	\$0.30 37 sec	\$46.50 airport flat rate; \$4.00 airport surcharge \$15.00 min airport fee	\$15.85	No change

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 (*Attachment F*). 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.

Section 71.05.10 of the Los Angeles Municipal Code refers to the \$30 assessment fee stating:

“Each franchised taxicab operator shall pay a monthly taxicab vehicle bandit enforcement fee, in the amount specified in Section [71.06.1](#), for each taxicab in service (provided a City Seal by the City) during any part of the billing month. This assessment shall be collected only if a portion of the taximeter activation "flag drop" charge, or other funding mechanism, has been established and approved for bandit enforcement by the Board of Taxicab Commissioners. Revenue generated

from the collection of taxicab vehicle bandit enforcement fees shall be placed into a separately designated account in the Transportation Regulation and Enforcement Trust Fund, and shall be used for the establishment and maintenance of a unit of police officers dedicated to enforcing the City's laws prohibiting the operation of illegal taxicabs and vehicles for hire. Revenue collected in excess of the funding level contractually agreed to or stipulated by the Department for these police officer enforcement efforts shall be retained and used by the Department exclusively for bandit taxicab enforcement purposes.”

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.

More than \$800,000 is collected in bandit assessment fees each year. Approximately 80% of the bandit assessment funds are used to cover LAPD bandit enforcement work activity, while the remaining 20% 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. Department Investigators provide support to the LAPD during all joint BTEP operations, handle their own BTEP operations, and provide the legal services and notifications/court appearances tied to all vehicle impound proceedings.

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. In 2009, there were 1,144 arrests and 1,061 impounds. In 2010, there were 1,036 arrests and 812 impounds. In 2011, there were 991 arrests and 916 impounds. In 2012, there were 866 arrests and 756 impounds. In 2013, there were 806 arrests and 774 impounds. In 2014, there were 601 arrests and 587 impounds. And, in 2015, there were 602 arrests and 511 impounds.

With an extreme reduction in City staffing in 2011 through 2016, there has not been enough personnel available for the bandit enforcement work to maintain the type of arrest and impound numbers as achieved in 2009, regardless of the funding possibilities. Transportation Investigator staffing has been reduced from 16 to nine individuals in the last few years.

Based on changes in vehicle impound regulations in 2008, the total figures for vehicle impound/seizure increased in 2009. Rather than having a vehicle off the streets for a few days

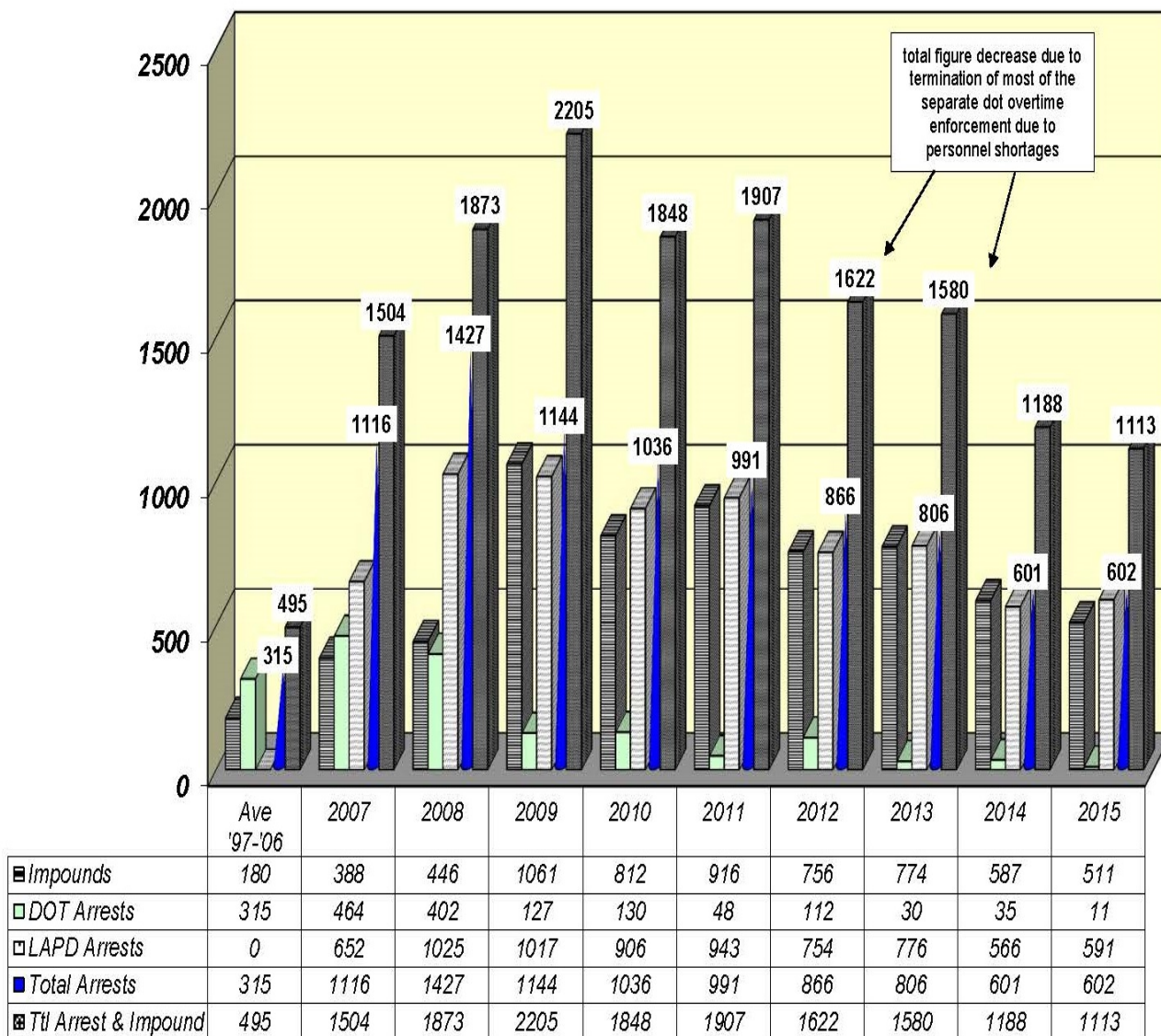
with a small fine, vehicles are now seized for a 30-day period in most arrest cases. Much of the Department Investigative staff time and funding is now being used to process vehicle seizures obtained during LAPD sting operations, and therefore, the arrest figures for Department of Transportation Investigators are less than achieved in 2007 and 2008.

Although the overall arrest figures provided by Department Investigators have been lowered in 2010 through 2015, the importance of impounding and seizure of these illegal vehicles is one of the largest deterrents to illegal operators.

Chart 6.AA provides a chart of the improved bandit taxi enforcement figures for 2007 to 2015.

Chart 6.AA History of Bandit Taxi Arrest and Vehicle Impounds

History of Bandit Taxi Arrests and Vehicle Impounds thru 2015



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 TAXICAB 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.

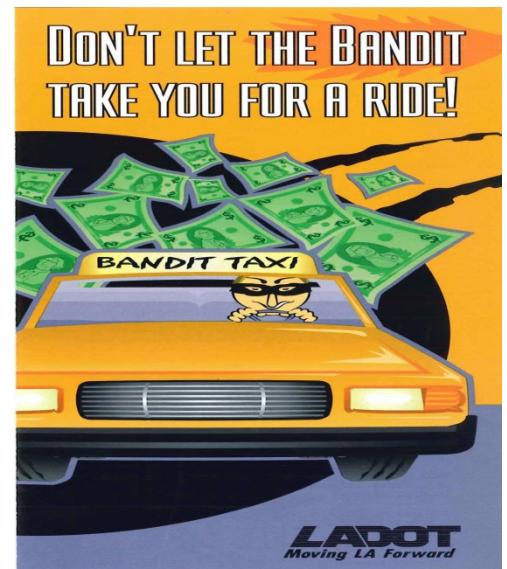
Some taxicab companies operating in the City without a City seal may be “bandit” taxicabs. With no legal authorization to operate in the City of Los Angeles, there is no restitution if you are overcharged or receive poor service, nor is there any guarantee of vehicle insurance.

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 official Taxi companies in the LA area.

Bell Cab Los Angeles Area (800) 666-6664	United Checker Los Angeles, Long Beach and San Pedro Areas (310) 834-1121
Beverly Hills Cab Los Angeles and Beverly Hills Areas (800) 273-6611	United Independent Taxi Los Angeles and Beverly Hills Areas (800) 411-0303
City Cab Los Angeles and San Fernando Valley Areas (800) 750-4400	UITD San Fernando Valley San Fernando Valley Areas (800) 290-5600
ITOA Los Angeles and Beverly Hills Areas (800) 521-8294	Yellow Cab Los Angeles, Long Beach and San Pedro Areas (800) 200-1085
L.A. Checker Los Angeles and West Hollywood Areas (800) 300-5007	

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. LADOT is also responsible for permitting all other types of non-taxi drivers and vehicles including medical transport and mass transit services.

As specified in the Taxicab Rule Book (Section 600 for new taxicab driver permits and Section 650 for renewal taxicab driver permits), 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 (for state and federal results) 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.

The taxicab rule book can be viewed as one of the links available at the Department's website under Taxicab Commission Records located at:

www.ladot.lacity.org/What-We-Do/About-Us/Commissions/Taxicab-Commission-Records. The Taxicab Services Website is located at www.taxicabsla.org and contains more information on the process and forms required to be submitted for the taxicab driver permit.

Drivers attempting to obtain a first-time driver permit were required to pass a written taxicab exam as administered by Department staff prior to February 2017. The ability to comprehend instructions and conversations during the permitting process may also lead to a further investigation of the individual's English skills.

The exam was revised in May 2016 to eliminate map book type questions where the use of a street atlas would be required. All drivers now use gps mapping equipment in-vehicle to ascertain locations and routes. Although this is no longer part of the taxicab driver exam, each franchised Los Angeles Operator is still required to provide training on the proper use of street atlases should the in-vehicle equipment be inoperable.

The Taxicab Commission is reviewing exam requirements in 2017 to determine if it should be replaced with a Department conducted training session in lieu of an official exam. Items related to customer service would be forefront in any replacement training sessions.

2016 and prior taxicab driver exam components included:

- English comprehension;
- Familiarity with City rules and regulations;
- Familiarity with Cityride program for the elderly, frail and disabled;
- Familiarity with the Hail-a-Taxi program; 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 (or as preparation for any type of permit application process).

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. As authorized in the Los Angeles Municipal Code, 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 expiration 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.AB, below, provides the number of permit authorizations provided by the City in FY13 to FY16 for both taxi and non-taxi driver permitting functions. As indicated in the table, it would appear that the onset of legalized Transportation Network Companies has had an effect on all type of taxi and vehicle-for hire services.

Table 7.AB Driver Permits Issued from 2012-2016

No. & Type of Driver Permit Issued	'12-'13	'13-'14	'14-'15	'15-'16
No. of New Taxicab Driver Permits Issued	908	835	707	463
No. of Renewal Taxicab Driver Permits Issued	1,812	1,804	1,725	1,645
No. of Replacement Taxicab Driver Permits Issued	319	241	199	142
No. of Denied Taxi Driver Permits Processed	3	5	8	2
Total No. of Taxi Driver Permits Processed	3,042	2,885	2,639	2,252
No. of New Non-Taxi Driver Permits Issued	3,000	3,123	2,985	2,299
No. of Renewal Non-Taxi Driver Permits Issued	1,652	1,556	1,493	1,401
No. of Replacement Non-Taxi Driver Permits Issued	508	525	586	409
No. of Denied Non-Taxi Driver Permits Processed	30	20	12	4
Total No. of Non-Taxi Driver Permits Processed	5,190	5,224	5,076	4,113
Total No. of Driver Permits Processed – All Types	8,232	8,109	7,715	6,365

As of September 2016, there were currently a total of 3,328 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 2,361 taxicab vehicle authorities with 2,349 of the 2,361 vehicles currently decaled as of September 2016. As a reference, there were 4,142 drivers permitted in December 2012; 4,169 permitted in December 2013; 3,854 in December 2014; 3,617 permitted in December 2015; and 3,231 permitted taxicab drivers in December 2016.

Of the total 3,328 permitted taxicab drivers for September 2016, 188 or 6% are from the United States as original country of origin with an average age of 52.0. The other 3,140 drivers (or

94%) were born in another country and have an average age of 52.2. Of those 3,140 drivers, a total of 88 different countries are noted as the country of birth place.

The following table (*Table 7.AC*), provides a breakdown of the number of permitted taxicab drivers per each franchised organization. The total number of different members, owner/members that hold driver permits, and lease driver counts for each organization are indicated, as follows:

Table 7.AC Number of Current Taxi Drivers/Members by Taxicab Operator (Sep '16)

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	273	280	195	145	135 (48%)
Beverly Hills Cab	167	269	126	109	160 (59%)
L. A. Chkr Cab	269	376	121	48	328 (87%)
ITOA	252	389	193	128	261 (67%)
United Chkr Cab	75	94	53	26	68 (72%)
UITD & UTSFV	396	701	288	277	424 (60%)
City Cab	170	199	54	45	154 (77%)
Yellow Cab	759	1,020	440	273	747 (73%)
Total	2,361	3,328	1,470	1,051	2,277 (68%)

As noted in *Table 7.AC* above, approximately 68% of the total driver workforce is composed of lease drivers (range of 48% to 87% per organization) as of September 2016 (2,277 out of 3,328 drivers permitted). All organizations are either considered as cooperative memberships (Bell Cab, Beverly Hills Cab, L. A. Checker Cab, United Checker Cab and Yellow Cab), association type memberships (Independent Taxi – ITOA and United Independent Taxi Drivers – UITD and UTSFV), or limited liability corporation memberships (City Cab). As of December 2013, lease drivers comprised 77% of the total taxicab driver workforce (3,206 out of 4,169 drivers permitted), and in December 2012, lease drivers comprised 76% of the driver workforce (3,157 out of 4,142 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 the use of compact hybrid or CNG fueled vehicles meeting “green taxi” emission guidelines, midsize or larger sedans, midsize or larger station wagons, minivans, sport utility

vehicles, large vans and wheelchair accessible vehicles. For 2011 or later, if a minivan, sport utility vehicle or large van is placed into service, it must be an Ultra Low Emission Vehicle (ULEV) pollution emission status or cleaner.

Prior to 2011, only large sedans, large station wagons and minivans were allowed to be used as taxicabs in Los Angeles. The most prevalent taxicab in use before the Green Taxi Program was the large Ford Crown Victoria sedan (in both gasoline and compressed natural gas fuel supply). This vehicle had been a mainstay in the industry due to its durability, low cost and availability as a used police vehicle. The typical gasoline model was generally purchased used from many police auctions at approximately \$7,000 with less than three years of service and typically less than 100,000 miles. This vehicle also had a roomy interior and trunk capacity, rear wheel drive train for enhanced durability and drive quality, good overall reliability and low maintenance costs.

The 2nd vehicle with the highest taxicab permit figures in Los Angeles prior to 2011 was the minivan. This vehicle was also purchased used in many cases, and provides the driver with extra seating capability. Minivans are also modified for use as ADA compliant 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. Each franchised organization has specific requirements for wheelchair accessible minivans and must maintain the specified number at all times.

As of 2011, the Taxicab Commission has authorized 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. See more on the Green Taxi Program in Section 7.5.

Vehicle Age – Vehicle age restrictions for taxicab vehicle entry and exit conditions also apply. Prior to 2011, a vehicle was required to 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 could not remain in service past the 9th anniversary of the model year (4 in and 9 out). Exceptions have been made for wheelchair accessible vehicles due to the much higher purchase cost. Wheelchair accessible 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 (6 in and 10 out).

For 2011 and later, vehicle maximum age limits will range from eight to ten years from the model year based on the taxicab emission and size. Vehicle age rules are currently as follows:

- Hybrid and CNG vehicles may be placed into initial service prior to the fifth anniversary of the model year, and may then be operated until the 10th anniversary of the model year (5 in and 10 out).
- ADA compliant wheelchair accessible vehicles have the same vehicle age rules as prior to 2011 whereby they may be placed into prior to the sixth anniversary of the model year, and may remain in service until the 10th anniversary of the model year (6 in and 10 out).

- In 2014, in order to maintain the required number of minivan and other large capacity vehicles in taxicab service (for airport service, school runs, and other high passenger trip requests), the Board also authorized that non-green minivans, and other vehicles that can seat six or more individuals, be provided a maximum ten year age limit from the model year of the vehicle (4 in and 10 out). Having a minimum number of larger vehicles is needed to meet service demand. This also increases the greening of the taxicab fleets by allowing multiple passengers to be transported for the same trip without requiring multiple vehicles.
- All other vehicles placed into service (non-green, non-wheelchair accessible and non-large capacity seating) must be placed into initial taxicab service prior to the fourth anniversary of the model year, and may remain in service until the 8th anniversary of the model year (4 in and 8 out).

There are no restrictions as to vehicle mileage. *Table 7.AD* 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 2016) is 5.5 years.

Table 7.AD Vehicle Age Distribution September 2016

Model Year	'06	'07	'08	'09	'10	'11	'12	'13	'14	'15	'16	Total	Ave Age
Bell Cab	1	13	29	37	72	50	23	18	17	2	0	262	5.3
Beverly Hills	3	3	14	18	26	28	31	29	11	2	2	167	4.9
L. A. Checker	1	25	59	54	33	17	44	23	9	4	0	269	5.8
ITOA	0	17	42	43	36	37	32	25	14	5	0	251	5.4
UCC	0	7	15	8	18	7	11	3	3	2	1	75	5.9
UIT	6	18	38	51	47	30	47	29	20	5	1	292	5.6
City Cab	0	11	46	32	35	14	26	4	2	0	0	170	6.4
UTSFV	3	8	21	11	27	6	9	10	4	2	1	102	6.0
Yellow	5	21	116	102	140	108	105	84	48	27	3	759	5.3
Total	19	123	380	356	434	297	328	225	128	49	8	2,347	5.5

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 – Safety equipment is required for all taxicabs as follows:

- All taxicabs must have working safety shields or digital security cameras to ensure driver protection;
- 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). This mechanical inspection must be completed annually for each additional year of service past the fifth year.

The additional mechanical vehicle inspections required for taxicabs greater than five years of age are scheduled annually corresponding to the vehicle registration month. A certified and passing smog test must also be submitted to the Department along with the required annual ASE mechanical inspection record. Smog checks do not apply to hybrid vehicles at this time.

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-decals (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 Department provided inspections.

The following Charts 7.AE and 7.AF provide the current criteria for annual Department inspections (including corresponding rule book sections) as well as the mechanical ASE certified inspection for vehicle five years of age or older, as follows:

Chart 7.AE

DEPARTMENT (DOT) ANNUAL PHYSICAL INSPECTION

Taxicab Vehicle Inspection Items – Initial and Annual Inspection Criteria

Vehicles must meet and comply with all requirements specified in the taxi rule book, municipal and vehicle codes, franchise ordinances, and any other state or federal regulatory requirement. Some of the items reviewed during entry and annual DOT taxicab vehicle inspections include the following items:

General Vehicle Inspection Items	Rule/Reference
1. Vehicle Color Scheme & Identification	LAMC 71.16 & 71.20; Rule 422, 423
2. Unsightly Paint Defacement or Body Dents	437
3. Tires _____ Hubcaps _____	440, 454
4. Glass _____ Mirrors _____ Windows _____	434, 435
5. Lamps: Head _____ Tail _____ Stop _____	434, 454
6. Lamps: Directional _____ Flasher _____	434, 454
7. Dome/Top Light	403, 454
8. Back-up Lights	434, 454
9. Robbery Light	416, 454
10. License Plate Lamp	434, 454
11. Odometer	n/a
12. DMV Registration	Ordinance 4.3.c
13. Meter Number: _____	402, 420, 461
14. Weights & Measures Certificate	402
15. Radio (two-way)	404
16. Wipers _____ A/C _____ Htr _____ Defrost _____ Horn _____	454
17. Steering Mechanism	454
18. Check Engine Light	460
19. Safety Shield _____ Camera _____ Camera Signs _____	407
20. Exhaust System & Emission Status	401
21. Brakes: Service _____ Emergency _____	454
22. Trunk Unlock Device	417
23. Seats _____ Upholstery _____ Projections _____	433, 436, 438
24. Seatbelts _____ Door Locks _____	435, 441, 442
25. Floor Covering _____ Head Liner _____	433, 436
26. I. D. Card Holder	418
27. Lettering: Size _____ Sign Locations _____	
28. Rate Postings (w/ \$5 change, all ride for price of one, credit cards accepted, driver provides printed receipt)	405, 410, 413, 459, 462
29. \$5.00 Change Sign (vehicle ext & rate sign)	411
30. All Passengers Ride for Price of One Sign (veh ext & rate sign)	413
31. Braille Sign	455
32. Customer Service/Comment Sign	458
33. Other Req'd Signs	439, 459, 462
34. Wheelchair Securement Straps	401.d

Chart 7.AF

Annual ASE Mechanical Inspection Criteria (Age 5+)

Annual ASE Certified Mechanical Inspection Criteria
City of Los Angeles Taxicab Safety Inspection Program

Satisfactory / Unsatisfactory	S	U	Satisfactory / Unsatisfactory	S	U
GENERAL INSPECTION			TIRES – WHEELS		
Windshield Wipers L- R			Wheels – Cracked		
Windshield Washer Fluid			Tire Wear Even/Uneven		
Horns			Tread Depth		
Mirrors			RF - LF - RR - LR		
Air Filter			/32 /32 /32 /32		
Front and Rear Window Defogger			Comments:		
Window Integrity Open – Close					
Comments:			BRAKES		
			Brake Fluid		
LIGHTS			Brake Pads		
Headlight Hi – Low			Discs/Drums – Cracked		
Parking Lights			Parking Brake		
Turn Signal L – R			Comments:		
Tail Lights					
Stop Lights			SUSPENSION		
License – Back – Up – Lights			Alignment		
Side-Lights RF – LF – RR – LR			Steering Wheel Play		
Emergency Flashers			Bushings and Ball Joints		
Indicator Lights (Instrumental Panel)			Shock Absorbers – McPherson Struts		
Comments			Wheel Bearings		
			Comments:		
BELTS – HOSES					
Belt Air – P/S – Gen/Alt – AC			EXHAUST SYSTEM		
Pulley – Water Pump			Catalytic Converter		
Hoses Heater By Pass			Muffler		
Hoses Collant – Upper/Lower			Manifold		
Vacuum Lines			Pipes		
Fuel Hoses / Fuel Filter			Comments:		
Comments:					
			BODY		
LUBRICANT – FLUIDS			Doors, Hood & Trunk Align & Close		
Engine Oil – Level – Low – Dirty			Rust		
Trans Level – Low – Overfull – Burnt			Collision Damage		
P/Steering – Level/Hoses			Comments:		
Coolant Level – Rusty –Low					
Radiator Cap Condition			TRANSMISSION		
Comments:			Shifts Smoothly		
			Holds Park Position		
BATTERY			Comments:		
Carrier/Hold – Down/Cables					
Water Level – Low			FUEL SYSTEM PERFORMANCE		
Battery Test			Smog Check Certificate		
Comments:			Comments:		

Taxicab Company _____ Taxicab No. _____ Hybrid Yes No

License Plate No. _____ VIN No. _____ Work Invoice No. _____ (attached)

I Certify that I have inspected this taxicab and that it is safe to operate at time of inspection. I have no affiliation with any taxicab company.

By: _____ Date: _____

Signature (Garage Mechanic)

DOT AAA Inspection Form

★ Attach original mechanic/shop work order/invoice and checklist. ★

Taxicab Insurance – All vehicles must be maintained in an commercial 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.AG, below, provides for the total number of taxicab vehicle permits processed in fiscal years 2010-2011 through 2015-2016. The total figure includes the number of vehicles sealed due to vehicle addition, replacement, membership change or seal replacement (due to damage) along with the total number of vehicle permit applications processed.

Table 7.AG Taxicab Vehicle Permits Processed 2010-2016

Taxi Vehicle Permit Process	'10-'11	'11-'12	'12-'13	'13-'14	'14-'15	'15-'16
Total No. of Vehicles Sealed (New, Replacement, Owner Change, Damaged)	734	888	836	733	554	537
Total No. of Taxi Membership Applications Processed	223	269	217	210	237	184
Total No. of Taxi Vehicle Permits Processed	957	1,157	1,053	943	791	721

7.4 – Pollutant Type and Emission Standards

A general discussion of the two main types of vehicle pollutants and changes in emission standards are included in this section. The Los Angeles Green Taxi Program is discussed in the next section – which became effective in calendar year 2011.

Smog Pollution - 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. Smog pollution is typically measured in grams of pollutant emitted per mile driven and pounds per year for total miles driven.

Green House Gas Pollution - 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 and a probable factor leading to potential global warming issues. The emissions of CO₂ and the greenhouse gas score vary by

fuel type, since each fuel type contains and produces a different amount of carbon when burned. GHG or CO₂ equivalent production is typically measured in units of grams/mile or tons/CO₂ per year for total miles driven (gallons burned).

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). It is important to note the emissions for both pollutants because:

- 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; or
- 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.

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); to ZEV (Zero Emission Vehicle). Vehicles may now also be manufactured to new Tier 3 emission ratings for 2014 and later, including new mileage ratings to 150,000 miles.

The California Air Resources Board (CARB) has also established an approved PZEV (Partial Zero Emission Vehicle) rating whereby vehicles must meet SULEV-II exhaust emissions and zero evaporative (fuel system) emissions. The emission component warranties must also be warranted to 150,000 miles (as compared to 100,000 to 120,000 miles). Some vehicles may also be rated as AT-PZEV, standing for Advanced Technology PZEV. These vehicles must be as clean as PZEV vehicles and use hybrid electric vehicle systems or an alternate fuel source - such as compressed natural gas.

Chart 7.AH, 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

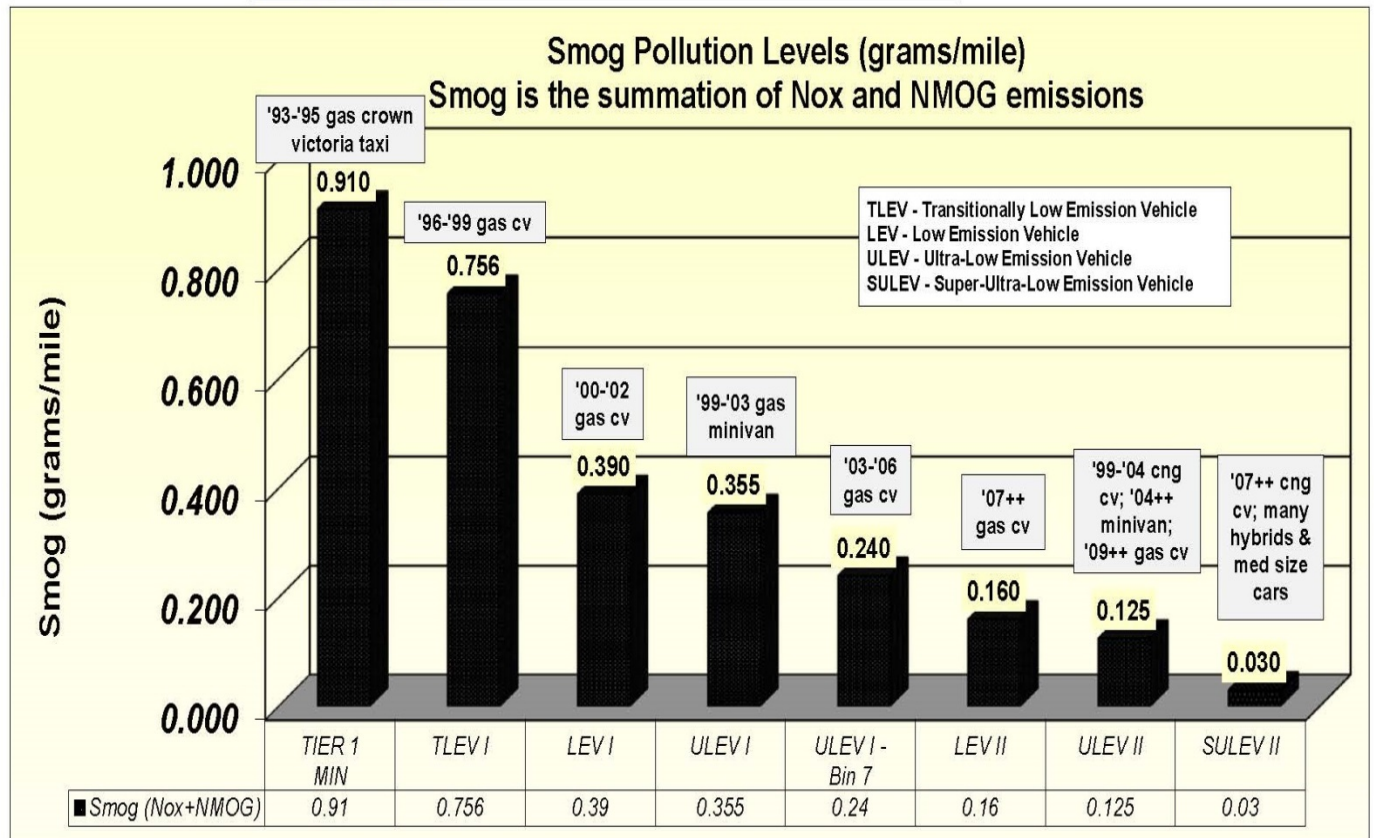
produced by the Los Angeles taxicab industry have been lowered. Although these vehicles are much cleaner as compared to previous model years, they are still much higher in the production of smog pollution and greenhouse gases than alternative fueled and hybrid vehicles currently manufactured.

Chart 7.AH – Vehicle Smog Pollution Ratings

**Smog Pollution Emission Rating History
Tier 1 to Current Tier 3 Enhancements**

Emissions ranging from 100,000 to 150,000 mile max useful life (Smog pollution in grams/mile)

Emission Ratings		Nox	NMOG	CO	Smog (Nox+NMOG)	
'98-'03 Tier 1 Emission Ratings	TIER 1 MIN	0.600	0.310	4.200	0.910	'93-'95 gas crown vics
	TLEV1	0.600	0.156	4.200	0.756	'96-'99 gas crown vics
	LEV1	0.300	0.090	4.200	0.390	'00-'02 gas crown vics
	ULEV1	0.300	0.055	2.100	0.355	'99-'03 minivans
	ULEV1 - Bin 7	0.150	0.090	4.200	0.240	'03-'06 gas crown vics
Current Tier 2 Emission Ratings	LEV2	0.070	0.090	4.200	0.160	'07-'08 gas crown vics
	ULEV2	0.070	0.055	2.100	0.125	'99-'04 cng crown vics & '04++ minivans; '09++ cv
	SULEV2	0.020	0.010	1.000	0.030	'07++ cng crown vics & many hybrids/small cars
New Tier 3 Emission Ratings to 150,000 mile standard	LEV3 160 (LEV2)	0.070	0.090	4.200	0.160	equal to Tier2 LEV2
	ULEV3 125	0.070	0.055	2.100	0.125	equal to Tier2 ULEV2
	ULEV3 70			1.700	0.070	
	ULEV3 50			1.700	0.050	
	SULEV3 30 (SULEV2)	0.020	0.010	1.000	0.030	equal to Tier2 SULEV2
	SULEV3 20			1.000	0.020	



7.5 – Los Angeles Green Taxi Program

As part of the Green Taxi Program, Los Angeles taxicab operators have been required to insert approved “green” vehicles into taxicab service beginning in year 2011, and must have at least 80% of all non-wheelchair accessible vehicles placed into “green” taxicab service by the end of 2015.

As described in Attachment G, Board Order No. 062 was approved by the Taxi Commission in late 2010 describing all of the Green Taxi Program requirements. Four potential vehicle greening levels have been established, with minimum annual requirements for the type and amount of green taxis to be added to each fleet, each year. Vehicle age and airport access incentives are also discussed in the Board Order.

Some of the key points in the greening program include:

- Four initial categories of greening levels (Levels 1 thru 4) have been established based on vehicle fuel economy or fuel type - with all vehicles meeting Tier 2 SULEV pollution emission standards or better;
- Each organization has increased greening requirements to be achieved each calendar year - with the minimum level of 80% of the non-wheelchair fleet to be considered as green by December 31, 2015, for a total city-wide green vehicle requirement of 1,703 green taxis by 12/31/2015 (out of 2,361 current vehicle authorities);
- A lower number (percentage) of Level 1 and Level 2 green vehicles will be allowed as part of the green taxi mix for each organization each subsequent year. Level 1 vehicles could no longer be added as of January 1, 2013;
- Vehicles placed into service at higher “green taxi” ratings (Level 3 and Level 4) will receive a longer term of operating service as compared to lower level green vehicles and non-green vehicles; and
- Level 3 and Level 4 vehicles were provided with additional airport service on Sundays (for a six month period) if they were placed into taxicab service by December 31, 2011 (year one of the program)

The following tables and charts provide snap shots and status of the green taxi program after year one ending December 31, 2011 (Tables 7.AI-1 and 7.AI-2); year two ending December 31, 2012 (Tables 7.AJ-1 and 7.AJ-2); year three ending December 31, 2013 (Tables 7.AK-1 and 7.AK-2); year four ending December 31, 2014 (Tables 7.AL-1 and 7.AL-2); and year five ending December 31, 2015 (Tables 7.AM-1 and 7.AM-2 and Charts 7.AM-3 through 7.AM-4).

The tables and charts provide a breakdown of the taxicab fleets indicating summary of vehicle types, vehicle emission status, and type of hybrid vehicles in service, as follows:

Table 7.AI-1 (Year One of Green Taxi Program Ending December 31, 2011)

Los Angeles Taxicab Fleet Vehicle Breakdown as of January 2012

	Bell	Bev Hills	LA Chkr	ITOA	Untd Chkr	UITD	City Cab	UTSFV	Yellow	Ttl Fleet
LEV-1 Gas Cars ('00-'02)	0	1	0	3	0	0	0	0	0	4
ULEV-1 Gas Cars ('03-'06) Bin 7	134	104	141	116	9	142	81	48	310	1085
LEV-2 Gas Cars ('07-'08)	12	5	30	21	0	17	27	8	57	177
ULEV-2 Gas Cars ('09-'12)	0	0	0	0	0	1	0	0	1	2
ULEV-1 Gas Vans ('00-'03)	4	2	2	7	0	3	3	1	13	35
ULEV-2 Gas Vans ('04-'12)	41	12	24	41	24	38	20	7	249	456
ULEV-2 CNG Cars ('00-'04)	0	7	0	3	0	3	7	0	4	24
SULEV-2 CNG Cars ('07-'12)	0	0	0	0	0	0	4	0	0	4
SULEV-1 CNG Lg Vans ('02-'04)	0	0	0	0	0	0	0	0	1	1
SULEV-2 Gas Cars ('10-'12)	0	1	0	7	0	6	0	0	0	14
SULEV-2 Hybrid Cars ('05-'12)	61	11	47	26	24	28	9	13	69	288
SULEV-2 Hybrid Wgns ('06-'12)	0	0	0	0	0	0	0	0	0	0
SULEV-2 Hybrid SUV ('06-'12)	0	0	1	1	8	1	0	1	20	32
WC Vans (mix of ULEV1 and ULEV2)	13	20	24	21	5	50	15	22	15	185
Total Fleet	265	163	269	246	70	289	166	100	739	2307
Total Green Count	61	19	48	37	32	38	20	14	94	363
% Whl Chr	4.9%	12.3%	8.9%	8.5%	7.1%	17.3%	9.0%	22.0%	2.0%	8.0%
% Van of Remainder	17.9%	9.8%	10.6%	21.3%	36.9%	17.2%	15.2%	10.3%	36.3%	23.2%

A total of 363 green taxis were placed into service by end of calendar year 2011 (December 31, 2011) as part of the first year of the taxicab greening program. This figure represents 21% of the total greening goal (363 out of 1,703 vehicles) and approximately 15.7% of the entire fleet.

Table 7.AI-2 (Year One of Green Taxi Program – Ending December 31, 2011)

GREEN VEHICLE IMPLEMENTATION STATUS with VEHICLE TYPE

Updated Green Taxi Status Thru December 2011									
Operator	Implementation Status					Type of Green Vehicles In Service			
	Current Green Count	Total No. Req'd by 12/31/11	% of Req'd 2011 Green Count	No. of Green Cabs Needed by 12/31/11	No. of non ADA cabs still due for replcmnt for 2011	No. of Older CNG's In Service	No. of Newer CNG's In Service	No. of Hybrids In Service	No. of Gasoline Fueled Level 1-3 Cabs In Service
Bell Cab	61	32	191%	0	0	0	0	61	0
Bev Hills Cab	19	18	106%	0	0	7	0	11	1
L. A. Checker Cab	48	31	155%	0	0	0	0	48	0
ITOA	37	29	128%	0	0	3	0	27	7
United Chkr Cab	32	8	400%	0	0	0	0	32	0
United Ind. Taxi	38	31	123%	0	0	3	0	29	6
City Cab	20	20	100%	0	0	7	4	9	0
Untd. Taxi S. F. Valley	14	10	140%	0	0	0	0	14	0
Yellow Cab	94	93	101%	0	0	5	0	89	0
Total	363	272	133%	0	0	25	4	320	14

Hybrid Vehicle Types	Toyota Prius Sedan	Toyota Camry Sedan	Nissan Altima Sedan	Ford Fusion Hybrid	Honda Insight Hybrid	Ford Escape SUV	Merc Mariner SUV	Total In Service
Bell Cab	53	5	3	0	0	0	0	61
Bev Hills Cab	8	3	0	0	0	0	0	11
L. A. Checker Cab	23	23	1	0	0	1	0	48
ITOA	19	7	0	0	0	0	1	27
United Chkr Cab	24	0	0	0	0	8	0	32
United Ind. Taxi	19	6	2	1	0	1	0	29
City Cab	9	0	0	0	0	0	0	9
Untd. Taxi S. F. Valley	9	4	0	0	0	1	0	14
Yellow Cab	62	5	0	1	1	18	2	89
Total Hybrid Taxis	226	53	6	2	1	29	3	320
% of Hybrid Type	70.6%	16.6%	1.9%	0.6%	0.3%	9.1%	0.9%	100%

As indicated in the table above, the most prevalent green taxi is the Toyota Prius hybrid at this time followed by the Toyota Camry hybrid. Both the Prius and Camry hybrids provide good fuel economy and are readily available in the used car market. In 2012, the Prius and Camry hybrids continued to be the most sought after green taxis.

Table 7.AJ-1 (Year Two of Green Taxi Program – Ending December 31, 2012)

Los Angeles Taxicab Fleet Vehicle Breakdown as of January 2013

	Bell	Bev Hills	LA Chkr	ITOA	Untd Chkr	UITD	City Cab	UTSFV	Yellow	Ttl Fleet
LEV-1 Gas Cars ('00-'02)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Cars ('03-'06) Bin 7	87	56	58	51	1	93	51	31	150	578
LEV-2 Gas Cars ('07-'08)	11	5	26	19	0	16	29	7	51	164
ULEV-2 Gas Cars ('09-'12)	0	0	0	0	0	1	0	0	1	2
ULEV-1 Gas Vans ('00-'03)	0	0	0	0	0	0	0	0	0	0
ULEV-2 Gas Vans ('04-'12)	39	19	21	44	18	36	23	9	240	449
ULEV-2 CNG Cars ('00-'04)	0	1	0	1	0	2	0	0	1	5
SULEV-2 CNG Cars ('07-'12)	0	0	0	0	0	0	4	0	0	4
SULEV-1 CNG Lg Vans ('02-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 Gas Cars ('10-'12)	0	2	0	15	0	9	0	1	0	27
SULEV-2 Hybrid Cars ('05-'12)	114	57	139	92	38	74	43	28	242	827
SULEV-2 Hybrid Wgns ('06-'12)	0	3	0	2	0	6	0	0	10	21
SULEV-2 Hybrid SUV ('06-'12)	0	0	1	1	8	2	0	2	28	42
WC Vans (mix of ULEV1 and ULEV2)	21	24	24	27	10	55	20	23	35	239
Total Fleet	272	167	269	252	75	294	170	101	758	2358
Total Green Count	114	63	140	111	46	93	47	31	281	926
% Whl Chr	7.7%	14.4%	8.9%	10.7%	13.3%	18.7%	11.8%	22.8%	4.6%	10.1%
% Van of Remainder	15.5%	13.3%	8.6%	19.6%	27.7%	15.1%	15.3%	11.5%	33.2%	21.2%

A total of 926 green taxis were placed into service by end of calendar year 2012 (December 31, 2012) as part of the second full year of the taxicab greening program. This figure represents 54% of the total greening goal (926 out of 1,703 vehicles) and approximately 39% of the entire fleet. The Prius V wagon hybrid also made an appearance in the taxicab fleets in 2012.

Table 7.AJ-2 (Year Two of Green Taxi Program – Ending December 31, 2012)

GREEN VEHICLE IMPLEMENTATION STATUS with VEHICLE TYPE

Updated Green Taxi Status Thru December 2012										
Operator	Implementation Status					Type of Green Vehicles In Service				
	Current Green Count	Total No. Req'd by 12/31/12	% of Req'd 2012 Green Count	No. of Green Cabs Needed by 12/31/12	No. of non ADA cabs still due for replcmnt for 2012	No. of Older CNG's In Service	No. of Newer CNG's In Service	No. of Hybrids In Service	No. of Gasoline Fueled Level 1-3 Cabs In Service	
Bell Cab	114	75	152%	0	0	0	0	114	0	
Bev Hills Cab	63	42	150%	0	0	1	0	60	2	
L. A. Checker Cab	140	73	192%	0	0	0	0	140	0	
ITOA	111	67	166%	0	0	1	0	95	15	
United Chkr Cab	46	20	230%	0	0	0	0	46	0	
United Ind. Taxi	93	71	131%	0	0	2	0	82	9	
City Cab	47	47	100%	0	0	0	4	43	0	
Untd. Taxi S. F. Valley	31	23	135%	0	0	0	0	30	1	
Yellow Cab	281	214	131%	0	1	1	0	280	0	
Total	926	632	147%	0	1	5	4	890	27	

Hybrid Vehicle Types	Toyota Prius Sedan	Toyota Prius Wagon	Toyota Camry Sedan	Nissan Altima Sedan	Ford Fusion Hybrid	Honda Insight Hybrid	Ford Escape SUV	Merc Mariner SUV	Total In Service
Bell Cab	95	0	11	8	0	0	0	0	114
Bev Hills Cab	50	3	7	0	0	0	0	0	60
L. A. Checker Cab	92	0	46	1	0	0	1	0	140
ITOA	78	2	14	0	0	0	0	1	95
United Chkr Cab	37	0	1	0	0	0	8	0	46
United Ind. Taxi	58	6	12	3	1	0	2	0	82
City Cab	43	0	0	0	0	0	0	0	43
Untd. Taxi S. F. Valley	23	0	5	0	0	0	2	0	30
Yellow Cab	227	10	13	0	1	1	26	2	280
Total Hybrid Taxis	703	21	109	12	2	1	39	3	890
% of Hybrid Type	79.0%	2.4%	12.2%	1.3%	0.2%	0.1%	4.4%	0.3%	100%

As indicated in the table above, Toyota Prius hybrids remain the most prevalent green taxi followed by the Toyota Camry hybrid.

Table 7.AK-1 (Year Three of Green Taxi Program – Ending December 31, 2013)

Los Angeles Taxicab Fleet Vehicle Breakdown as of January 2014

	Bell	Bev Hills	LA Chkr	ITOA	Untd Chkr	UITD	City Cab	UTSFV	Yellow	Ttl Fleet
LEV-1 Gas Cars ('00-'02)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Cars ('03-'06) Bin 7	44	16	8	18	0	40	22	9	35	192
LEV-2 Gas Cars ('07-'08)	8	3	10	11	0	13	27	4	32	108
ULEV-2 Gas Cars ('09-'13)	0	0	0	0	0	1	0	0	0	1
ULEV-1 Gas Vans ('00-'03)	0	0	0	0	0	0	0	0	0	0
ULEV-2 Gas Vans ('04-'13)	33	17	18	28	14	33	23	9	196	371
ULEV-2 CNG Cars ('00-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 CNG Cars ('07-'13)	0	0	0	0	0	0	4	0	0	4
SULEV-1 CNG Lg Vans ('02-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 Gas Cars ('10-'13)	0	2	0	16	0	11	0	1	0	30
SULEV-2 Hybrid Cars ('05-'13)	166	96	207	142	45	122	74	51	418	1321
SULEV-2 Hybrid Wgns ('06-'13)	1	9	1	9	0	17	0	2	13	52
SULEV-2 Hybrid SUV ('06-'12)	0	0	1	1	7	2	0	2	30	43
WC Vans (ULEV2)	21	24	24	27	9	55	20	24	35	239
Total Fleet	273	167	269	252	75	294	170	102	759	2361
Total Green Count	167	107	209	168	52	152	78	56	461	1450
% Whl Chr	7.7%	14.4%	8.9%	10.7%	12.0%	18.7%	11.8%	23.5%	4.6%	10.1%
% Van of Remainder	13.1%	11.9%	7.3%	12.4%	21.2%	13.8%	15.3%	11.5%	27.1%	17.5%

A total of 1,450 green taxis were placed into service by end of calendar year 2013 (December 31, 2013) as part of the third year of the taxicab greening program. This figure represents 85% of the total greening goal (1,450 out of 1,703 vehicles) and approximately 61.5% of the entire fleet.

Table 7.AK-2 (Year Three of Green Taxi Program – Ending December 31, 2013)

GREEN TAXI VEHICLE IMPLEMENTATION STATUS with VEHICLE TYPE

Updated Green Taxi Status Thru December 2013									
Operator	Implementation Status					Type of Green Vehicles In Service			
	Current Green Count	Total No. Req'd by 12/31/13	% of Req'd 2013 Green Count	No. of Green Cabs Needed by 12/31/13	No. of non ADA cabs still due for replcmnt for 2013	No. of Older CNG's In Service	No. of Newer CNG's In Service	No. of Hybrids In Service	No. of Gasoline Fueled Level 1-3 Cabs In Service
Bell Cab	167	117	143%	0	0	0	0	167	0
Bev Hills Cab	107	66	162%	0	0	0	0	105	2
L. A. Checker Cab	209	114	183%	0	0	0	0	209	0
ITOA	168	104	162%	0	0	0	0	152	16
United Chkr Cab	52	31	168%	0	0	0	0	52	0
United Ind. Taxi	152	111	137%	0	0	0	0	141	11
City Cab	78	73	107%	0	0	0	4	74	0
Untd. Taxi S. F. Valley	56	36	156%	0	0	0	0	55	1
Yellow Cab	461	336	137%	0	0	0	0	461	0
Total	1450	988	147%	0	0	0	4	1416	30

Hybrid Vehicle Types	Toyota Prius Sedan	Toyota Prius Wagon	Toyota Camry Sedan	Nissan Altima Sedan	Ford Fusion / Lincoln MKZ Hybrid	Honda Insight Hybrid	Ford Escape SUV	Merc Mariner SUV	Total In Service
Bell Cab	146	1	11	9	0	0	0	0	167
Bev Hills Cab	88	9	7	0	1	0	0	0	105
L. A. Checker Cab	140	1	66	1	0	0	1	0	209
ITOA	128	9	14	0	0	0	0	1	152
United Chkr Cab	44	0	1	0	0	0	7	0	52
United Ind. Taxi	108	17	11	2	1	0	2	0	141
City Cab	74	0	0	0	0	0	0	0	74
Untd. Taxi S. F. Valley	45	2	6	0	0	0	2	0	55
Yellow Cab	396	13	20	0	1	1	28	2	461
Total Hybrid Taxis	1169	52	136	12	3	1	40	3	1416
% of Hybrid Type	82.6%	3.7%	9.6%	0.8%	0.2%	0.1%	2.8%	0.2%	100%

As indicated in the table above, Toyota Prius hybrids remain the most prevalent green taxi followed by the Toyota Camry hybrid. The percentage of Toyota Prius V hybrid wagons has slightly increased.

Table 7.AL-1 (Year Four of Green Taxi Program – Ending December 31, 2014)

Los Angeles Taxicab Fleet Vehicle Breakdown as of January 1, 2015

	Bell	Bev Hills	LA Chkr	ITOA	Untd Chkr	UITD	City Cab	UTSFV	Yellow	Ttl Fleet
LEV-1 Gas Cars ('00-'02)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Cars ('03-'06) Bin 7	10	1	2	5	0	4	0	0	1	23
LEV-2 Gas Cars ('07-'08)	1	0	3	5	0	5	20	0	5	39
ULEV-2 Gas Cars ('09-'13)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Vans ('00-'03)	0	0	0	0	0	0	0	0	0	0
ULEV-2 Gas Vans ('04-'15)	20	17	12	21	14	25	33	7	141	290
ULEV-2 CNG Cars ('00-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 CNG Cars ('07-'14)	0	0	0	0	0	0	4	0	0	4
SULEV-1 CNG Lg Vans ('02-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 Gas Cars ('09-'14)	0	2	0	16	0	10	0	1	0	29
SULEV-2 Hybrid Cars ('05-'14)	219	112	219	163	50	164	98	64	521	1610
SULEV-2 Hybrid Wgns ('06-'14)	3	11	8	14	0	29	0	4	29	98
SULEV-2 Hybrid SUV ('06-'12)	0	0	1	1	2	2	0	2	26	34
WC Vans (ULEV2)	20	24	24	27	9	55	15	24	36	234
Total Fleet	273	167	269	252	75	294	170	102	759	2361
Total Green Count	222	125	228	194	52	205	102	71	576	1775
% Whl Chr	7.3%	14.4%	8.9%	10.7%	12.0%	18.7%	8.8%	23.5%	4.7%	9.9%
% Van of Remainder	7.9%	11.9%	4.9%	9.3%	21.2%	10.5%	21.3%	9.0%	19.5%	13.6%

A total of 1,775 green taxis were placed into service by end of calendar year 2014 (December 31, 2014) as part of the fourth year of the taxicab greening program. This figure represents 104% of the total greening goal (1,775 out of 1,703 vehicles) and approximately 75.2% of the entire fleet.

Table 7.AL-2 (Year Four of Green Taxi Program – Ending December 31, 2014)

GREEN TAXI VEHICLE IMPLEMENTATION STATUS with VEHICLE TYPE

Updated Green Taxi Status Thru December 2014										
Operator	Implementation Status					Type of Green Vehicles In Service				
	Current Green Count	Total No. Req'd by 12/31/14	% of Req'd 2014 Green Count	No. of Green Cabs Needed by 12/31/14	No. of non ADA cabs still due for replcmnt for 2014	No. of Older CNG's In Service	No. of Newer CNG's In Service	No. of Hybrids In Service	No. of Gasoline Fueled Level 1-3 Cabs In Service	
Bell Cab	222	160	139%	0	0	0	0	222	0	
Bev Hills Cab	125	90	139%	0	0	0	0	123	2	
L. A. Checker Cab	228	155	147%	0	0	0	0	228	0	
ITOA	194	142	137%	0	0	0	0	178	16	
United Chkr Cab	52	42	124%	0	0	0	0	52	0	
United Ind. Taxi	205	151	136%	0	0	0	0	195	10	
City Cab	102	100	102%	0	0	0	4	98	0	
Untd. Taxi S. F. Valley	71	49	145%	0	0	0	0	70	1	
Yellow Cab	576	457	126%	0	0	0	0	576	0	
Total	1775	1346	132%	0	0	0	4	1742	29	

Hybrid Vehicle Types	Toyota Prius Sedan	Toyota Prius V Wagon	Toyota Camry Sedan	Nissan Altima Sedan	Ford Fusion / Lincoln MKZ Hybrid	Honda Insight Hybrid	Ford Escape SUV	Merc Mariner SUV	Total In Service
Bell Cab	196	3	13	10	0	0	0	0	222
Bev Hills Cab	104	11	7	0	1	0	0	0	123
L. A. Checker Cab	147	8	71	1	0	0	1	0	228
ITOA	150	14	13	0	0	0	0	1	178
United Chkr Cab	49	0	1	0	0	0	2	0	52
United Ind. Taxi	150	29	11	2	1	0	2	0	195
City Cab	96	2	0	0	0	0	0	0	98
Untd. Taxi S. F. Valley	59	4	5	0	0	0	2	0	70
Yellow Cab	497	29	22	0	1	1	25	1	576
Total Hybrid Taxis	1448	100	143	13	3	1	32	2	1742
% of Hybrid Type	83.1%	5.7%	8.2%	0.7%	0.2%	0.1%	1.8%	0.1%	100%

As indicated in the table above, Toyota Prius hybrids remain the most prevalent green taxi followed by the Toyota Camry hybrid. The percentage of Toyota Prius V hybrid wagons is still increasing as the total count of hybrid SUV vehicles (Ford Escape and Mercury Mariner) decreases.

Table 7.AM-1 (Year Five of Green Taxi Program – Ending December 31, 2015)

Los Angeles Taxicab Fleet Vehicle Breakdown as of January 1, 2016

	Bell	Bev Hills	LA Chkr	ITOA	Untd Chkr	UITD	City Cab	UTSFV	Yellow	Ttl Fleet
LEV-1 Gas Cars ('00-'02)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Cars ('03-'06) Bin 7	1	0	0	0	0	0	0	0	0	1
LEV-2 Gas Cars ('07-'08)	0	0	0	1	0	0	0	0	1	2
ULEV-2 Gas Cars ('09-'13)	0	0	0	0	0	0	0	0	0	0
ULEV-1 Gas Vans ('00-'03)	0	0	0	0	0	0	0	0	0	0
ULEV-2 Gas Vans ('04-'15)	17	14	10	18	13	18	31	6	124	251
ULEV-2 CNG Cars ('00-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 CNG Cars ('07-'14)	0	0	0	0	0	0	2	0	0	2
SULEV-1 CNG Lg Vans ('02-'04)	0	0	0	0	0	0	0	0	0	0
SULEV-2 Gas Cars ('09-'14)	0	2	0	15	0	7	0	1	0	25
SULEV-2 Hybrid Cars ('05-'14)	223	114	205	167	53	177	121	64	550	1674
SULEV-2 Hybrid Wgns ('06-'14)	5	13	29	22	0	35	4	5	35	148
SULEV-2 Hybrid SUV ('06-'12)	0	0	1	1	0	2	0	2	13	19
WC Vans (ULEV2)	18	24	24	27	9	55	12	24	36	229
Total Fleet	264	167	269	251	75	294	170	102	759	2351
Total Green Count	228	129	235	205	53	221	127	72	598	1868
% Whl Chr	6.8%	14.4%	8.9%	10.8%	12.0%	18.7%	7.1%	23.5%	4.7%	9.7%
% Van of Remainder	6.9%	9.8%	4.1%	8.0%	19.7%	7.5%	19.6%	7.7%	17.2%	11.8%

A total of 1,868 green taxis were placed into service by end of calendar year 2015 (December 31, 2015) as part of the fifth year of the taxicab greening program. This figure represents 110% of the total greening goal (1,868 out of 1,703 vehicles) and approximately 79% of the fleet.

Table 7.AM-2 (Year Five of Green Taxi Program – Ending December 31, 2015)

GREEN TAXI VEHICLE IMPLEMENTATION STATUS with VEHICLE TYPE

Updated Green Taxi Status Thru December 2015										
Operator	Implementation Status					Type of Green Vehicles In Service				
	Current Green Count	Total No. Req'd by 12/31/15	% of Req'd 2014 Green Count	No. of Green Cabs Needed by 12/31/15	No. of non ADA cabs still due for replcmnt for 2015	No. of Older CNG's In Service	No. of Newer CNG's In Service	No. of Hybrids In Service	No. of Gasoline Fueled Level 1-3 Cabs In Service	
Bell Cab	228	202	113%	0	2	0	0	228	0	
Bev Hills Cab	129	114	113%	0	0	0	0	127	2	
L. A. Checker Cab	235	196	120%	0	0	0	0	235	0	
ITOA	205	180	114%	0	0	0	0	190	15	
United Chkr Cab	53	53	100%	0	0	0	0	53	0	
United Ind. Taxi	221	191	116%	0	0	0	0	214	7	
City Cab	127	126	101%	0	0	0	2	125	0	
Untd. Taxi S. F. Valley	72	62	116%	0	0	0	0	71	1	
Yellow Cab	598	579	103%	0	0	0	0	598	0	
Total	1868	1703	110%	0	2	0	2	1841	25	

Hybrid Vehicle Types	Toyota Prius Sedan	Toyota Prius V Wagon	Toyota Camry Sedan	Nissan Altima or Hyundai Sonata Sedan	Ford Fusion / Lincoln MKZ Hybrid	Honda Insight Hybrid	Ford Escape SUV	Merc Mariner SUV	Total In Service
Bell Cab	201	5	13	9	0	0	0	0	228
Bev Hills Cab	105	13	8	0	1	0	0	0	127
L. A. Checker Cab	149	30	54	1	0	0	1	0	235
ITOA	153	22	14	0	0	0	0	1	190
United Chkr Cab	52	0	1	0	0	0	0	0	53
United Ind. Taxi	164	35	10	2	1	0	2	0	214
City Cab	121	4	0	0	0	0	0	0	125
Untd. Taxi S. F. Valley	59	5	5	0	0	0	2	0	71
Yellow Cab	523	35	25	0	1	1	13	0	598
Total Hybrid Taxis	1527	149	130	12	3	1	18	1	1841
% of Hybrid Type	82.9%	8.1%	7.1%	0.7%	0.2%	0.1%	1.0%	0.1%	100%

As indicated in the table above, Toyota Prius hybrids remain the most prevalent green taxi followed with the Prius V hybrids increasing in popularity.

Chart 7.AM-3

(Green Taxi Program Count thru December 31, 2015)

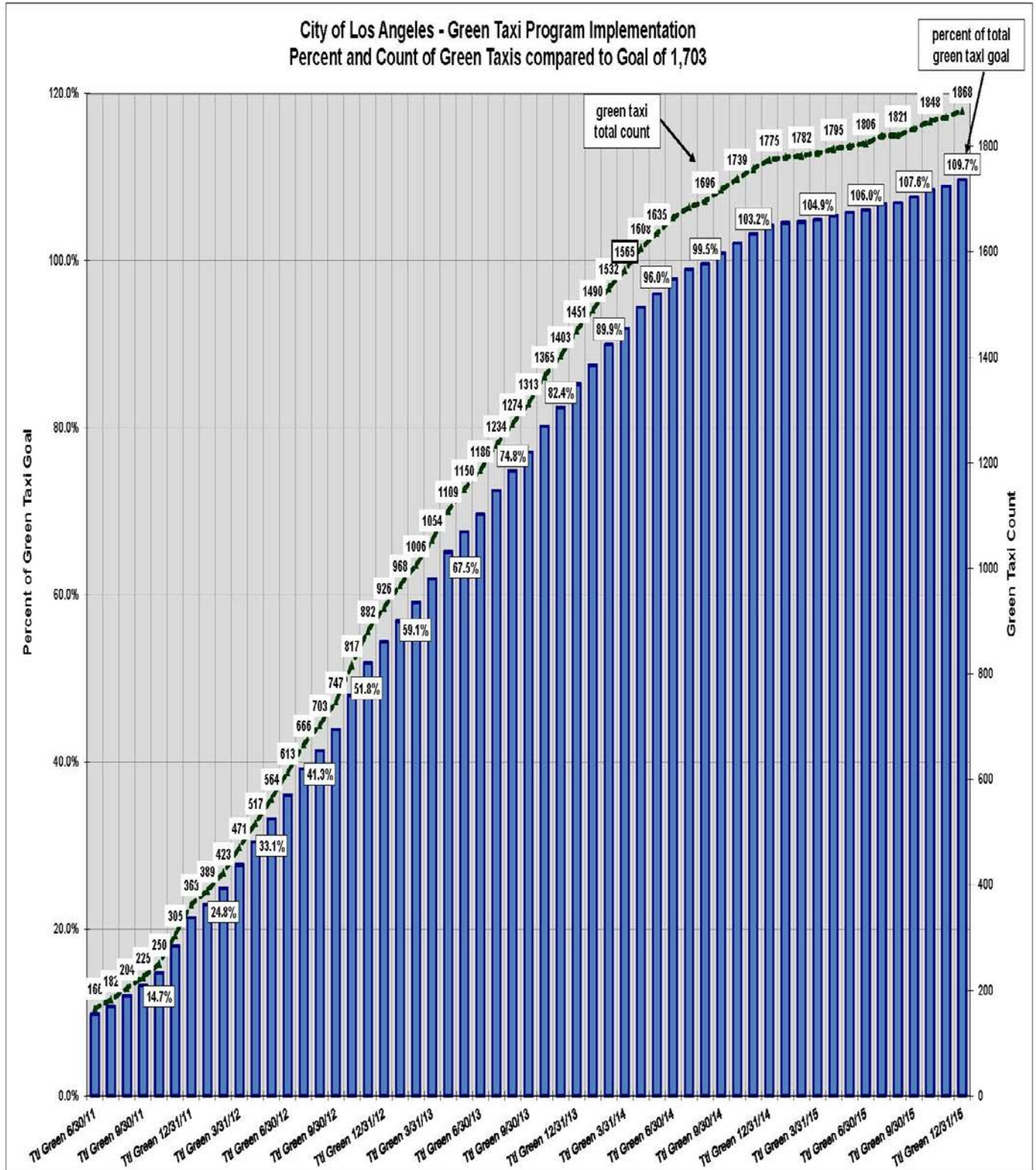


Chart 7.AM-4 (Basic Taxicab Fleet Vehicle Type Breakdown thru December 31, 2015)

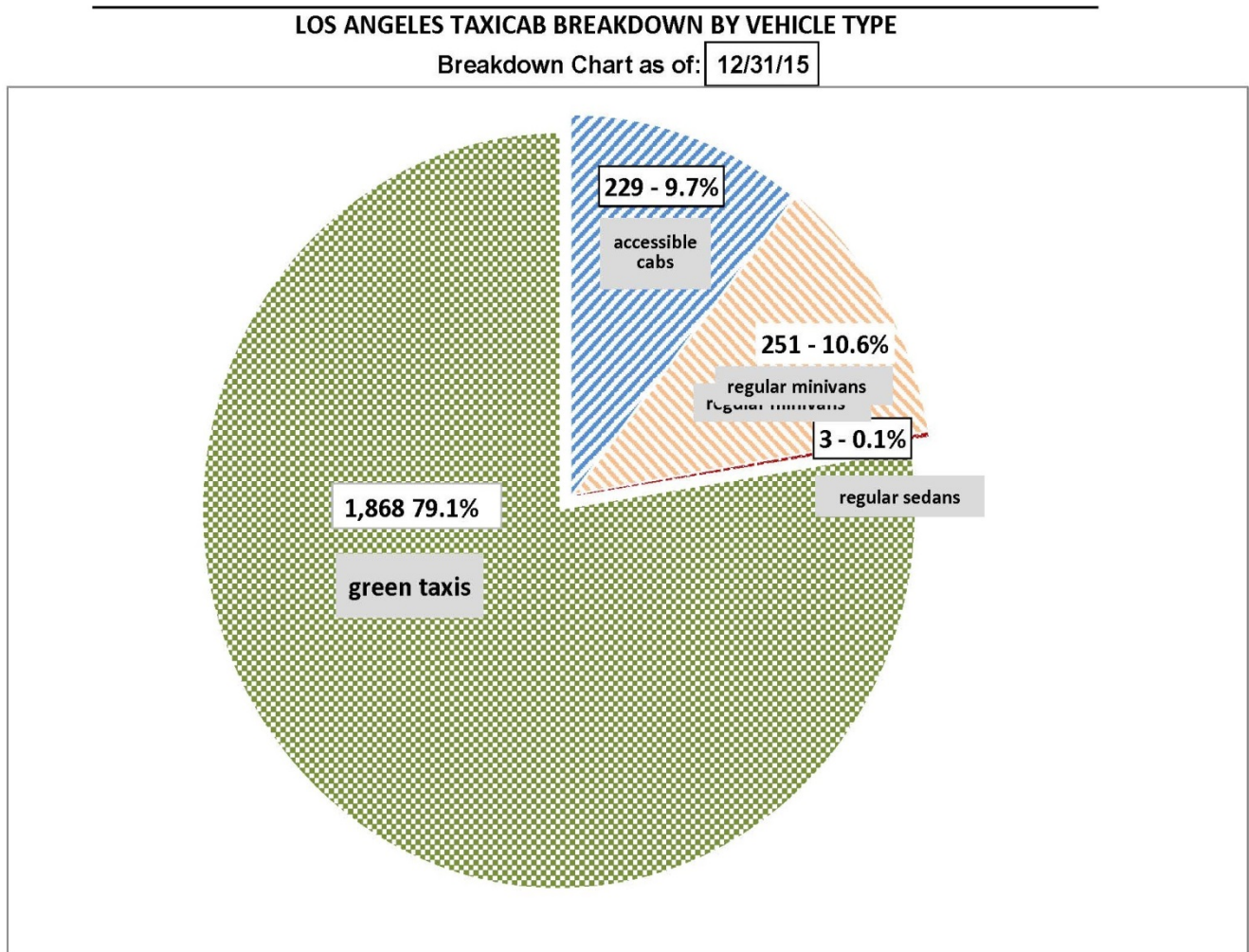


Chart 7.AN, below, provides the average total smog pollution and greenhouse gas emission of Los Angeles taxicabs as of July 1st, 2010. These figures are then compared to the actual emissions calculated during the first through fourth year of the taxicab greening program (2011 through 2015). Anticipated emissions are also calculated for 2016 using some of the most popular green taxicabs available (Toyota Prius and Camry Hybrids, Ford Escape Hybrid, etc.).

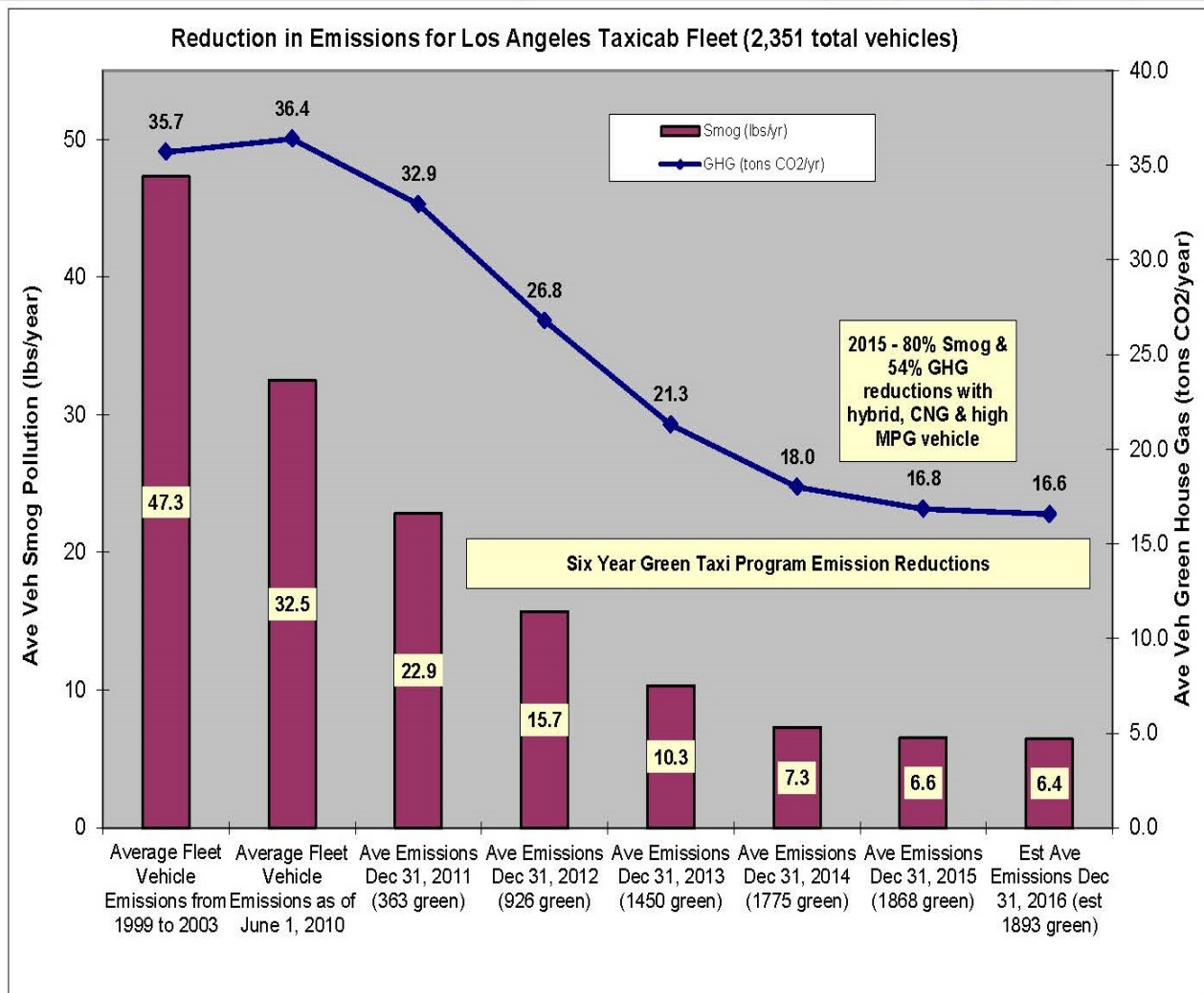
As indicated in the graph, by changing the majority of taxicabs to “green” vehicles as of the end of 2015 calendar year, the amount of smog pollution emission has been reduced by 80% as compared to 2010, while greenhouse gas emission has been cut by approximately 54%.

Chart 7.AN

Average Fleet Emissions

Smog Pollution and Green House Gas Vehicle Emission Reductions for LA Taxicabs (thru 2015)

Estimated Reductions in Smog Pollution and GHG Emissions - Average Taxi Fleet Emissions	Vehicle Mix (at estimated 60K miles per year average)	Smog (lbs/yr)	Smog Reduce	GHG (tons CO2/yr)	GHG Reduce	Ttl Reduce
Average Fleet Vehicle Emissions from 1999 to 2003	Tier 1 Vehicles Only	47.3	n/a	35.7	n/a	n/a
Average Fleet Vehicle Emissions as of June 1, 2010	mix of Tier 1 & Tier 2 vehicles	32.5	n/a	36.4	n/a	n/a
Ave Emissions Dec 31, 2011 (363 green)	1st year of green taxi program	22.9	30%	32.9	10%	39%
Ave Emissions Dec 31, 2012 (926 green)	2nd year of green taxi program	15.7	52%	26.8	26%	78%
Ave Emissions Dec 31, 2013 (1450 green)	3rd year of green taxi program	10.3	68%	21.3	41%	110%
Ave Emissions Dec 31, 2014 (1775 green)	4th year of green taxi program	7.3	78%	18.0	51%	128%
Ave Emissions Dec 31, 2015 (1868 green)	5th year of green taxi program	6.6	80%	16.8	54%	134%
Est Ave Emissions Dec 31, 2016 (est 1893 green)	6th year of green taxi program	6.4	80%	16.6	54%	135%



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

Green Vehicle Substitution Program - In 2011, the Board of Taxicab Commissioners established a vehicle substitution program as detailed in Board Order 065, Attachment H. The taxicab industry shared their concerns that “green” vehicles to be placed into taxicab service could potentially have longer repair and replacement periods as compared to the standard sedans and minivans in current taxicab service. With battery cells that require manufacturer warranty repair, and new engine components that may not be as available as those for current vehicles, the Department and the Board agreed to establish a vehicle substitution program.

As part of the substitution program, only green vehicles may be placed into a potential vehicle substitution pool. If the vehicle to be used in temporary service (the substitute vehicle) is to replace another green vehicle, the substitute vehicle may be used for up to a four month period. If the green substitute vehicle is to temporarily replace a non-green taxicab, it may only be used for up to a two month period. All green substitute vehicles may eventually be added as a permanent “green” fleet vehicle. The program is not mandatory.

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 total reported trips, counts of “requests for” and “completion of” dispatch service trips, 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.AQ, below, indicates changes in travel and service demand figures in the fourth quarter of 2015 as compared to 2012 levels. Taxicab trip figures have been reviewed along with airport passenger volume and hotel occupancy rates. Percentage changes through the fourth quarter of 2015 are compared to the same time period in previous years.

Table 8.AP and Chart 8.AQ also follow and provide a summary of taxicab trip counts with the monthly average of total trips, dispatch trips, airport trips and the remaining “other” trips provided for each quarter of 2012 through 2015.

Chart 8.AO

Service Demand Indicator Changes 2002 thru Dec 2015

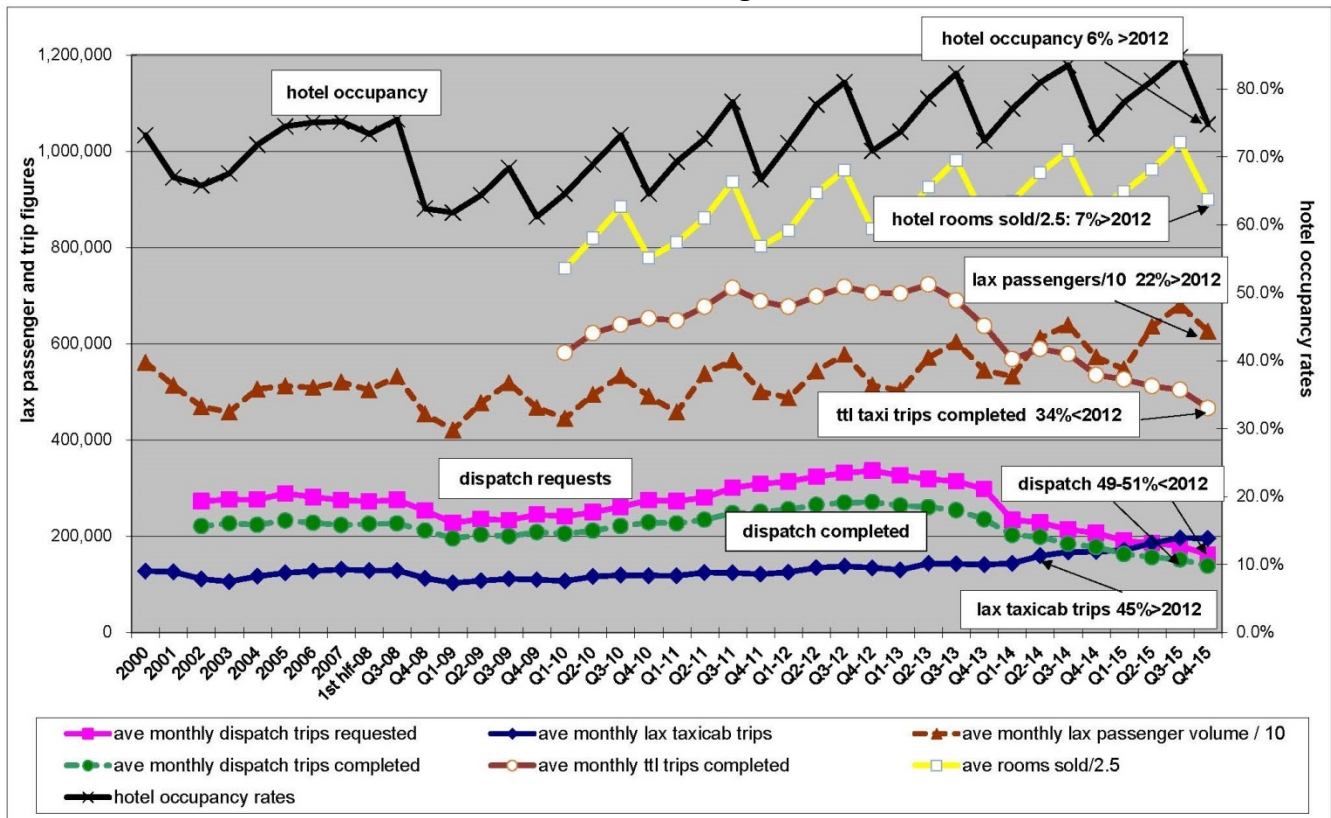
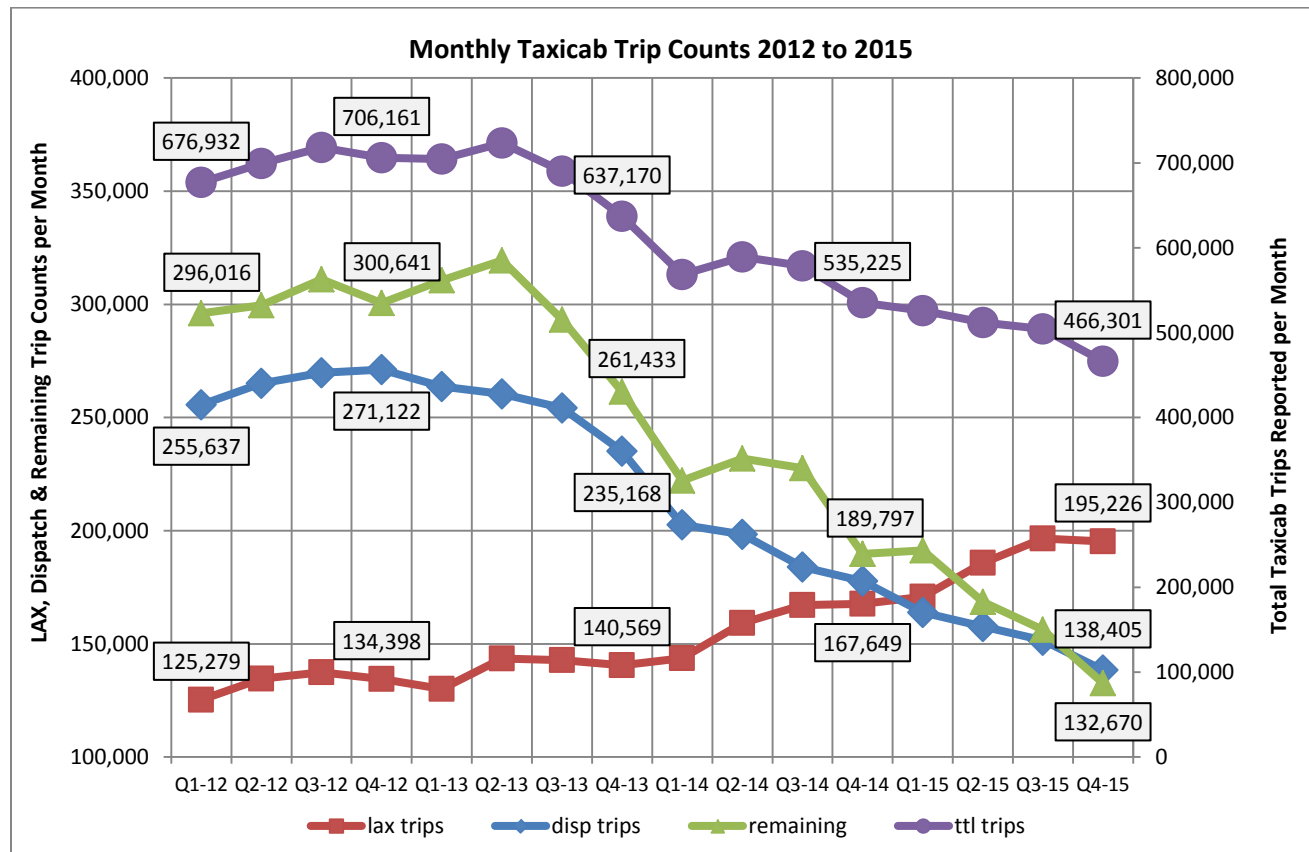


Table 8.AP Taxicab Trip Counts – Monthly Averages per Quarter 2012 to 2015

Quarter & Year	Total Trips Completed	Dispatch Trips Reqstd	Dispatch Trips Completed	LAX Taxicab Trips	Other Trips Flags, Hotels, Personals
1 st Q 2012	676,932	313,647	255,637	125,279	296,016
2 nd Q 2012	699,311	323,990	265,172	134,565	299,574
3 rd Q 2012	718,237	331,482	269,744	137,465	311,027
4 th Q 2012	706,161	326,287	271,122	134,398	300,641
Total 2012	8,401,922	3,915,446	3,185,024	1,595,121	3,621,777
1 st Q 2013	704,455	325,911	263,740	130,113	310,602
2 nd Q 2013	723,274	318,620	260,381	143,512	319,380
3 rd Q 2013	690,273	314,178	254,177	142,795	293,301
4 th Q 2013	637,170	297,749	235,168	140,569	261,433
Total 2013	8,265,515	3,769,375	3,040,400	1,670,967	3,554,148
1 st Q 2014	568,359	233,890	202,550	143,720	222,089
2 nd Q 2014	589,353	228,436	198,380	159,135	231,838
3 rd Q 2014	578,669	213,835	184,010	167,063	227,596
4 th Q 2014	535,225	207,074	177,779	167,949	189,797
Total 2014	6,814,816	2,649,705	2,288,154	1,912,701	2,613,961
1 st Q 2015	525,945	188,526	161,701	170,846	193,398
2 nd Q 2015	511,965	183,594	155,037	185,757	171,172
3 rd Q 2015	504,252	177,399	149,013	196,465	158,774
4 th Q 2015	466,301 (-34%)	163,431 (-50%)	135,866 (-50%)	195,226 (+45%)	135,208 (-55%)
Total 2015	6,025,391 -28% from '12	2,138,847 -45% from '12	1,804,852 -43% from '12	2,244,880 +41% from '12	1,975,659 -45% from '12

Chart 8.AQ

Graph of Taxicab Trip Type Changes from 2012 through 2015



As the economy slumped in the last quarter of 2008 through 2009, so did the demand for taxicab services. After building back and increasing service demand in 2011 and 2012 (above the 2008 to 2009 recession period), there has been a significant drop in taxicab service demand indicators (total trips and dispatch trips) beginning in the second half of 2013 and increasing through 2015. The decrease in taxicab dispatch service coincides with an actual increase in other demand factors for airport travel and visitor statistics.

As noted in the charts and table shown above, there has been an approximate 45 percent (45%) loss in demand for taxicab service dispatch trips as part of an approximate 28 percent (28%) reduction in total trip volume (as compared to total annual 2012 data). The documented reduction in service demand has significantly increased each quarter of 2015. The fourth quarter of 2015 indicates a 34 percent (34%) decrease in total taxicab trips, with a 50 percent (50%) decrease in dispatch trips completed as compared to 2012 values for the same time period. The biggest decrease in dispatch trips is on Saturday and Sundays in Service Zones B and C (central and western area of the City).

It can be expected that the trips now taken by Uber, Lyft and other types of TNC services would have the greatest impact on the dispatched taxicab services and other private client taxi orders (where passengers contact their taxi driver directly in order to arrange service). These types of taxicab trips, similar to the trips responded to through TNC type operators, are pre-requested

and then dispatched to the driver (through a phone App or through a dispatching computer system and mobile data terminal).

Starting in 2016, TNC operators were allowed to drop-off and pick-up passengers from LAX. In the 3rd quarter of 2015, taxicabs handled 589,394 outbound trips from LAX compared to 484,118 for the 3rd quarter of 2016 (an 18 percent drop). In the 4th quarter of 2015, taxicabs handled 585,679 outbound trips from LAX compared to 437,988 for the 4th quarter of 2016 (a 25 percent drop).

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 a 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 I). 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 worked 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, staff worked with the Taxicab Commission and the City Attorney to develop a “doorman” ordinance which would prohibit the payment between personnel of hotels and business establishments and potential drivers and their agents for the privilege of obtaining or being directed for automobile-for-hire or taxicab transportation service. The City Council provided final approval of Ordinance No. 182483 on March 1, 2013, which added a new section 71.28 to the Los Angeles Municipal Code (Attachment J).

Passengers for these types of service trips would still be allowed to tip hotel/business staff as well as transportation service providers, but the request for service should not be issued based on a separate payment system between the service provider and the trip generator. Per the ordinance, the first time offense is a minimal \$200 fine, but subsequent violations are considered as misdemeanors with higher fines. Unfortunately, due to the reduced number of investigative/enforcement staff in the taxicab and vehicle-for-hire sections of the City (mainly due to attrition), there has not yet been any appreciable enforcement activity with regard to the doorman ordinance.

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.

Per previous legislation of AB 299 (in 2003), peace officers were allowed to seize illegal vehicles for hire and taxicabs for up to 30 days. In 2005, a Superior Court judge determined that the “peace officer” status of Department investigators did not entitle them to seize vehicles due to the court requirements for affidavit submission. Per AB 2693, vehicle seizure regulations were revised to include designated local transportation officers in the seizure protocols. Attachment K includes the City Council resolution and the text of California Vehicle Code section 21100.4 including highlighted changes as approved through AB 2693 in 2008.

Waybill Inspection of PUC Licensed Vehicles - An ordinance became effective in 2010 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 ordinance created a monetary penalty schedule for infractions of trip pre-arrangement and waybill documentation regulations. Ordinance No. 180999 is provided in Attachment L. This ordinance added new Section 71.27 to the Los Angeles Municipal Code providing for waybill inspections and misdemeanor infractions with \$100 and \$250 fines.

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 Hail-A-Taxi pilot program which began in 2008 was extended to encompass the entire city (other than LAX) in 2016. The driver guide and hail-a-taxi brochure on provided below.

Hail-A-Taxi Program Rules/Guidelines – Citywide Authorization

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 Citywide Program Offenses

When a Parking Ticket May Be Issued

- If the driver fails to cooperate with instructions from a Traffic Officer or other authorized enforcement personnel.
- If a taxi is parked in a Hail-A-Taxi no parking zone, red zone, blue zone, or is double-parked, but the
 - 1) driver is not present; or
 - 2) driver is not actively loading or unloading passengers; or
 - 3) driver has not turned on the vehicle emergency flashers.
- If a taxi is blocking the only available lane of traffic in its direction.
- If a taxi is blocking a crosswalk, driveway, fire hydrant, intersection, or is parked in a bus zone or other restricted area that is not part of the Hail-A-Taxi authorized parking conditions.

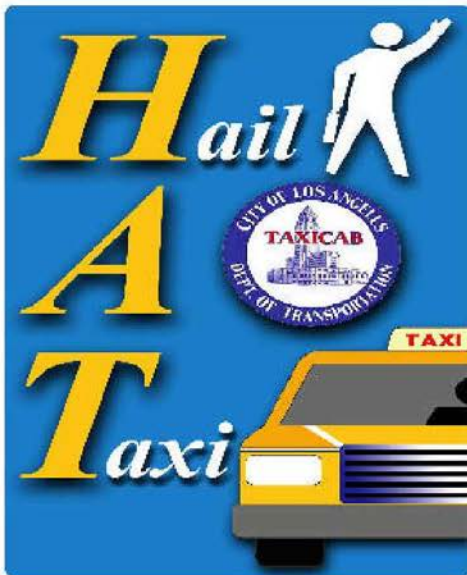
The initial 2008 informational flyer was as follows:



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.

9.4 – Addition of Federal Records for Taxicab Driver Criminal History Checks

In February 2013, the Board of Taxicab Commissioners recommended to the City Council that the Department be authorized to collect Federal FBI based criminal history in addition to State of California information. Many other large cities also collect both State and Federal criminal history. The City Council adopted the resolution for federal background checks in May 2013, and the City Council and Mayor approved ordinance 182704 in August 2013, revising the Los Angeles Municipal Code for this process. See Attachment M for resolution and ordinance.