
M E M O R A N D U M

DATE: March 18, 2009
TO: City Council Members
FROM: Russell Weeks
RE: Proposed Ordinance Amending Chapter 5.72, Salt Lake City Code, Pertaining to Taxicabs, to Provide for Transition from Regulatory to Contract Based System for Providing Taxicab Services
CC: Cindy Gust-Jenson, David Everitt, Ed Rutan, Frank Gray, Maureen Riley, Karen Hale, Mary De La Mare-Schaeffer, Robert Farrington, Orion Goff, Randy Berg, Jennifer Bruno, Laura Kirwan, Dave Korzep, Brent Kovac, Larry Bowers

This memorandum pertains to a proposed ordinance amending Chapter 5.72, Salt Lake City Code to provide for a transition from regulating Salt Lake City taxicab companies through certificates of public convenience and necessity to a to contract-based system for providing taxicab services.

The City Council is scheduled to have a briefing on the proposed ordinance at its March 24 work session and hold a public hearing at the Council's formal meeting at 7 p.m. the same night.

OPTIONS

After the public hearing:

- Adopt the proposed ordinance.
- Do not adopt the proposed ordinance and maintain the current regulatory system. (This option would require repealing ordinances adopted earlier.)
- Do not adopt the proposed ordinance and declare an intent to deregulate the ground transportation industry in Salt Lake City. (This option would require that the current regulatory system remain in place until adoption of an ordinance repealing it.)
- Adopt the proposed ordinance with any amendments the City Council may wish to make.

Potential Motions

PERTAINING TO THE PUBLIC HEARING

- I move that the City Council close the public hearing.
- I move that the City Council continue the public hearing until (Council Members may specify a date or indicate that the hearing will be held at an unspecified future date with this motion.)

PERTAINING TO THE PROPOSED RESOLUTION

1. I move that the City Council adopt the ordinance amending Chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs, to provide for the transition from a regulatory to a contract-based system for providing taxicab services.
2. I move that the City Council maintain the current regulatory system of certificates of convenience and necessity and request the Administration to prepare an ordinance repealing Paragraph B of Section 5.72.130 and any other sections of the *City Code* pertinent to alternate methods of regulating the taxicab industry.
3. I move that the City Council request the Administration to prepare an ordinance that would deregulate taxicab services in Salt Lake City.
4. I move that the City Council adopt the ordinance amending Chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs, to provide for the transition from a regulatory to a contract-based system for providing taxicab services with the following amendments (Council Members may propose amendments to the propose ordinance.)

BRIEF DISCUSSION OF POTENTIAL MOTIONS

Motion No. 1 – Would start a process in which the City issues a request for proposals to provide taxicab services in Salt Lake City. Depending on the response from the taxicab industry, the City would contract with two to four companies to provide a total of roughly 210 taxicabs to serve residents, businesses, tourists and passengers landing at Salt Lake City International Airport. The request for proposals would be open to any transportation company – including the companies currently regulated by certificates of convenience and necessity – that believes it could provide taxicab services outlined in the request. Potentially, one or more of the three companies that have held the certificates of convenience and necessity for – at minimum – 30 years would discontinue operating as taxicab companies within Salt Lake City, if the City awards contracts to other companies, and those companies start their operations. Current taxi drivers possibly would be the primary pool from which new taxicab companies would draw their drivers.

Motion No. 2 – Would end City Council consideration of alternate methods of regulating taxicab companies in favor of certificates of convenience and necessity. The three companies currently holding certificates of convenience and necessity would continue to operate as the sole providers of on-demand, meter-based ground transportation in Salt Lake City. Paragraph B of Section 5.72.130 reads:

The city is considering alternate methods of regulation, and intends to adopt alternate methods at a future date. Certificates of convenience and necessity issued by the city are terminable by the city, and in order to prepare for changes in regulation, all such certificates issued under this chapter shall expire at the same time that the certificate holder's current business license expires, which shall be no later than January 31, 2006. Future certificates of convenience and necessity under this chapter will be issued only on a renewal basis to existing

certificate holders upon submission of an acceptable renewal application, and shall remain subject to termination. Prior to adopting regulatory changes, the city will provide notice to these certificate holders, and all such certificates will terminate one hundred eighty (180) days from the date when such notice is issued. Upon any final termination, a pro rata refund of that portion of the annual business license fee and certificate of convenience and necessity fee shall be given to those persons whose licenses and certificates have been terminated according to the portion of the year remaining at the time of said termination. In the event no termination occurs as provided herein within twelve (12) months of the issuance of any renewal certificate of convenience and necessity and business license, a renewal certificate and business license shall be reissued to such persons or entities applying therefore under the same conditions as provided hereinabove unless or until there is a termination as provided above in this subsection, or unless such certificate or license is terminated for other causes as set forth in chapter 5.05 of this title or other sections of this code. All certificate holders as of the date hereof that remain in good standing shall have an opportunity to compete for any future certificates, contracts or other similar authorizations from the city.

One aspect of maintaining the current method is that a company that wishes to provide more taxicab service in Salt Lake City has to prove to a City hearing officer that there is a need for the service that the three existing certificate holders are not meeting. The existing certificate holders can contest another company's assertion of unmet needs at the same hearing. No other taxicab service provider besides the existing holders has been awarded additional certificates of convenience and necessity for – at minimum – 30 years. (The three current holders have held the certificates at least since 1980.)

A second aspect of maintaining the current method is it is conceivable that if the City determined that a taxicab company is not meeting the City's service requirements that are in *City Code*, the City could revoke that company's certificates of convenience and necessity and award them to another company. Revoking the certificates probably would involve a hearing before a hearing officer, and likely an appeal by either side to 3rd District Court. No Administration ever has sought to revoke the certificates of any of the current holders.

Motion No. 3 would start a process that would end regulation of the taxicab industry by certificates of convenience and necessity and rely in large part on existing ordinances regulating vehicle standards and driver standards found in Chapter 5.71, titled *Ground Transportation Requirements*, and pertinent sections of Chapter 5.72, titled *Taxicabs*, that already regulate drivers.

It should be noted that the City Council's consultant, Ray Mundy, Ph.D., indicated in his 2005 report *Ground Transportation Study, Salt Lake City, Utah*, and orally at the City Council work session on December 2, 2008, that complete deregulation of the taxicab industry may create more problems than it cures.¹ In addition, no Administration ever has proposed completely deregulating the taxicab industry. However, it should be noted that taxicab drivers in Salt Lake City have worked as independent contractors since the mid-1980s, and most taxicab drivers own their own vehicles. They pay the existing three taxicab companies to lease the privilege to operate as a driver for one of them. They also pay for gasoline, workers compensation insurance, all taxes, and for licenses the City issues for individual drivers to operate in Salt Lake City. The cab companies provide dispatch service, accident insurance, and shops in

which vehicles can be repaired. The companies also negotiate contracts with businesses and other entities to provide taxicab service. Nevertheless, as the *Ground Transportation Study* noted rhetorically, “Even so, independent insurance can be had for less than \$100 per week by many drivers, so why not press the city for your own independent medallion type taxicab permit?”

Motion No. 4 would start the same process as Motion No. 1. However, if the City Council chose to amend the proposed ordinance, it could do so.

PROPOSED ORDINANCE

The centerpiece of the proposed ordinance is a revised section of *City Code* Section 5.72.130.

The title of the section is amended to read: *Phasing Out of Certificates of Public Convenience and Necessity*.

Paragraph A contains the following sentence: “The city hereby adopts a contract based system for provision of taxicab services. Only taxi providers selected pursuant to a competitive Request for Proposals (“RFP”) process and who have entered into a contract with the city may operate taxi services for hire upon Salt Lake City streets, as defined in Section 5.72.130(C).”

The sentence replaces a paragraph that reads: ~~“No person shall operate or permit a taxicab owned or controlled by such person to be operated as a vehicle for hire upon the streets of Salt Lake City without first having obtained a certificate of public convenience and necessity from the city ...”~~

The proposed ordinance also changes the language of Section 5.72.130 referenced in Motion No. 2 that would require “existing certificates of public convenience and necessity” to expire 180 days from the effective date of the proposed ordinance, if the City Council adopts it. The proposed ordinance also would allow the City to extend the expiration date of the certificates an additional 180 days. The amended language allows the current taxicab companies to continue to operate if the City is delayed beyond the time the proposed ordinance contemplates implementing a contract-based system. If that happens, the proposed ordinance allows the City to implement a contract-based system while the current system remains in operation.

Other key points of the proposed ordinance include:

- A revised formula for determining mileage rates in taxicab meters. The Administration would review mileage rates every six months. The City Council requested that the Administration review a proposed formula when the Council adopted a motion to increase taxicab mileage rates in August 2008. If the City Council adopts the proposed ordinance, the formula – not future City Council action – would determine mileage rate increases or decreases. The proposed ordinance also calls for the annual review of flag-drop rates.
- Requiring taxicab drivers to have equipment to process credit and debit cards as payment for fares.

Discussion/Background

KEY POINTS/ISSUES/QUESTIONS

- It is unlikely that the City Council will take action on the proposed ordinance March 24 because questions about taxicab service have been included in the annual telephone survey of Salt Lake City residents about City services.
- It is unlikely that any action taken by the City Council will change the status of taxicab drivers as independent contractors. Independent contractors have become the standard nationally for employing taxicab drivers.
- Salt Lake City owns the certificates of public convenience and necessity.
- Is the longevity of a business in itself a reason to seek change?
- Is the longevity of a business in itself a reason to maintain a status quo?
- Is it valid to regulate taxicab businesses differently than other ground transportation businesses?

GOALS

In initiating the proposed ordinance, the City Council originally had three goals:

- Improve taxicab service in Salt Lake City for all residents, tourists and users of the Salt Lake City International Airport.
- Decrease the number of taxicabs from a total of 268 to 210 so incomes of drivers might increase. As the *Ground Transportation Study* noted, “Only one driver (of those interviewed) suggested that there was enough business for all current taxi operators. Every other driver stated that there were just too many taxis and drivers in the taxi system for anyone to make a decent living.”²
- Have the companies that lease to drivers the privilege of operating a taxicab in Salt Lake City actually manage the drivers instead of the City attempt to manage the drivers through legislation.

Since then, a fourth goal has manifested itself – to make taxicabs an integral component of the City’s overall mix of mass transit options available to residents and visitors.

BACKGROUND

As indicated, the City Council appears to have four options to consider:

- Adopt the proposed ordinance.
- Repeal previous actions that led to the proposed ordinance and remain with the existing regulatory system.
- Request the Administration to prepare a new ordinance to repeal the existing regulatory system and open the ground transportation service market to all interested providers.

- Adopt the proposed ordinance with amendments that Council Members, after consideration, may decide improve the proposed ordinance.

It should be noted that the proposed ordinance is a major point, but not the final point, of a process to improve City regulation of the ground transportation industry in Salt Lake City. The City Attorney's Office is examining further regulating non-taxi ground transportation businesses through business licenses and developing specific recommendations for specific kinds of ground transportation businesses operating in the City.³

Several other things might be noted before a general discussion of issues:

One, after hearing presentations from the City and from taxicab operators The Downtown Alliance Parking and Transportation Committee recommended and The Downtown Alliance Board of Directors adopted a motion supporting a contract-based approach to the City's delivery of taxi transportation services.

Two, the current City Council Transportation and Mobility Subcommittee twice has recommended full City Council consideration of the proposed ordinance.

Three, an electronic survey jointly supported by The Downtown Alliance and the City Council indicates that 56.4 percent of 749 people surveyed used taxicabs at least once in awhile.⁴

Finally, it should be noted that the taxicab industry is a difficult way to make a living. According to the *Ground Transportation Study*, Many (taxicab drivers) admitted to working 14 to 16 hour days in order to pay their lease or stand fees and take home \$70 or more. Many argued that they earned less than the minimum wage when all their hours of waiting time were taken into consideration."⁵

The industry faces challenges from competition with other ground transportation companies. It will face more challenges after the light rail line connecting the Salt Lake City International Airport to the downtown is finished, and if an on-demand shuttle service at Salt Lake City International Airport is established in the future. Nevertheless, Salt Lake City officials believe taxicab service is an essential element of the City's future as an urban, regional center that employs a mix of mass transit options for residents and visitors.

If the City Council adopts the proposed ordinance, the Administration would issue a request for proposals for companies to operate taxicab service in Salt Lake City. The Administration then would select between two or three companies to operate a total of 210 taxicabs in Salt Lake City. Currently, 268 taxicabs are authorized to operate in the City. Council staff assumes the three companies that hold certificates of public convenience and necessity would submit responses to the request for proposals.

As indicated above, City officials estimate it would take six months to a year between the time a request for proposals is released and selected companies begin operating under contract. If the companies operating under certificates of convenience and necessity are not selected to operate under contract, they could continue to operate for six months. If there are delays in implementing contracts, the ordinance allows a six-month extension beyond the first six months, and the potential for other extensions

beyond that. The Administration has indicated that it has alternatives prepared to continue taxicab service in the City if companies that hold certificates of convenience and necessity decline to operate if other companies are selected to operate under contract.

Taxicabs are the only vehicles authorized to pick up and transport passengers “on demand” in Salt Lake City for a metered fee. Courtesy vehicles such as those operated by car rental companies and hotel vehicles may pick up and transport people on demand as part of their customer service. Limousines also may pick up passengers on demand, but must charge passengers a minimum fare of \$30 per trip.⁶ Taxicabs, courtesy vehicles, hotel vehicles and limousines also may pick up passengers on demand at the Salt Lake City International Airport to destinations within Salt Lake City. However, only taxicabs are authorized to charge a metered rate for the service. Limousines must charge a minimum fare of \$30 per trip.⁷ All ground transportation vehicles authorized to pick up passengers at Salt Lake City International Airport may pick up passengers on demand to take to places such as ski resorts and any other city outside Salt Lake City’s corporate limits.⁸

CITY COUNCIL/DOWNTOWN ALLIANCE SURVEY

As indicated, an electronic survey jointly supported by The Downtown Alliance and the City Council indicates that 56.4 percent of 749 people surveyed used taxicabs at least once in awhile. Some 43.6 percent of 730 people surveyed do not use them. Of those who use taxicabs, 38.4 percent use them for trips to and from Salt Lake City International Airport; 20.4 percent use them in emergencies; 7.1 percent use taxis for work-related travel around town; 6.2 percent use them for routine errands; and 1.4 percent use taxis as their main source of transportation. According to the Salt Lake Convention and Visitors Bureau, the quality and quantity of taxi and public transportation generally rates high.

Again, it should be noted that questions about taxicab service in Salt Lake City have been added to the City’s annual telephone survey of residents.

RECENT BACKGROUND

The proposed ordinance before the City Council is the result of a City Council initiative that started in 2005. That year, the taxicab companies petitioned the City Council for an increase in taxicab fares and a repeal of a requirement that the companies advise the City each year by a specific date whether or not they intended to seek a rate increase. The companies sought to repeal the requirement because they had missed the deadline for that year.

The City Council ultimately repealed the requirement and granted the rate increase. However, the Council determined to study the taxicab and ground transportation industries to learn if ground transportation industries were cutting into taxicab companies’ market share and how taxicab companies in Salt Lake City operated in comparison to other cities.

The City Council contracted with Ray Mundy, Ph.D., to study the industries. Dr. Mundy is the president of the Tennessee Transportation and Logistics Foundation and the director of the Center for Transportation Studies at the University of Missouri St. Louis

in St. Louis, Missouri and was originally suggested as a worthwhile source of information by former Department of Airports Director Tim Campbell. Dr. Mundy is under contract with the City Council until June 2009.

Dr. Mundy published *Ground Transportation Study, Salt Lake City, Utah* on July 31, 2005. The City Council then held a public hearing on August 9, 2005. As a result of the study, the City Council adopted several amendments to City Code chapters regulating ground transportation and taxicabs. Two pieces of legislation were adopted on December 8, 2005. The items were:

1. Resolution No. 66 of 2005 which declared the City Council's intent to "change the taxicab (regulatory) system from a certificate of convenience and necessity system" to a system where taxicab companies contract with Salt Lake City to operate cabs.
2. Ordinance No. 87 of 2005 which, in part, declared that a certificate of public convenience and necessity is not a franchise and is not irrevocable.⁹ The ordinance also declared:

Certificates of convenience and necessity issued by the City are terminable by the City, and in order to prepare for changes in regulation, all such certificates issued under this Chapter shall expire at the same time that the certificate holder's current business license expires, which shall be no later than January 31, 2006. Future certificates of convenience and necessity under this Chapter will be issued only on a renewal basis to existing certificate holders upon submission of an acceptable renewal application, and shall remain subject to termination. Prior to adopting regulatory changes, the City will provide notice to these certificate holders, and all such certificates will terminate 180 days from the date when such notice is issued.¹⁰

DISCUSSION

The three companies that hold the certificates of public convenience and necessity have continued to operate since the Council's adoption of ordinance No. 87 of 2005 with the understanding that the certificates would be renewed but subject to termination, if the City adopted a different regulatory method. However, the dynamic among the City's regulation of the taxicab industry, the three companies that hold the certificates of public convenience and necessity, and the companies' competitors for a share of the ground transportation market goes back much farther than the 2005 *Ground Transportation Study* and subsequent City Council action.

Two major changes that have shaped the taxicab industry in Salt Lake City occurred in the 1980s. One was a determination that taxicab drivers were independent contractors. The second occurred in 1986 when the Utah Legislature amended state law to deregulate commercial passenger motor carriers. Between then and early 1989 the number of motor carriers, including limousines and all passenger carriers had more than doubled in the state.¹¹ It should be noted that by the mid-1990s the Public Service Commission no longer regulated taxicabs or similar forms of ground transportation.¹²

PSC representative R. William Habel, said in 1989 that Salt Lake City had jurisdiction for transportation within the city limits, and the Public Service Commission

had secondary jurisdiction. Mr. Habel said there were many cabs that were licensed by various municipalities in the valley and the PSC had granted them ‘exempt authority’ to operate within their municipality and 15 miles from the border of their respective municipality .¹³ Given the Public Service Commission’s action, the City Council later that year adopted a motion to regulate other ground transportation companies, including allowing them to serve the Salt Lake City International Airport.

The combination of a move to independent contractor status for drivers, competition to taxicabs from other ground transportation businesses, and the PSC ultimately discontinuing its regulation of businesses such as taxicabs and limousines appears to have had a significant bearing on the City’s involvement with the taxicab industry.

1992 GROUND TRANSPORTATION REPORT

In 1992, a committee made up of Salt Lake City Airport and Business Licensing employees was directed to study commercial transportation services. The following is from the initial report the committee issued:

“The current owner/operator and independent contractor arrangement with taxicab companies represents a hindrance to improved service.

The taxicab companies have lost administrative control over the drivers of the vehicles since they are considered independent. Individual owners have purchased rights from the company for vehicle usage, and they determine what service they will provide. Other drivers are considered independent contractors and are mainly concerned with making their daily minimums.

Marketing efforts of taxicab companies are inadequate.

Little or no marketing effort exists with the taxicab companies and possible business clients such as local hotels and motels.

The condition of taxicabs and the appearance of drivers are inconsistent with the image portrayed by most other ground transportation providers.

The taxicab company representatives agreed with the statement “employees should be required to meet clothing standards.” However, they also stated they have no way of requiring this unless City ordinance mandates it. ...

While tourism and business markets have grown steadily over the past ten years, taxicabs have not increased in numbers and service levels have declined.

With the advent of deregulation on various demand oriented ground transportation services other independent companies have increase and provide an array of ski season transportation. Hotel and motel operators have drastically increase their level of courtesy service based on the unacceptable taxicab service and competitiveness of the hotel business. Courtesy vehicles now outnumber the amount of taxicab trips by more than two to one.”¹⁴

The report presented eight alternatives, including “Retain the Status Quo,” which, the report said, “would request the taxicab industry to increase the appearance standards voluntarily and continue restrictions on hotel/motel operations.” The committee recommended against the alternative because, the report said, “Past history indicates cab companies will make initial efforts to improve the appearance level, but significant improvement will not be implemented.”¹⁵

The report ultimately resulted in the City Council’s adoption in 1999 of ordinances amending the *City Code* Ground Transportation section (Chapter 5.71) to include regulations of the physical appearance of vehicles and drivers and the conduct of drivers.

2005 GROUND TRANSPORTATION STUDY

I. Dr. Mundy’s *Ground Transportation Study* recommended that the City Council consider ending the use of certificates of public convenience and necessity and instead issue contracts to a minimum of two firms and a maximum of four companies. Each of the companies would be required to operate a minimum of 50 taxicabs. According to the study, requiring a minimum of 50 taxis would provide enough business “to support investment in GPS (global positioning system) dispatching and other technologies for improving the delivery of service to the traveling public.” (Page 62, No. 1.)

A City Council subcommittee opted to pursue a change to a contract form of regulation in part because of Dr. Mundy’s study’s findings. As mentioned a subsequent subcommittee also has opted to bring the proposed ordinance to the full City Council. The study noted that:

- A primary objective of the City Council’s request ... was to determine if there were alternate ways ... the City could regulate taxicabs and shuttle vans more effectively and at the same time improve the level of service (to people). (Page 2.)
- Existing taxi firm owners felt the City had not done its job to protect traditional taxicab markets from unlicensed taxi, shuttle and van operators. (Page 2.)
- There is an excess of ground transportation supply in the community. (Page 5.)
- Salt Lake City taxi firms are competing to lease ... city taxi permits to as many owner/operator drivers as possible, irrespective of a driver’s ability to earn a reasonable income. (Page 12.)
- Taxi firm owners agreed that the present structure of taxis in the Salt Lake City market condemns owners and drivers to anemic incomes. (Page 15.)
- Drivers are unable to achieve sufficient revenue to make driving a cab ... an attractive job, and present taxi lease fees are unable to generate profit margins to sustain long-term business or attract capital for needed improvements. (Page 15.)
- Owners said they preferred a more flexible permit system that allowed them to add or subtract vehicles as demand warranted. (Page 15.)
- Every driver interviewed said there were too many taxis and drivers in the taxi system for anyone to make a decent living ... Many drivers work 14- to 16-hour days to pay their taxi lease and take home \$70 or more. (Page 17.)
- The respective average ages of taxicabs (in 2005) for City, Ute and Yellow Cab was 14 years, 11 years and 10 years. (Page 27.) The ages made Salt Lake City’s cab fleets some of the oldest Dr. Mundy said he ever had seen.
- There is no commercial walk-up, on-demand shuttle service at Salt Lake City International Airport. (Page 25.)

- Salt Lake City International Airport is the single major taxi demand generator in the area. (Page 48.) However, drivers at the airport complained about having to wait two or three hours for a fare. (Page 17.)
- The study estimates that airport customers could be served most of the time by a maximum of 20 taxis – if arriving taxis were permitted and encouraged to get into the airport holding lot after dropping off a passenger at the airport. (Page 32.)

II. Perhaps the most important recommendation second to moving to a contract system of regulation, is the study’s recommendation that the total number of taxicabs be reduced by 25 percent to about 200. Currently, there are 268 total permits issued under the certificates of public convenience and necessity system. The Yellow Cab Drivers Association is authorized 145 permits; Ute Cab is authorized 78 permits; and City Cab is authorized 45 permits. A 25 percent decrease in the total number of permits would put the cab companies back to the same level they were in the year 1999 when a Salt Lake City administrative hearing officer granted a 25 percent increase in the total number of permits.

III. The third long-term recommendation involved reducing the number of taxicabs waiting to pick up passengers at the Salt Lake City International Airport. The study contended that there were too many taxicabs waiting too long to pick up passengers at the airport. It contended that the airport could be served most times by 20 taxicabs that could get in line after dropping off passengers at the airport. The study contended that restricting the number of taxicabs at the airport would force cab companies to develop new markets, including being available in other parts of Salt Lake City. It should be noted that the City Council has amended *City Code* to give the Department of Airports director wide latitude in determine what the number of cabs waiting at the airport should be.

IV. The study also recommended that the City develop a “shared-ride exclusive walkup van concession at the airport.” (Page 63.) The study noted that “with very few exceptions” most U.S. airports have more than one walk up alternative for arriving airline passengers. The study noted that the Salt Lake City Airport has no alternative. Passengers seeking on-demand service must take a taxicab.

V. The final long-range recommendation was to revise City fees to reflect the actual cost of City services. The study indicates that business license and driver permit fees “are not adequate for the services being performed.”

VI. The study also recommended that the City Council adopt a measure making it illegal for hotel doormen to accept “gratuities” from ground transportation drivers in order to obtain doormen’s calls for service. Dr. Mundy told the Subcommittee that enacting the measure would go a long way toward eliminating the 25 to 30 drivers that were acting as unmetered, “gypsy” taxicabs. The City Council adopted an amended doing prohibiting doormen and taxicab dispatchers from accepting gratuities and ground transportation drivers from offering gratuities.

ISSUES

The proposed measure is before the City Council is the result of the City Council’s direction to the City Attorney’s Office since the publication of the 2005 *Ground Transportation Study*.

The current holders of certificates of convenience and necessity appear to have raised three main objections to the proposed ordinance:

- It is based on a flawed statistical study.
- The ordinance itself is an innovation unused anywhere in the United States.
- The ordinance does not address the taxicab businesses' argument that unlicensed taxicabs are operating with impunity in Salt Lake City.

Taking the first objection first, one might note that the City Council held public meetings, public hearings and discussions of the study on March 8, 2005; April 19, 2005; June 7, 2005; and August 9, 2005, and September 6, 2005. The Council Transportation and Mobility Subcommittee and its predecessor have met with Dr. Mundy several times between 2005 and 2009, and Dr. Mundy appeared before the full City Council at a December 2, 2008 work session to discuss the study and steps toward implementing it. In that time, Council staff has not found serious flaws in the study, nor has anyone else pointed out factual errors, that would compromise it.

In addition, Dr. Mundy responded to the argument in the July 31, 2005, study. In it, he wrote:

“Attorneys for the existing taxi firms authorized to provide service within Salt Lake found the study to be faulty since its conclusions were not statistically founded. University experts argued that the study did not utilize a random, statistically valid sampling model of all market segments presently utilizing taxi services. Most notably was the absence of individual users of taxis and other ground transportation options. ...

It is true that there was no randomly based statistical sampling of all user segments of the Salt Lake City ground transportation. The survey referenced in this study was intended as a sample of major commercial users of taxi and other ground transportation options. This was provided because the survey was to be heavily weighted upon the views of individuals that had frequent contact with taxis and other forms of ground transportations. These responses were then summarized in the report.

In addition, it was stated that the study's author personally undertook numerous taxi, shuttle, and airport car rides in the course of conducting the study as well as personally interviewing numerous hotel manager, providers, regulators, and other affected parties in the community. The study findings are thus a mixture of these survey statistics, conversations, and personal observations.”¹⁶

Dr. Mundy's qualifications appear elsewhere in this memorandum and stand for themselves.

The holders of certificates of convenience and necessity are correct when they say the proposed ordinance represents an innovation in taxicab regulation. Anaheim, California, remains the only city that comes closest to regulating the taxicab industry in manner that the proposed ordinance suggests, although Palm Springs, California, recently has indicated that it is adopting a franchise or contract approach to the delivery of taxi service. The holders of certificates of convenience and necessity also are correct to say that the original City Council Subcommittee that first addressed this issue directed Dr.

Mundy to explore a more “radical” approach to regulate taxicabs. They also are correct to say that Dr. Mundy has not proposed the method of contractual regulation in other cities he or the Tennessee Transportation & Logistics Foundation has studied since the 2005 *Ground Transportation Study*.

However, it should be noted that the method of regulation is based on a concession method that the Department of Airports and many other airports in North America routinely use for services to the public. Moreover, nothing in the proposed ordinance precludes the existing taxicab companies from competing with other taxicab companies and answering the request for proposals. The current holders are expected to answer the request for proposals. In addition, the proposed ordinance is an alternative to the current method of regulation and the complete deregulation of taxicab service in Salt Lake City.

Again, it should be noted that the *Ground Transportation Study* and Dr. Mundy in oral presentations have not supported completely deregulating taxicab service. The study’s main arguments against complete deregulation appear in the *Individual Medallion* section of the study. The study argues that awarding each driver a medallion to operate a taxicab would not work in Salt Lake City because:

- There are too many taxicabs in business to make the medallions, or an individual driver’s business, appreciate in value.
- An “individual driver can typically add little value to his or her individual permit in the form of dispatching, voucher or corporate business (clients), or the ability and capital to market a single car firm.”
- An individual medallion system “would require significantly more oversight by the City.”¹⁷

Dr. Mundy also has estimated that the City would have to hire three more taxi inspectors to handle a fragmented market of small taxicab companies that might appear through deregulation. (Again, it should be noted that one of the goals of the proposed ordinance is to regulate taxicab businesses – and let them regulate individual drivers.)

One the other hand, the effect of the State of Utah’s decision in the mid-1980s to cease regulating businesses such as taxis, limousines and shuttle services, appears to be to increase ground transportation competition through deregulation *around* the existing holders of certificates of convenience and necessity. In some respects, they appear as an island in a river of deregulated ground transportation. A question remains whether continuing to regulate taxicabs as a separate form of ground transportation is valid.

Through default, Salt Lake City has had to regulate other ground transportation businesses and has done so through *City Code* Chapter 5.71, which regulates all ground transportation businesses that carry passengers, except large buses. *City Code* Chapter 16.60 also regulates all ground transportation businesses at Salt Lake City International Airport. As mentioned earlier, the City intends to continue to regulate all ground transportation business that the City legally is allowed to regulate within the City.

However, regulating how ground transportation businesses operate within the City limits is different than banning them from City streets and the airport. The taxicab industry contends “there are 464 ground transportation vehicles operating automobiles, limousines, vans or SUVs in Salt Lake City.”¹⁸

The industry goes on to say that roughly 190 of the vehicles do not conform to Salt Lake City ordinances and should be considered vehicles that are non-conforming uses. In addition, the taxicab companies are competing with 97 limousines. The taxi industry representatives obtained a list of the 464 vehicles that are operated by ground transportation companies that access Salt Lake City International Airport the Airport List to determine: “(1) whether the fleet size and type of vehicles provide each ground transportation company with the capability of conforming their use with a type of service, (2) whether the fleet size and vehicles types are similar to known ,gypsy operators like Valley Shuttle Service ("Valley"), and (3) whether the vehicles operated conform with the definitions of authorized types of vehicles.”¹⁹

City Council staff counted 62 companies that the taxicab industry representatives contend had vehicles that were non-conforming uses at the airport. Through information provided by the City Business Licensing Division, staff determined that 40 of the companies had obtained Salt Lake City business licenses. The other companies were assumed to have valid business licenses from other municipalities in order to register and operate at the airport. Council staff did not determine whether the vehicles in fact did not conform to Salt Lake City ordinances because the representatives of the taxicab industry contend that the vehicles are non-conforming in large part because the other companies’ fleets are too small to operate a scheduled service.²⁰ The representatives did not appear to determine if vehicles had made pre-arrangements with passengers or were transporting passengers on-demand beyond the Salt Lake City limits, as is allowed by ordinance. It also should be noted that the taxicab industry representatives quoted Dr. Mundy as saying that the business Valley Shuttle operates a non-conforming taxicab company. To the best of City Council staff’s recollection, Dr. Mundy indicated to the City Council that Valley Shuttle has found niches where it can operate legally within City ordinances because they do not use a taxi meter and declare that all their trips are pre-arranged or under contract with various entities such as hotels.

Issues such as the one above may be an indication of the effect deregulation around the existing holders of certificates of public convenience and necessity. Because the holders of the certificates have held onto that form of regulation, other forms of the ground transportation industry have developed around them based on market conditions while City policy appears to have mirrored previous transportation regulation policies of the Public Service Commission. A question remains as to whether that has best-served taxicab drivers or the companies that hold certificates of public convenience and necessity.

It should be noted that if the City Council adopts the proposed ordinance, it will not end the practice of owner/operator drivers or drivers that are independent contractors. Dr. Mundy has said previously that the practice has become routine nationally. According to the Administration, that is one reason why drafts of a request for proposals have avoided issues involving independent operators. It already has been noted that if the proposed ordinance is adopted, successful companies will face other competition such as light rail service from downtown to the airport and probably an on-demand shuttle service from the airport to downtown.

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- ¹ *Ground Transportation Study, Salt Lake City, Utah*, Pages 13 and 42.
- ² *Ibid.* Page 17.
- ³ Summary of Proposed Changes to Chapter 5.71 Non-Taxi Ground Transportation, City Attorney's Office
- ⁴ Salt Lake City Taxicab Service, Page 2.
- ⁵ *Ground Transportation Study*, Page 17.
- ⁶ City Code, 5.71.028 (B)
- ⁷ City Code, 16.60.097(C)
- ⁸ City Code, 16.60.097 (B)
- ⁹ Section 5.72.150.
- ¹⁰ Section 5.72.130.
- ¹¹ R. William Habel, Utah Public Service Commission, Salt Lake City Council public hearing January 3, 1989.
- ¹² Report and Order by Administrative Law Judge Michael W. Crippen, November 1997, Page 8.
- ¹³ *Ibid.*
- ¹⁴ *Ground Transportation Report*, June 1, 1992. Page 3.
- ¹⁵ *Ibid.* Page 5.
- ¹⁶ *Ground Transportation Study*, Pages 67 and 68.
- ¹⁷ *Ground Transportation Study*, Page 50.
- ¹⁸ Letter to Brent Kovac, from Winder & Counsel, January 30.
- ¹⁹ *Ibid.*, Pages 2 and 3.
- ²⁰ *Ibid.*, Page 3.

SUMMARY OF PROPOSED CHANGES TO CHAPTER 5.71 NON-TAXI GROUND TRANSPORTATION

Introduction

When the City Council first determined in 2004 to study the manner in which the city regulates taxicabs, one of its primary concerns was whether other types of ground transportation industries were unfairly competing with taxis and undercutting their market.

Much of the focus on ground transportation since Dr. Mundy's report was issued in 2005 has been on reshaping how the city regulates taxis, from a more traditional regulatory framework to a contract based system. However, unless the city also addresses how it regulates non-taxi ground transportation, "gypsy cab" operators will proliferate and circumvent the stricter requirements of a taxi contract. Quality taxi providers may be hesitant to respond to the RFP if they perceive that the city is allowing unregulated and often low quality operators to unfairly compete with taxis. Selected providers will be negatively impacted financially and may be forced out of the local market.

The city's ground transportation administrator has developed the following proposed approach for regulating other types of ground transportation. Implementation will require a comprehensive rewrite of Chapter 5.71. These are concepts only, in order to initiate discussion. The Mayor was briefed on March 19, 2008 about the general issues associated with the taxicab RFP and regulating other types of ground transportation. However, the Mayor's office has not yet reviewed these concepts in detail.

General Approach

Non-taxi ground transportation will be regulated through business licensing. Each business operator will be required to obtain a business license and to comply with the specific regulations for the type of business they are operating. All drivers must obtain vehicle operators certificates, as presently required, including the background check requirements. All vehicles will be subject to regular safety inspections. Fees should also be assessed for each vehicle which operates on roadways throughout Salt Lake City.

The focus is on the type of service provided, with all vehicles required to display decals indicating the type of service and minimum fare established by the ordinance. This will make it easier for customers to differentiate between the type of service they want and generally what it will cost. The city's goal is to provide clear choices for the public, and to ensure that each type of authorized ground transportation addresses a specific transportation niche while preventing unfair competition between transportation types.

Categories of Non-taxi Ground Transportation

General Definitions:

1. **Limousine Service:** Chauffeur driven luxury transportation in a full sized luxury vehicle as manufactured or customized for use as a traditional limousine. Vehicles generally contain

amenities such as television or refreshment facilities. Drivers must be attired in professional business attire or traditional chauffeur uniform.

2. **Courtesy Service:** Transportation provided by non-ground transportation businesses, such as hotels, park and ride lots, auto dealerships, etc., to and from any inter-modal point of transport only or to major events centers. This service is provided free of charge exclusively to its customers as an amenity. Businesses may contract with ground transportation businesses to provide this service but no fee may be charged to customers for it.

3. **Share Ride Shuttle/Van:** Shared ride shuttle service (including charters) to and from the Salt Lake City International Airport or the City's Inter-Modal Hub where non-affiliated riders share transportation to or from separate and/or multiple destinations at fares which are slightly less than comparable taxicab service. by charter. All companies must have an active fleet of at least ten (10) vehicles. Service may be prearranged or on demand.

4. **Specialty Service:** Transportation services provided for special needs customers. Comparable to UTA Flex Trans but provided on demand and door to door. Rates will be determined by type of service. May be expanded if market indicates need for additional categories of transportation not provided in existing categories.

5. **Taxicabs:** As per Taxicab RFP resulting in contracts.

All such vehicles shall display a category identification sticker which identifies the type of service with the minimum fee.

Balance of 5.71 Re-Write

The Ordinance re-write would go on to define the background history checks requirements, and then the vehicle standards including age restrictions, and the need for Green vehicles. Also included would be vehicle inspection standards allowing the City to establish safety inspection policies and procedures. Driver Standards would be written in a similar manner to the Taxicab RFP.

The remaining sections would address specifics relative to each of the previously mentioned service categories. For example, under the limousine section, we may further define a limousine as:

- A: Stretched Limousine is a vehicle which meets the requirements of 5.71.020 and has a minimum wheelbase of 124 inches.
- B: Corporate Sedan (Black Car) is a vehicle which meets the requirements of 5.71.020 and shall have a manufactured wheel base of one hundred seventeen point five inches (117.5") or greater.
- C: Luxury SUV is a vehicle which meets the requirements of 5.71.020 and shall have a wheel base of one hundred and twenty inches (120.0") or greater.

The minimum rate for this type of service shall be \$40.00 per person or \$75.00 per trip.

FEB 12 2009



SALT LAKE CITY
**Downtown
Alliance**
AN AFFILIATE OF THE SALT LAKE CHAMBER

February 9, 2009

Carlton Christensen, Chair
Salt Lake City Council
451 South State Street
Salt Lake City, Utah 84114

Dear Councilman Christensen,

The Downtown Alliance Parking and Transportation Committee has been working since October to develop recommendations to the Salt Lake City Council regarding the proposed changes to Ordinance 5.72.130 *Certificates of Public Convenience and Necessity*.

The Downtown Alliance Board of Trustees urges the Salt Lake City Council to consider the following recommendations:

- Adopt the proposed changes to the ordinances to allow for a phasing out of Certificates of Public Convenience and Necessity and move towards a competitive RFP process.
- Convert current Certificates of Public Convenience and Necessity to contracts. This will insure continuity of taxi service as the City moves ahead with the RFP process.
- Draft the RFP so that, within legal restraints, an advantage is given to those companies currently holding Certificates of Public Convenience and Necessity when responding to the RFP.
- Address the entire scope of ground transportation services particularly a means of delineating between taxicab providers and other ground transportation providers that will serve to distinguish the two services in the mind and eye of the public. This should be done in conjunction with the Salt Lake City Departments of Ground Transportation and Business Licensing.
- Take necessary steps to improve the availability and service of ground transportation in the City.

The Downtown Alliance Board of Trustees thanks the Salt Lake City Council and City staff for their diligent efforts to address the issue of taxicab service in Salt Lake City and looks forward to continually improving service.

Sincerely,

Bruce Bingham, Chair
Board of Trustees
Downtown Alliance

Kent Gibson, Chair
Parking & Transportation
Downtown Alliance

Jason Mathis
Executive Director
Downtown Alliance

cc: Shawna Kirwin
Brent Kovac
Russell Weeks
Don Winder

City Council Meeting Minutes: January 3, 1989

PUBLIC HEARINGS

#1 RE: A public hearing scheduled for 6:20 p.m. to obtain comment concerning, and consider adopting an ordinance amending Chapter 16.60 and Section 5.72.100 of the Salt Lake City Code relating to Ground Transportation at the Airport.

ACTION: Councilmember Godfrey moved and Councilmember Kirk seconded to close the public hearing, which motion carried, all members voted aye. Councilmember Godfrey moved and Councilmember Horrocks seconded to refer the item to Committee of the Whole with the understanding that it be reviewed by the Airport Authority Board on January 18, 1989, which motion carried, all members voted aye. Councilmember Bittner moved and Councilmember Horrocks seconded to request that the Mayor's staff consider the regulation and licensing of limousines within the city, which motion carried, all members voted aye.

DISCUSSION: Tim Phillips, Deputy Director of Airport Operations, briefed the Council on the proposed ordinance saying that the major changes in the ordinance related to 1) rights, privileges, and obligations for commercial ground transportation providers at the Airport; and 2) clarifying existing rules and regulations. He said they were requesting the ordinance change because they had experienced a great deal of change at the Airport and because of state legislation passed in 1986 that deregulated some aspects of commercial ground transportation.

Kirby Jackson, 2178 Westminster Avenue, asked if there had been a survey to see if the proposed ordinance was really necessary and to see how it would affect the cab companies. He said there were already enough cabs at the airport waiting for customers and that their business was slowly being taken away by other entities. He said they were almost completely out of the ski business because of companies in Park City and Little Cottonwood Canyon who shuttled people to the ski areas. He said there should be restrictions placed on the number of limousines that could be at the Airport and felt it was unfair that the limousine companies could have people inside the Airport to generate business but the cabbies could not leave their cabs and had no control over what went on inside. Councilmember Bittner questioned what the city's requirements were for licensing limousines as she felt it would be helpful to know at the outset of the hearing. R. William Habel, Utah Public Service Commission (PSC), said the PSC issued certificates for limousines and all passenger carriers. He said the state passed an amended "Motor Carrier Act" in October 1986, and since that time the number of passenger, freight, and other carriers had more than doubled in the state. He said they were supportive of a plan that would put to rest some of the jurisdictional issues that had been around for so long. He said the city had jurisdiction for transportation within the city limits and the PSC had secondary jurisdiction. He said there were many cabs that were licensed by various municipalities in the valley and the PSC had granted them 'exempt authority' to operate within their municipality and 15 miles from the border of that

municipality. He said it was important to have an ordinance that would settle some of the issues but he didn't think all of the issues would be settled by the proposed ordinance.

Councilmember Bittner said that taxicab companies were licensed and closely regulated and if the same regulations did not exist for limousines maybe they needed to address that in a separate ordinance, but the audience needed to understand that the proposed ordinance did not address those issues. Councilmember Godfrey read the definition of limousine from the proposed ordinance and said he had not heard of a case where a taxi business had been put out of business by limousines. Mr. Kirby said the cab drivers were afraid that limousines would be able to transport people and charge rates comparable to cabs, so they would be in competition with each other.

Louis Miller, Airport Director, said there were three locations in front of the Airport that were exclusively for taxicabs and no other vehicles, including limousines, were allowed there. He said the limousine operators would be required to have a 'starter' inside the Airport at the ground transportation booth to conduct the transaction and send the individual outside to another location to board the limousine. He said the present situation at the Airport as he had described it would not be changed by the proposed ordinance.

Ed West, 1192 West 8680 South, said he was opposed to drivers not being able to go into the Airport when it was a prearranged fare. He said to have a starter inside the Airport at all times would create an undue hardship on the cab companies. Mr. Phillips explained that the Airport's reasons for requiring that starters from each business be inside the Airport was because it would eliminate the cheating that was presently going on between the companies. He said they would encourage the smaller companies to band together and have one starter between them. He said they had tried to draft an ordinance that would be advantageous to all modes of ground transportation. Charlie Peck, 435 South 600 West, said that a few years ago, Yellow Cab had 120 licensed cabs and now there were only about 60. He said the cab companies were limited to having only five cabs take or pick up fares to Park City but there was no limit to the vans that Park City could send to the Airport. He said the cab business was getting so bad that drivers were being paid around \$3 per hour for 12 hours of labor. He said there should be some kind of limit placed on the number of vehicles that other municipalities could have at the Airport. Don Barron, 1080 Diamond Way, said that after reading the ordinance he felt it was eliminating the requirement for a certificate of convenience and necessity. He said the certificate regulated the number of cab companies that could operate in the city so that the ones operating would be financially sound. He said if the Council adopted the proposed ordinance they should eliminate the restrictions on the number of cabs a company could license. He said the current fees being charged by the limousine companies in competition with the cab business. He said there was nothing in the proposed ordinance that required limousine owners to have semi-annual inspections or chauffeur's licenses as were required of cab companies.

David Noker, 903 North Chapel Drive, Bountiful, Utah, said he had been a cab driver for four years and worked mainly at the Airport. He said the waiting time for a fare at the Airport had become increasingly longer each year because of the competition, and it was

very difficult to make a living by driving a cab. He said he felt there should be stricter guidelines on the financial responsibility for limousines. He said he was also concerned because some of the courtesy cars were dropping people off at destinations other than the hotel they were hired by and charging people a few extra dollars for this service.

Mike J. Peery, 3510 West El Cajon Circle, said some of the state's requirements for limousines were: to submit tariffs to the PSC for approval; quarterly audits on their rates and trip sheets; starters in the Airport; and quarterly inspections on their vehicles. He said the city required a \$60 per vehicle license each year. He said his rates were approved by the PSC and were hourly rates. He said there were only two limousines companies in operation at the Airport and they consisted of four cars. He said he was in favor of the ordinance.

Keith Burnham, 305 Beryl Avenue, said he was against the businesses that only transported people during the ski season when it was busiest, because the cab companies worked all year long and were being forced out of business them. He said he would like to see a freeze on any more limousines being put on the streets. James Westbrook, 726 Windsor Street, said he had driven a cab for 35 years and he was disgruntled over the restrictions placed on cabs and drivers and that the limousines had so few restrictions. Louise Ready, 209 A Street, said that the cab business was poor throughout the city, but it was worse at the Airport because of the competition. She said there were fights between the starters and she was sure that it presented a poor picture to visitors of Salt Lake City. She said she felt that there should be only one starter to represent all ground transportation. Mr. Miller said the Airport would be placed in a bad position if they were to supply the starter because they would receive accusations from all of the companies that they were favoring others. He said the Airport had installed monitors recently above the baggage claim areas in both terminals, that provided information on various destinations in the surrounding area, the various modes of ground transportation and the approximate cost.

Steve Nielsen, 4030 West Phelps Circle, said he did not see how limousines were competing with cabs since they both provided a different type of service. He said his limousine company charged a minimum of \$50 to travel from the Airport to town, and most of their fares were prearranged. He said if some businesses weren't doing so well maybe they should look at the service they were providing, their appearance, or the appearance of their cabs. He said their limousine insurance rates were very high so consequently he would not hire anyone under age 25 or anyone who did not have a perfect driving record.

Trey Shubert, 362 East 9400 South, said the limousine companies offered a different type of service than cabs. He said he did not solicit business at the Airport because it was all prearranged. He said he was opposed to the proposed ordinance because as a limousine driver he could not meet a prearranged client inside the Airport. Nathan Drage, 2937 Melbourne Avenue, said he felt the proposed ordinance was a good way to address the problems of ground transportation at the Airport. He said the taxis were getting preferential treatment because they could park right in front of the terminals, and the

limousines had to park around and at the side of the building so people had to seek out their services. He said business at the Airport was competitive but he did not mind since he felt it provided better services.

Robert Moss, 259 J Street, said he had no complaints in regards to any particular limousine company but there was unethical activity going on at the Airport with starters, such as lying, cheating, fare cutting, etc. He said he didn't feel that the proposed ordinance addressed these problems and that a starter employed by the Airport would be a better idea. Councilmember Kirk asked Mr. Miller if there had been discussions with the people represented at the hearing before drafting the proposed ordinance. Mr. Miller said they had tried to get as much input as possible from all of the entities involved and had met with them several times.

Councilmember Godfrey asked Mr. Miller how they could resolve the problems regarding limousine drivers not being able to meet prearranged fares, and Mr. Miller said the Airport Authority would be approving the ordinance in two weeks and he would study the option of the Airport providing a starter, but if they did, it would not be for this year but for the next. He said only the cab companies had voiced opinions on this and he felt some of the other ground transportation companies would not like the idea and would want their own starters. He said he would like to further study the option of the limousine driver being able to meet prearranged fares, but there had been many abuses of it in the past which would need to be strictly controlled by the Airport. Councilmember Godfrey said he was concerned about the restrictions that were placed on taxis and not on limousines and questioned whether it was a state issue or a city issue. Mr. Cutler said both the city and state had concurrent jurisdiction and the city could impose regulations that were not inconsistent with the state. He said they might want to study the issue further as taxi companies across the country needed regulating because of safety issues, cleanliness issues, and rate issues. He said there was not as much need to regulate limousines.

Councilmember Foncesbeck said she felt the Airport Authority should have the information from the hearing before their next meeting so they could better make a decision on the proposed ordinance. Councilmember Bittner said she felt the limousines should not be allowed to function as taxis and maybe they should address putting restrictions on them in a separate ordinance.

(O 88-38)

The meeting adjourned at 9:05 p.m.

Summary Report
and
Alternative Approaches and
Recommendation

COMMERCIAL GROUND
TRANSPORTATION

June 1, 1992

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GROUND TRANSPORTATION REPORT
June 1, 1992

EXECUTIVE SUMMARY

BACKGROUND

Several concerns and issues have been raised regarding ground transportation service levels and the impact on the traveling public. Specifically, appearance issues and driver courtesy have been identified as unacceptable. Additionally, issues associated with the restricted utilization of hotel courtesy vehicles have recently been placed in the spotlight.

Ground transportation services and options within the Salt Lake City area are numerous. Currently three taxicab companies are licensed to perform door to door service and are regulated under ordinance requiring a certificate of convenience and necessity. All major hotels and motels operate courtesy transportation vehicles to and from the airport. Specialized ski transportation is readily available during the winter months through a number of operators and limousine service is provided by several companies. Bus transportation is available through UTA on a scheduled route basis and several private companies provide service to convention groups and serve other cities such as Logan, Ogden and Provo. Shared ride service is available to areas outside the City limits such as Park City while in-city service is currently not permitted.

PURPOSE

The Salt Lake City Airport Authority and The City Licensing Division were given the task of examining ground transportation services to determine the following:

1. What can be done to improve the appearance of taxicabs and the taxicab drivers?
2. Is there an opportunity to provide an increased level of service to the travelling public?
3. Should hotel/motel courtesy service be expanded?
4. What are the possible alternatives which would increase the level of ground transportation services?

PROCESS

To complete the review of the ground transportation services being provided, the committee interviewed representatives of the three taxicab companies, the limousine associations, Lewis Brothers Stages, the Hotel/Motel association and the Convention & Visitors

Bureau. During each interview open discussions took place regarding appearance, driver courtesy, levels of service, shared ride opportunities, possible innovative approaches and competitiveness of the industry. City ordinance and State Public Service Commission rules and regulations were reviewed. Surveys were performed to obtain information on approaches utilized by other cities around the country. The survey data incorporates over twenty five cities and addresses operational and regulatory issues. A complete copy of this document is available upon request. Through this process several key points were discovered and various recommendations prepared. The following sections represent the committee's initial findings, alternatives, impacts and recommendations.

GOAL

The committee's goals were established during the initial phases of this process. Listed below are the three critical points used to determine the most successful outcome.

1. Provide the travelling public with an array of choices for ground transportation services.
2. Provide ground transportation vehicles and drivers that promote an appropriate image of the City to the travelling public.
3. Allow private enterprise to determine the available market and respond to the ground transportation service needs of the travelling public.

INITIAL FINDINGS

- * ~~The current owner/operator~~ and independent contractor arrangement with taxicab companies represents a hinderance to improved service.

The taxicab companies have lost administrative control over the drivers of the vehicles since they are considered independent. Individual owners have purchased rights from the company for vehicle usage and they determine what service they will provide. Other drivers are considered independent contractors and are mainly concerned with making their daily minimums.

- * Marketing efforts of taxicab companies are inadequate.

Little or no marketing effort exists with the taxicab companies and possible business clients such as local hotels and motels.

- * The condition of taxicabs and the appearance of drivers is inconsistent with the image portrayed by most other ground transportation providers.

The taxicab company representatives agreed with the statement "employees should be required to meet clothing standards". However, they also stated they have no way of requiring this unless City ordinance mandates it. A review of existing fleets indicate unacceptable appearance standards. While some vehicles and drivers appearance is acceptable there is no consistency within the entire fleet. Patrons cannot be assured of consistent taxicab service.

- * While tourism and business markets have grown steadily over the past ten years, taxicabs have not increased in numbers and service levels have declined.

With the advent of deregulation on various demand oriented ground transportation services other independent companies have increased and provide an array of ski season transportation. Hotel and Motel operators have drastically increased their level of courtesy service based on the unacceptable taxicab service and competitiveness of the hotel business. Courtesy vehicles now outnumber the amount of taxicab trips by more than two to one.

- * The Convention and Visitors Bureau currently markets the fact that all major hotels and motels within the City provide free transportation to and from the airport.

Both the hotel/motel association and convention bureau want to continue this marketing approach. However, this type of venture will continue to prove costly for the hotels. Annual costs vary from \$70,000 to \$125,000 for small hotel operations and are much higher for the large hotels that operate 15-20 passenger busses.

- * Taxicab business is made of up airport travel, social service contracts and downtown point to point business.

The three companies differ on the amount of business each receives. Ute and Yellow cab companies account for at least 50% airport business and 35% social services. City cab does a small portion of airport business and is very active in the downtown hotel markets.

- * Hotel/Motel courtesy vehicles may only transport guests to and from the airport.

The only courtesy transportation that the city regulates is hotel and motel operators. From our review it appears the only reason the City requires this regulation is to protect the financial interests of taxicab companies.

- * The hotel/motel industry may consider discontinuing individual courtesy vehicles if other appropriate means of transportation were available.

The hotel industry is very competitive and they aggressively market the free transportation and closeness to the airport. This industry has encouraged courtesy vehicles due to the issues of competition and the lack of quality service provided by the taxicab companies.

- * Hotel/motel shuttles must comply with all Federal ADA, DOT, ICC regulations and related safety and licensing issues.

Increased cost and liability for the hotel/motel shuttles indicate alternative transportation needs may become more attractive.

- * Survey data indicates an acceptance of shared ride services as an alternative to existing transportation means.

The use of shared ride service for on demand transportation needs provides the travelling public options to taxicabs and courtesy vehicles. Shared ride services can reduce the per passenger charge and develop marketing arrangements with hotel and motel operators that may ultimately reduce the number of courtesy vehicles.

- * Curb space at the international airport is a valuable resource which must be managed prudently.

To ensure passenger convenience and efficient movement of passengers, vehicular traffic in the commercial lanes must be controlled. With the relocation of the car rental facilities, traffic has been reduced by 45%. Future traffic growth can only be accommodated to a certain point. Courtesy vehicles represent the largest user of these lanes and alternatives need to be developed before congestion becomes a problem.

ALTERNATIVES AND RECOMMENDATIONS

As a result of the committee's examination of the commercial ground transportation services, seven alternatives have been determined. Each alternative is listed below in conjunction with the factors to be considered and the committee's recommendation.

ALTERNATIVE #1 Retain the Status Quo

One alternative for consideration is to not implement any change and see if the industry will provide a better level of service. This approach would request the taxicab industry to increase the appearance standards voluntarily and continue restrictions on hotel/motel operations.

Factors to be considered:

A. Past history indicates cab companies will make initial efforts to improve the appearance level but significant improvement will not be implemented.

B. The hotel/motel industry will continue to request changes allowing them more flexibility on transporting hotel guests on a courtesy basis.

C. The travelling public will continue to receive inconsistent levels of service from existing operators.

Recommendation:

The committee recommends that this alternative be discounted.

ALTERNATIVE #2 Develop new vehicle and driver appearance standards.

Create an Ad Hoc Ground Transportation Service Task Force to develop appropriate standards. This task force will consist of representatives from the local cab companies, drivers association, hotel/motel associations, chamber of commerce, convention and visitors bureau, and city personnel to develop the standards that the community desires to have enforced regarding commercial ground transportation services.

Develop specific standards for vehicle appearance and acceptable condition of both exterior and interior, driver clothing or uniforms, driver courtesy and training, and various operational standards.

Change the enforcement emphasis from the police department to the

Airport Authority. Since virtually every commercial operator uses the international airport, enforcement of these standards could be accomplished with relative ease and efficiency. Increased costs associated with this inspection and enforcement would be borne by the operator through increasing the existing fees charged for the use of the commercial lanes.

Factors to be considered:

A. Increased costs of enforcement will require additional expenditures by the Airport Authority. A reimbursement mechanism for regulatory license fees will be required from the general fund to help offset these additional costs.

B. This program will set community standards for all commercial transportation providers serving the airport and will improve the image portrayed to visitors.

C. Additional expenses will be incurred by taxicab companies to bring their fleet up to the new standards. Some companies may suffer financial hardships under their current operation arrangements.

Recommendation:

The committee recommends that all points of this alternative be implemented as soon as possible.

ALTERNATIVE #3

~~Modify existing taxicab regulations~~

One of the issues which should be addressed by the City is whether the current mode of regulating taxicab services should be continued, discontinued or modified. According to the industry trade association there is a trend across the country towards minimizing certain regulations, while at the same time, increasing certain other regulations. In other words, ~~a total deregulation of taxicabs is not a recommended path.~~ A hybrid system of regulation is the preferred trend in most communities that are concerned with improving the quality of cab service to their customers.

After reviewing the successes and failures of other communities which have made changes to their taxicab regulatory structures, this committee believes that the best direction for Salt Lake City is as follows:

Remove all provisions of Title 5 ordinances which pertain to the maximum number of taxicab vehicles an individual cab company may operate. ~~Allow the private marketplace to determine the proper number of cabs which is necessary for adequate servicing of local customers, not the City.~~

Retain a definite fare structure for charges to cab customers. Adopt a fare structure that is either based upon a mileage and meter system (currently in place), or investigate using a "zone" system whereby the City is divided into sections with specific fares determined in advance for travel within or between zones.

~~Allow as many cab companies that wish to meet the City's operating standards to enter into service in the community. Do not place artificial restrictions on the number of companies permitted to do business in the City.~~ Again, let private industry make the decision as to what the market will bear.

~~Continue to regulate~~ and require such items as ~~central dispatch office~~, driver regulations and size of vehicles. Eliminate restrictions such as flagging cabs in downtown area.

Factors to be considered:

A. Historically the number of taxicabs allowed to operate within the City has been based on a certificate of convenience and necessity. Cab companies and owner/operators will protest this change based on a loss of value to their investment.

B. New upstart companies can be expected as well as the possible failure of existing operators.

Recommendation:

~~The committee recommends that all points contained in this alternative be adopted.~~

~~ALTERNATIVE #4~~

Eliminate taxicab owner/operator arrangements

To solve the problem of lack of control over franchisees, owner/operator, and drivers, some cities have simply prohibited by ordinance the practice of renting-out taxicabs. This requires all cabs within one fleet to be owned by a single company and all drivers must be employees of that company. Unless this issue can be addressed adequately, there is little hope for long term success within the existing taxicab industry. This approach, if adopted, should be phased in over perhaps a five year period of time.

Factors to be considered:

A. Both Ute and Yellow cab operate with a majority of owner/operator arrangements. Adoption of this alternative may require a buy back of stock ownership by the company. Other options should also be explored if the desired outcome of company control is achieved.

B. All drivers of taxicabs are considered independent contractors by the cab companies, therefore, avoiding workers compensation insurance and other employee related expenses.

C. Implementation of this alternative will require a complete restructuring of two existing cab companies.

Recommendation:

~~The committee recommends that this alternative be implemented for any new entrant~~ and further discussion with the legal department and individual taxicab companies take place before any implementation efforts on existing companies.

~~ALTERNATIVE #5~~

Establish contracts with providers and the Airport Authority for exclusive use service at the airport.

From strictly an airport point of view, the single most effective method of controlling taxicab and driver appearance and operational issues has been the regulation of cab service through exclusive contracts, as opposed to the open-entry style currently used in Salt Lake. A large number of airports across the country (approximately 32%) have recently switched to the contractual method of control.

When a contractual obligation is coupled with the assessment of penalties and fines via an ordinance or airport regulation, the ability for an airport to control the quality of its cab service is enhanced dramatically.

Factors to be considered:

A. None of the existing cab companies would be able to meet the airport's needs with existing fleet.

B. Cab companies may not want to enter into this type of arrangement due to excessive standards.

C. Other forms of transportation would also need to be addressed such as ski transportation, limousine service, and shared ride service.

Recommendation:

The committee recommends this alternative be used as leverage with the ground transportation operators to gain acceptance of other alternatives contained in this report. The committee also recommends that if the city is unsuccessful in its efforts to improve the transportation services that this recommendation be given serious consideration for implementation.

ALTERNATIVE #6

Allow shared ride service to be initiated within City limits.

Several share ride service operations have proven highly successful in offering this service to patrons at the airport to locations outside the City limits. Park City transportation currently provides shared ride service to the travelling public from the airport to various locations in Park City. Current City ordinance however, prohibits operators to pick up and drop off within the City limits. This type of on demand service has been exclusively reserved for the taxicab industry.

This alternate form of transportation has proven highly successful in cities across the nation. A shared ride program is operated very much like a taxicab company responding to on-demand business. The major difference is a flat fee is charged to the individual rider and several patrons share the ride.

Allowing this type of service will offer the travelling public an additional transportation option and may very well provide an alternate for several hotels in operating company owned shuttle services. This type of service could be provided with vehicles similar to a full size extended van which accommodate seven passengers and have adequate space for luggage. Additionally, vehicles classified as mini-buses and holding between thirteen and twenty five passengers may also prove successful.

Factors to be considered:

A. Dedicated curb space will be required in the commercial lanes at the international airport. This should have little impact on the lanes, but will encroach upon curb space currently open to all users.

B. Taxicab operators will see a dilution of business as patrons have alternative transportation options at various price ranges.

C. Hotels will be provided the opportunity of developing marketing arrangements with shared ride providers to transport their customers at a reduced cost to the hotel operation. Conventions could still be promoted with free travel and use a coupon system or voucher arrangement.

D. Since this is a new service opportunity the City may want to consider requiring any operator to utilize alternative fuels.

Recommendation:

The committee recommends implementation of all points contained in this alternative.

ALTERNATIVE #7

Eliminate restrictions on hotel/motel courtesy vehicles.

Hotel and motel courtesy vehicles are the only courtesy transportation which the City restricts on where it can take its patrons. Nationally there are very few cities that restrict this type of operation as Salt Lake City does. The hotel/motel associations believes there should not be any restriction placed upon hotel shuttles except that services should only be for their registered guests and at no charge.

Factors to be considered:

A. The hotel/motel association is presently supporting this type of legislation.

B. The hotel/motel association feels that current taxicab service levels are not adequate to meet their patrons needs and do not reflect the image or service provided by the hotel.

C. If all recommended alternatives are adopted in this report several hotel operators may choose to eliminate service to the airport. Some operators may then increase transportation options to their guests to utilize available vehicles.

Recommendation:

The committee recommends implementation of this alternative if taxicab service levels are not improved and new shared ride service opportunities are not initiated.

ALTERNATIVE #8

Consider cleaning and fueling facilities at airport.

In an effort to assist with the implementation of improved appearance standards the Airport Authority should consider the availability of vehicle cleaning facilities and fueling facilities on site. While initial planning has identified a possible need for this service, the time frame should be moved up to determine financial feasibility of this type of full service station at the airport. Cleaning services (car wash) could be made available with a full service vehicle maintenance & fueling station.

Factors to be considered:

A. Station will provide an opportunity to ground transportation providers for their use, but must be able to also meet the needs of the travelling public and employee base at the airport.

B. Private sector operation will only occur if financial feasibility indicates a profit motive.

Recommendation:

The committee recommends the airport continue investigating this option and proceed with development when feasible.

APPENDIX A

BOARD

Eddie P. Mayne, Chair

Curtis E. Ackerlind, Jr. • Annette P. Cumming • Patrick A. Shea
Don L. Skaggs • Roger M. Smedley • Richard R. Steiner
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DEEDEE CORRADINI, Mayor
LOUIS E. MILLER
Director of Airports

May 18, 1992

Mr. Roger Cutler, Esquire
Salt Lake City Attorney
451 South State Street, Room 505

Dear Roger,

One of the first projects Mayor Corradini assigned me after becoming Mayor of Salt Lake City was to review the operations of the Taxi Cab Companies in Salt Lake City. Her original assignment was related to their operations at the Airport; however, this was expanded to include a review of regulations for the entire City. We proceeded with this study effort and it became obvious that we would have to study ALL Commercial Ground Transportation providers prior to suggesting any changes in the Taxi Cab regulations.

Mayor Corradini's concern related to the level of service being provided to the customers and what type of system should be developed to insure compliance with recommended regulations to improve the inadequate services being provided.

Under my direction, a committee was formed to complete the Commercial Ground Transportation study. The committee consisted of the following individuals:

John Wheat, SLC Airport Authority
Edna Drake, SLC Licensing Division
Victor White, SLC Airport Authority
Tom Riley, SLC Airport Authority
Larry Bowers, SLC Airport Authority

The SLC Airport Authority and The City Licensing Division were given the task of examining Commercial Transportation services to determine the following:

1. What can be done to improve the appearance of Taxicabs and the Taxicab drivers?
2. Is there an opportunity to provide an increased level of service to the travelling public?
3. Should Hotel/Motel courtesy service be expanded?
4. What are the possible alternatives which would increase the level of Commercial Ground Transportation Services?

Mr. Roger Cutler, Esquire
May 18, 1992
Page Two

The Committee's goals were established during the initial phases of the process. Listed below are the three critical points used to determine the most successful outcome:

1. Provide the travelling public with an array of choices for Commercial Ground Transportation Services.
2. Provide Commercial Ground Transportation vehicles and drivers that promote an appropriate image of Salt Lake City to the travelling public.
3. Allow private enterprise to determine the available market and respond to the Commercial Ground Transportation service needs of the travelling public.

In accordance with Mayor Corradini's direction, the study process was extremely thorough and took 90 days to complete. I have attached a copy of the final draft of the "SUMMARY REPORT AND ALTERNATIVE APPROACHES & RECOMMENDATIONS FOR COMMERCIAL GROUND TRANSPORTATION." Meetings were held with representatives of the Commercial Transportation providers to seek their input and possible identification of or solutions to the problems.

Based on the above, I respectfully request that you review the attached Summary Report and provide me with your comments regarding any problems or legal implications that need to be considered prior to making a final recommendation to Mayor Corradini. She would like to have a final report by June 8, 1992. If you have any questions or require additional information, please feel free to call me or John Wheat at your convenience.

Sincerely,

Louis E. Miller

Enclosure (1)

cc: Mayor Deedee Corradini
Commercial Ground Transportation Committee
Donald Gull

ROGER F. CUTLER
CITY ATTORNEY
STEVEN W. ALLRED
DEPUTY CITY ATTORNEY
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SALT LAKE CITY CORPORATION

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STEPHEN P. ZOLLINGER

May 19, 1992

Louis E. Miller
Salt Lake International Airport
776 North Terminal Drive
Salt Lake City, Utah 84122

MAY 27 1992

Re: Ground Transportation Study: Taxicab Service

Dear Lou:

I am in receipt of your letter dated May 18, 1992 and its accompanying draft report. The report and study are well done and creative; but as per your invitation for comment, I make the following preliminary observations regarding it:

1. Non-Airport Users of Cabs. The recommendations, taken as a whole, will undoubtedly result in a major dislocation of the taxicab service. It may, indeed, result in its initial demise in favor of increased use of courtesy transportation for hotels, through their own fleets, by the use of "shared ride service" (alternative No. 6) and by the elimination of restrictions on the courtesy vehicles (alternative No. 7). This shift of service will likely advantage the Airport connecting passenger; however, the Study does not address the many handicapped, elderly, the working poor and similarly situated persons in the City that rely on taxicabs.

The report is unclear as to whether these transportation needs were fully considered. I would recommend that this transportation constituency be addressed and evaluated in the final report. Conferring with the UTA, for example, may demonstrate that the poor and handicapped can be addressed by other transportation resources in the County.

2. Rate Structures. Alternative No. 3's recommendation of a "definite fare structure" is not entirely clear. Does this recommendation mean that there would be an actual fixed rate or would it use the existing system of allowing the cab driver to set the rate below the maximum?

If the proposal is the former, it will inevitably require a periodic rate hearing to establish those fixed rates. The proposal should address this issue and make recommendations regarding who or what entity should set these rates. For example, should the City develop their expertise or should it be contracted out to the Business Regulation Department of the State.

3. Grandfathering Existing Independent Contractors. ~~Alternative No. 4 has issues of a constitutional magnitude.~~ Further, it would create two classes of cabs with materially different operating expenses.

If the existing cab companies were allowed to operate as independent contractors and, thereby, avoid worker's compensation insurance costs and have different tax treatment from companies required to hire cab drivers as employees, we would have companies with potentially substantially higher operating costs. These disparities raise questions regarding Equal Protection and whether the classifications are without rational distinctions, so as to be arbitrary and capricious in a legal sense. Also, it would appear that the practical advantages of existing owner-operator arrangements may act as an ~~effective barrier~~ against new market entrants.

~~These combined economic forces~~ may adversely restrict needed transportation. An evaluation of these issues does not appear in this report. Before any such recommendation were implemented, an economic model should be created to demonstrate whether this would ~~bring~~ or ~~allow~~ the new operator entrants into the market. Further, facts must be marshalled to demonstrate rational reasons to create these disparate classes of cab operators. Legally sufficient facts must exist to justify the separate classifications in order to survive a constitutional attack.

4. Airport Safety Inspections. In Alternative No. 2, the Report suggests safety inspection standards be implemented by Airport contract or licensing mechanisms. However, there may exist a significant market that does not depend on Airport business; that is, they transport handicapped, elderly, working poor or others who do not own motor vehicles on intra-City trips. Some enforcement mechanism for safety, cleanliness and minimum standards should also be available for this fleet of ground transportation.

May 21, 1992
Page -3-

The draft report suggests changing the "emphasis" from the Police to the Airport, but it is unclear as to whether the Police inspections would be discontinued or duplicated, with a higher standard for those vehicles using the Airport. If duplicated, there will undoubtedly be an objection to the time and expense for such inspections. Also, if the inspections are removed for non-Airport user cabs, a substantially substandard fleet may develop.

Thus, the report may wish to evaluate these issues and recommend alternative inspection programs, with minimum standards to be maintained and enforced by the Police Department for non-Airport user cabs, under our current type of program. A higher standard may be imposed for those cabs serving the Airport. Alternatively, these could all be done by the Airport personnel.

I trust the foregoing preliminary observations will be helpful. If I can be of any other assistance, please advise.

Sincerely,⁷


ROGER H. CUTLER
City Attorney

RFC:cc

GROUND TRANSPORTATION STUDY COMMITTEE RESPONSE TO CITY ATTORNEY'S LETTER OF MAY 19, 1992

** ~~Recommendations~~ **Users of Cabs**

Alternative #7 (elimination of restrictions on hotel/motel courtesy vehicles) contains the comment that if all of the other recommendations from the study were adopted and fully implemented, then the hotel/motel operators might actually reduce or eliminate the use of courtesy vehicles. The primary reason that the hotels have requested additional freedoms to operate their courtesy vehicles is because of their concerns over what they view as inadequate taxicab service and the apparent lack of attention to keeping cab and driver appearance standards at a higher level.

At most of the fifty (50) or so other major airports and communities surveyed, we found that when shared ride shuttle services were implemented, and stricter standards of appearance and operating regulations were imposed upon the taxis, then most of the hotels in the area actually stopped offering free courtesy shuttle services to and from the airport.

As part of our study, we considered the impact of our recommendations upon the disabled, elderly, working poor, and other similarly situated persons in the community. We believe that there currently are, and will continue to be, numerous alternative modes of transportation available to serve this market, regardless of the actions that are taken to implement our recommendations. For example, there are at least two (2) privately operated services (HandiVan and MediVan) which provide inexpensive local transportation for the disabled and others. In addition, the Utah Transit Authority (UTA) offers Flextran services with lift-equipped vehicles, that is either free to the rider, or is less expensive than taxicab service, depending upon whether the rider has obtained authorization from the social services agencies.

Also, we discovered that since taxicabs are not currently equipped with lifting devices, and are not required to have them under the new Federal Americans With Disabilities Act (ADA), very few disabled persons are currently being transported by taxi. In addition, in a number of other cities where shared ride services were available, these companies provided inexpensive door-to-door transportation for the groups of citizens noted above, usually under contract with the social services and/or other government agencies.

Therefore, we believe that if taxicab service were to diminish

as a result of our study's recommendations, then either UTA or private enterprise will take up the slack and provide an acceptable alternative to these citizens.

**** Rate Structures**

~~With regard to the rates charged by taxicabs,~~ the Committee's intent was solely to emphasize that a regulated fare of some type should continue to be the standard. We do not have a preference for either a metered fare or a zone fare. Our surveys of some other cities which had previously experimented with taxi deregulation showed that the removal of government oversight and approval of rates and fares was a terrible mistake, because of the confusion it caused for the customers.

The vast majority of cities continue to use a meter fare system, however, there has been quite a bit of success with zone fares in cities such as Houston, Washington, D.C., and Minneapolis/Saint Paul. If the use of metered fares were eliminated, then of course, there would be a cost savings for the cab companies with regard to purchase and maintenance of the meters, and for the City because meter inspections would no longer be necessary.

On the other hand, cab companies typically prefer to use metered fares because the revenue generated usually approximates their costs in a fairer manner. Regardless of which method the City uses, we believe that the expertise for rate making rests with the State Public Service Commission.

**** Grandfathering Existing Independent Contractors**

~~The issue of independent contractors~~ is probably the single most important one that affects the quality of taxicab service. From a national perspective, this issue is the one that is receiving the most attention by local governments that are attempting to upgrade their cab service. ~~In those cities which have prohibited owner/operators,~~ leasing, subleasing, and contracting of cabs between drivers, there has been significant improvement in the appearance of vehicles and drivers, in driver demeanor, and in the overall quality of service delivered.

It is in this context that ~~we made our recommendation to~~ ~~eliminate these types of arrangements in Salt Lake.~~ It is strictly the logistics of the implementation that remains unclear to us at this point. While we would prefer that all cab companies immediately change their method of ownership and operation, we recognize the difficulties that this would cause for the two local companies which currently operate in this manner.

Based upon what we understand to be a similar situation in Kansas City, Columbus, and Indianapolis, we suggest that ~~any new entrant cab~~ companies should operate under the proposed single owner theory. With regard to the existing cab companies, we did not state that they should or should not comply with the new method. We believe that through discussions with the City Attorney's office, we should be able to ~~determine the proper course of action for the existing~~ companies.

As in the other cities mentioned above, perhaps a phased-in approach over a period of time, with a goal of ultimate ~~single ownership~~ for each company, might be more appropriate and acceptable from a legal perspective. This method would require that a ~~certain percentage~~ of taxicabs be company owned, ~~with an increased percentage each year~~ until all vehicles are ~~owned by the company~~.

** Airport Safety Inspections

The Committee does not intend for the Airport Authority to accomplish safety inspection of ground transportation vehicles. We are only speaking to the issues of appearance for both drivers and the vehicles. All safety inspections would continue to be conducted by the State, as for any other vehicles operating on public roadways.

The City Police do not currently perform detailed safety inspections on taxicabs, other than to conduct cursory checks of lights, brakes, horns, seatbelts, etc. And, they perform no type of inspection on other ground transportation vehicles. However, since every single taxicab which operates in the City also comes to the Airport at some point during a given month, if the Airport Landside Operations staff were to conduct inspections of all commercial ground transportation vehicles using the Airport, then this would totally eliminate the need for the City Police to conduct cab checks.



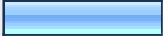

Thus, none of the cabs which might transport the disabled, elderly, working poor, and other non-Airport users, would bypass an Airport inspection, and as a result, would be required to meet the same standards as all of the others using the Airport.



Not only would the Airport inspect and enforce standards for taxicabs, but would for the first time, begin inspections of all other commercial ground transportation vehicles and drivers which use the Airport. This would include hotel/motel courtesy shuttles, shared ride shuttles, limousines, buses, and off-Airport courtesy shuttles for rental car agencies and parking lots.

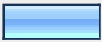

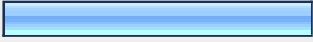
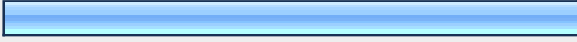
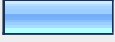
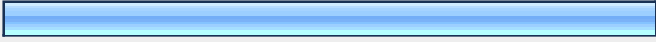
An additional benefit to having the Airport conduct these


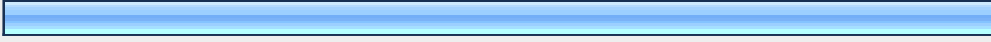
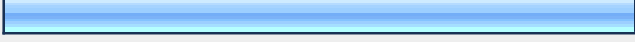
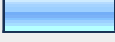
inspections, and be responsible for enforcement, would be that in the event the Airport is determined to be responsible for the Americans With Disabilities Act (ADA) compliance issues of these ground transportation providers, we would have a mechanism to ascertain compliance and for evaluating the appropriate consequences of non-compliance.

Salt Lake City Taxicab Service

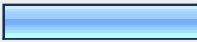

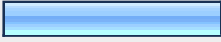
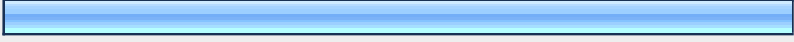
1. I am (please choose one)			Response Percent	Response Count
A Salt Lake City Resident			61.0%	455
A Salt Lake County Resident			26.5%	198
An out of county visitor to Salt Lake			10.5%	78
An out of state visitor to Salt Lake			2.0%	15
			<i>answered question</i>	746
			<i>skipped question</i>	3

2. Are you aware of the difference between a metered taxicab and a shuttle service?			Response Percent	Response Count
Yes			75.8%	564
No			24.2%	180
			<i>answered question</i>	744
			<i>skipped question</i>	5

3. Why do you use taxicab service?			Response Percent	Response Count
Routine errands			6.2%	45
Main source of transportation			1.4%	10
Emergencies			20.4%	149
Trips to and from the airport			38.4%	280
Work related travel around town			7.1%	52
I don't use taxi service (please skip to question 8)			43.6%	318
			<i>answered question</i>	730
			<i>skipped question</i>	19

4. If you do use taxicab service, which taxi company do you use?			Response Percent	Response Count
Ute Cab Company			41.2%	170
Yellow Cab Company			66.1%	273
City Cab Company			42.1%	174
Another transportation service			7.3%	30
			<i>answered question</i>	413
			<i>skipped question</i>	336

5. If you do use taxicab service, which taxicab company do you prefer?

		Response Percent	Response Count
Ute Cab Company		12.9%	54
Yellow Cab Company		20.0%	84
City Cab Company		14.3%	60
No preference		52.7%	221
		Other (please specify)	16
		answered question	419
		skipped question	330

6. If you prefer one of the taxi cab companies over another, why?

		Response Count
		175
		answered question
		175
		skipped question
		574

7. Please rate the following aspects fo taxicab service.

	Excellent	Good	Average	Below Average	Poor	Rating Average	Response Count
Timeliness	18.2% (75)	43.3% (178)	26.0% (107)	9.7% (40)	2.7% (11)	3.65	411
Driver competence	15.8% (65)	42.8% (176)	35.8% (147)	4.1% (17)	1.5% (6)	3.67	411
Driver professionalism	15.3% (63)	34.9% (144)	38.5% (159)	9.7% (40)	1.7% (7)	3.52	413
Driver appearance	9.0% (37)	29.8% (123)	46.5% (192)	12.3% (51)	2.4% (10)	3.31	413
Appearance of cab	8.5% (35)	33.4% (137)	41.7% (171)	13.7% (56)	2.7% (11)	3.31	410
	<i>answered question</i>						415
	<i>skipped question</i>						334

8. If you don't use taxicabs, what is your main reason for not using them?

	Response Count
	390
	<i>answered question</i>
	390
	<i>skipped question</i>
	359

Responses to Question #6

	Comment Text	Response Date
1.	No reason	Wed, 3/11/09 5:09 PM
2.	yellow has creepy drivers. I was a cab so I dont drive after drinking.	Wed, 3/11/09 3:37 PM
3.	Trusted name nationwide	Tue, 3/10/09 11:02 AM
4.	Most of the Yellow Cab drivers do not speak English as a primary language. City Cab was not getting me to work in a timely manner. Ute Cab has gone out of their way at times to get me to work and other activities in a timely manner.	Tue, 3/10/09 7:17 AM
5.	more local city ,quick service, old school	Fri, 3/6/09 9:54 AM
6.	Ute Cab is consistently prompt and courteous.	Wed, 3/4/09 5:51 PM
7.	I HATE yellow cab, they NEVER show up on time. EVER!! Ute is by far the best, they show up when they say they will. Not say 15 min. and then show up in 2 or 3. Or say 5 min. and show up 20 min. later, that's yellow cab for you. City cab is average.	Tue, 3/3/09 1:49 PM
8.	I am actually commenting on question #3. I mostly use Taxi service for going out downtown when I will be drinking alcohol, about 2-3 times per year. I use the airport service maybe once per year.	Mon, 3/2/09 5:21 PM
9.	I don't like the Ute logo.	Mon, 3/2/09 11:27 AM
10.	Accommodation to guide dog, response time in dispatch, communication with driver, honesty of driver	Sat, 2/28/09 11:29 AM
11.	City Cab seems to have cleaner cards, faster response times.	Sat, 2/28/09 10:40 AM
12.	I don't use them often. When I have called all of the available companies, there is always a 2 hour wait.	Sat, 2/28/09 8:55 AM
13.	Because I have their number memorized	Fri, 2/27/09 8:09 PM
14.	All cabs are good to take, but I prefer Ute. I can count on them to be there when I need them. I get prompt service and I am also acquainted with many of the drivers. I have had a good experience with them.	Fri, 2/27/09 4:10 PM
15.	When one is onery, I switch to another one, until they too are rude.	Thu, 2/26/09 6:23 PM
16.	City Cab seems to always answer the phone.	Thu, 2/26/09 9:50 AM
17.	timely, friendly	Wed, 2/25/09 11:08 PM
18.	I went to the U of U and I'm a sucker for anything with the name Ute.	Wed, 2/25/09 11:36 AM
19.	i don't care for any of them	Wed, 2/25/09 10:54 AM
20.	The only one I've used	Wed, 2/25/09 10:08 AM
21.	Know alot of people who have driven for city cab.	Tue, 2/24/09 6:54 PM
22.	no its just what number I can remember.	Tue, 2/24/09 5:40 PM
23.	usely show up.	Tue, 2/24/09 5:35 PM
24.	Never had a problem with them.	Tue, 2/24/09 5:07 PM
25.	Seem to have polite drivers, aren't scarey, don't drive like bats outta hell.	Tue, 2/24/09 3:53 PM
26.	I prefer Ute taxi cab because of their discount rates (although it seems like it really doesn't save me money)	Tue, 2/24/09 1:27 PM
27.	We recently switched from Yellow to Ute because Yellow was to unreliable for our business needs.	Tue, 2/24/09 12:32 PM

Responses to Question #6

- | | |
|--|-----------------------|
| 28. Yellow Cab have always been courteous and great customer service!!! | Tue, 2/24/09 12:22 PM |
| 29. Quick service, price seems a bit lower | Tue, 2/24/09 11:11 AM |
| 30. I work for a hotel, and they had had a marketer that came to us and suggested their service and billing option. They have been timely and fairly good service. Yellow Cab I would give the opinion has the poorest service/drivers. City Cab does a decent job but at times do not answer the phone. | Tue, 2/24/09 9:54 AM |
| 31. Drivers are generally friendlier and response time is normally better (slightly--see #8). | Tue, 2/24/09 9:44 AM |
| 32. no reason | Tue, 2/24/09 9:37 AM |
| 33. They now finally know where to pick me up without any delays. | Tue, 2/24/09 8:59 AM |
| 34. usually more available and you don't have to wait as long | Tue, 2/24/09 8:36 AM |
| 35. JUst comfortable with driver | Tue, 2/24/09 7:32 AM |
| 36. drivers are great, service is quick | Tue, 2/24/09 5:18 AM |
| 37. dependability | Tue, 2/24/09 12:57 AM |
| 38. The dispatchers are more available and friendlier--and the drivers seem more content. | Mon, 2/23/09 11:52 PM |
| 39. Ute seems more affordable; but Yellow seems a bit cleaner. It seems pricey that I must pay \$15.00 to get to airport, with meter running through all the screenings at airport; and I live at 10th north near Redwood; it shouldn't cost that much. | Mon, 2/23/09 10:40 PM |
| 40. City Cab seems to be faster at coming to pick you up, the drivers are more friendly and the cabs seem cleaner. | Mon, 2/23/09 9:57 PM |
| 41. cleaner taxis | Mon, 2/23/09 9:40 PM |
| 42. No Preference--just whatever comes to mind, in the phone book, at the airport, etc. | Mon, 2/23/09 9:25 PM |
| 43. They usually arrive quicker. | Mon, 2/23/09 9:12 PM |
| 44. The drivers are nice to everyone, not just someone from the same ethnic group. | Mon, 2/23/09 9:07 PM |
| 45. Availability | Mon, 2/23/09 8:58 PM |
| 46. Polite drivers | Mon, 2/23/09 8:47 PM |
| 47. I think I've only ever used Yellow cab. They're reliable. | Mon, 2/23/09 8:37 PM |
| 48. No real reason. | Mon, 2/23/09 8:25 PM |
| 49. Reliable and a staple to SL. | Mon, 2/23/09 8:25 PM |
| 50. never used another one | Mon, 2/23/09 8:22 PM |
| 51. just like city cab | Mon, 2/23/09 8:01 PM |
| 52. efficient, polite. | Mon, 2/23/09 7:40 PM |
| 53. Lower rates | Mon, 2/23/09 7:11 PM |
| 54. no preference | Mon, 2/23/09 7:03 PM |
| 55. availability | Mon, 2/23/09 6:55 PM |
| 56. where I travel..it's cheaper then other sevicees | Mon, 2/23/09 6:50 PM |
| 57. Fast service, and cab drivers are polite. | Mon, 2/23/09 6:45 PM |
| 58. I have a few cab driver's direct numbers that I call, and they work for yellow cab. | Mon, 2/23/09 6:26 PM |

Responses to Question #6

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| 59. Experience with the drivers. | Mon, 2/23/09 6:15 PM |
| 60. it is what I am familiar with | Mon, 2/23/09 5:58 PM |
| 61. The only cab I've ever used was Yellow, but they were horrible. Dispatcher refused to tell cab driver I was in a wheelchair. | Mon, 2/23/09 5:56 PM |
| 62. I have no preference, especially since I use them rarely. | Mon, 2/23/09 5:47 PM |
| 63. Better response times. | Mon, 2/23/09 5:41 PM |
| 64. Better cabs. Better service. Will transport service dogs without questions or hesitation. | Mon, 2/23/09 5:40 PM |
| 65. N/A | Mon, 2/23/09 5:39 PM |
| 66. ..no opinion! | Mon, 2/23/09 4:46 PM |
| 67. Responsiveness. | Mon, 2/23/09 4:42 PM |
| 68. They offer better service. Comparing to City cab c. | Mon, 2/23/09 4:33 PM |
| 69. It is the phone number I remember | Mon, 2/23/09 4:00 PM |
| 70. Attorneys in my family represent Ute cab. | Mon, 2/23/09 3:52 PM |
| 71. Friends work there. | Mon, 2/23/09 3:51 PM |
| 72. no preference | Mon, 2/23/09 3:41 PM |
| 73. Old habit. | Mon, 2/23/09 3:31 PM |
| 74. I just picked the first cab I saw at the airport. | Mon, 2/23/09 3:25 PM |
| 75. No reason | Mon, 2/23/09 3:24 PM |
| 76. Ute cabs seem to arrive quicker than the rest. | Mon, 2/23/09 3:16 PM |
| 77. No, just always use Yellow Cab. | Mon, 2/23/09 3:06 PM |
| 78. Yellow Cab is primarily out at the airport. Drivers for both companies have been very nice. Actually, no real preference one way or the other. | Mon, 2/23/09 2:54 PM |
| 79. I haven't ever taken a cab in Salt Lake, but I call them all the time for out of town visitors to our office to get back to the airport. I use Yellow Cab the most because that is the number I have memorized, and they know where to do the pickup for our building around all of the downtown construction. Our visitors have found it odd that there is no way for them to hail a cab themselves. | Mon, 2/23/09 2:43 PM |
| 80. Name is easy to remember. They seem to be the most visible. I have used them in the past and was pleased with the service. | Mon, 2/23/09 2:40 PM |
| 81. i just want a clean, safe ride that is dependable and won't break the bank! | Mon, 2/23/09 2:24 PM |
| 82. I generally use a private car service -- I've phoned for taxis in the past that are either very late or don't show at all -- the one exception is coming home from the airport where availability is timely though service and vehicle condition vary tremendously -- the most amazing point is that the cost for a private car vs. a taxi is not much different and I don't have to watch the route or meter with the private car as the price is set in advance | Mon, 2/23/09 2:21 PM |
| 83. they know my name when I call. I have also had one bad experience where a Yellow Cab wasn't there when they were supposed to be. | Mon, 2/23/09 2:20 PM |
| 84. JUST KNOW SOME DRIVERS | Mon, 2/23/09 2:20 PM |
| 85. used for number of years have my info on file | Mon, 2/23/09 2:17 PM |
| 86. Clean and prompt service, especially on busy weekends. Flat rate. | Mon, 2/23/09 2:14 PM |
| 87. History | Mon, 2/23/09 2:06 PM |
| 88. It is the only one I have used. Their number is easy to remember | Mon, 2/23/09 2:06 PM |

Responses to Question #6

89. responsive Mon, 2/23/09 1:59 PM
90. Seems to be faster and better newer vehicles Mon, 2/23/09 1:49 PM
91. They seem to pick you up faster. Mon, 2/23/09 1:47 PM
92. Quicker availability and better service. Mon, 2/23/09 1:47 PM
93. I think City Cab is less expensive, of those itemized, when I use the cab for night and Sunday transportation; but during the day, I can use my bicycle, and take it on UTA/Trax quite easily, for a much more nominal fee. Mon, 2/23/09 1:46 PM
94. City Cab has provided prompt freinely service above competitors. Mon, 2/23/09 1:41 PM
95. Preference comes only from remembering the name of a taxi company in SLC and usually that is Ute Cab (close to Utah). Mon, 2/23/09 1:40 PM
96. I drove for City Cab for about a year. Prompt, clean cars, familiar faces... Mon, 2/23/09 1:40 PM
97. City Cab kept me waiting once when I was going to the airport, Ute cab had a smoking driver (this was many years ago, though). Mon, 2/23/09 1:32 PM
98. Friendly driver, reliable pickup at Emmigration Court Apts. Mon, 2/23/09 1:30 PM
99. This sounds like a case of too much government sticking their noses where they don't belong. Mon, 2/23/09 1:24 PM
100. Yellow will let you make time appointment, city does not and I have usualy found Ute sort of rude and a little shifty(not all the time, it depends on driver Mon, 2/23/09 1:24 PM
101. Cleaner , newer cars Mon, 2/23/09 1:22 PM
102. timely service, show up when you call them. Mon, 2/23/09 1:19 PM
103. Yellow cab seems to have more cabs available, although both yellow and city have no-showed on me before in the suburbs. Mon, 2/23/09 1:18 PM
104. Have had good service with them. Mon, 2/23/09 1:10 PM
105. It is really 6's, if there is any sort of holiday, or it's a popular event happening, you can't get a cab. Most services don't have the ability to accommodate high numbers at one time. Yellow Cab and City Cab are both fairly rude on the phone and have left me waiting for over 2 hours on different occasions. Mon, 2/23/09 1:07 PM
106. They all seems to be the same, some are cleaner than others and better air conditioning but I can't remember which one. Last summer I took taxis twice and both times the car was very hot and the drivers refused to use the air because of fuel consumption so I quit using them. I have used many taxis in different cities and usually find them better than ours. Mon, 2/23/09 1:05 PM
107. City is usually more responsive on the telephone and cabs come at designated timeframe. Mon, 2/23/09 1:04 PM
108. the most important thing is to get where you are going on time Mon, 2/23/09 1:03 PM
109. MORE TAXIS IN DOWNTOWN IE: EASIER AND FASTER TO GET A RIDE Mon, 2/23/09 1:03 PM
110. I assume that Ute is locally owned, though I've never actually researched it. Mon, 2/23/09 1:03 PM
111. Ute or Yellow over City because their drivers are usually more professional and City has vehicles in worse shape Mon, 2/23/09 1:02 PM
112. City Cab is rude when you call if you aren't going very far. If you hurt your foot, you hurt your foot, can't walk even if it's 6 blocks. So I will never use them again. Mon, 2/23/09 1:01 PM
113. servcie Mon, 2/23/09 12:58 PM

Responses to Question #6

114. use very infrequent. Mon, 2/23/09 12:57 PM
115. Ute used to treat me well but dispatcher hung up on me one day when it was busy. Have not called them again. Mon, 2/23/09 12:55 PM
116. city cab seems cleaner Mon, 2/23/09 12:54 PM
117. I find their service to be prompt and reasonably priced. Mon, 2/23/09 12:53 PM
118. City Cab has a better response time and better service in the downtown area than the others. Mon, 2/23/09 12:53 PM
119. usually more friendly, quicker service Mon, 2/23/09 12:52 PM
120. bad experience with Ute Mon, 2/23/09 12:51 PM
121. No real preference, which ever cab company has a driver available within a reasonable amount of time is what I use. Finding cabs late at night after the bars close is often difficult if not impossible. There is a definite need for more immediately available cabs. Mon, 2/23/09 12:49 PM
122. No real reason Mon, 2/23/09 12:45 PM
123. Usually has to do with timeliness & overall cost Mon, 2/23/09 12:45 PM
124. I prefer Yellow or City over Ute because Ute does not feel as 'safe' Mon, 2/23/09 12:43 PM
125. City cab cars are cleaner and the drivers are much more professional and clean. Mon, 2/23/09 12:43 PM
126. Good experiences with their drivers in the past. Others seems to smoke or have too much personal stuff in their cars. Mon, 2/23/09 12:42 PM
127. Valley shuttle gives you a flat rate. Mon, 2/23/09 12:38 PM
128. It is the one I recognize the most on the street. Mon, 2/23/09 12:36 PM
129. city always seems cheaper and gets there faster Mon, 2/23/09 12:31 PM
130. Habit Mon, 2/23/09 12:31 PM
131. Timeliness of pickup. Reliability. Mon, 2/23/09 12:29 PM
132. NA Mon, 2/23/09 12:28 PM
133. faster response, friendlier drivers Mon, 2/23/09 12:23 PM
134. Faster and easier to get a hold of. Mon, 2/23/09 12:22 PM
135. I just have rarely used Ute, no particular reason Mon, 2/23/09 12:22 PM
136. City Cab has privately-owned cars that are better maintained and offer more professional service than standard cabs. My experieces with UTE cab have been horrible- poorly maintained cabs with overflowing ashtrays. I have also had poorly maintained City Cabs which is why I preferr their privately-owned vehicles. Mon, 2/23/09 12:21 PM
137. i like the name better. Mon, 2/23/09 12:20 PM
138. Ute because that's what most people used when I was at college. It just stuck with me. Mon, 2/23/09 12:18 PM
139. Yellow Cab's number is easier to remember. Mon, 2/23/09 12:18 PM
140. Service is bad at all of them, but slightly better at Ute. Mon, 2/23/09 12:17 PM
141. The phone number is easy to remember and better service. Mon, 2/23/09 12:17 PM
142. habit Mon, 2/23/09 12:17 PM
143. N/A Mon, 2/23/09 12:16 PM
144. No reason other than the name is well known. I've had good service when I call. I use whomever is available when I leave the airport. Mon, 2/23/09 12:13 PM

Responses to Question #6

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| 145. Yellow cab drivers impersonal and inconsiderate at times | Mon, 2/23/09 12:12 PM |
| 146. N/A | Mon, 2/23/09 12:12 PM |
| 147. Timeliness | Mon, 2/23/09 12:11 PM |
| 148. I usually schedule all of them because all have proven to be unreliable at showing up at times. | Mon, 2/23/09 12:11 PM |
| 149. Speed. | Mon, 2/23/09 12:10 PM |
| 150. Ute does not have very good customer service | Mon, 2/23/09 12:06 PM |
| 151. No smoking in cab | Mon, 2/23/09 12:01 PM |
| 152. Professionalism of drivers. Also use taxis for going out to dinner or a club. | Mon, 2/23/09 11:58 AM |
| 153. Clean cabs. Nice drivers. | Mon, 2/23/09 11:57 AM |
| 154. Ute is more reliable | Mon, 2/23/09 11:57 AM |
| 155. reliable service and support of the Arts | Mon, 2/23/09 11:54 AM |
| 156. From airport, I take whichever cab is available. From home, Yellow Cab is always on time. | Sat, 2/21/09 11:07 AM |
| 157. I needed a cab in an extreme emergency and the driver was incredibly kind. | Fri, 2/20/09 4:35 PM |
| 158. Ute cab can find my pickup location. I only take to airport. | Fri, 2/20/09 3:34 PM |
| 159. Better drivers and cabs. Some cabs are really stinky or in poor condition. Are there standards for cabs? | Fri, 2/20/09 3:23 PM |
| 160. Yellow Cab was the first company I tried in SLC, and it was a positive experience. Why change to a difference company if you're happy? | Wed, 2/18/09 3:35 PM |
| 161. Generally, reliable, prompt and easy phone number to remember. | Tue, 2/17/09 7:04 PM |
| 162. Nice CLEAN cars, professional drivers and AMAZING customer service at a very competitive price | Tue, 2/17/09 2:18 PM |
| 163. City seems more reliable and prompt. | Tue, 2/17/09 1:33 PM |
| 164. More dependable and friendly | Tue, 2/17/09 9:59 AM |
| 165. No one of the Cab Companies are a great choice | Mon, 2/16/09 3:56 PM |
| 166. Little newer cars | Fri, 2/13/09 4:22 PM |
| 167. Ute Cab has been easy to schedule and puntual for trips to the airport | Fri, 2/13/09 11:29 AM |
| 168. Yellow Cab just happens to be the one in my phone. I haven't tried the others, but they have been very reliable. I know if they say they will pick me up at 4:30 am or in 15 min. they will do it. The drivers are friendly and straight forward. I use taxis a lot in other cities and I have found SLC's taxi service to be just as good or better, even though I can't just step outside and hail a cab. I would use them for downtown errands if that were the case. So, if I could wish for anything, it would be roaming cabs downtown. | Tue, 2/10/09 9:43 AM |
| 169. Always had good service with Ute. | Mon, 2/9/09 12:14 PM |
| 170. I've gotten to know a specific driver. | Mon, 2/9/09 11:00 AM |
| 171. I like the color yellow | Fri, 2/6/09 5:57 PM |
| 172. Good service. | Fri, 2/6/09 5:48 PM |
| 173. I drove for Yellow cab in college so I know them. Ute was the other one and it was not a good place to work back then. City is a good one to use. I would rate Yellow and City as 1 - 2 or tied | Fri, 2/6/09 5:08 PM |
| 174. I know some drivers for Ute. | Fri, 2/6/09 4:43 PM |

Responses to Question #6

175. no preference

Fri, 2/6/09 4:16 PM

Responses to Question #8

Comment Text	Response Date
1. I have a car.	Tue, 3/17/09 10:26 AM
2. I would use them to get home after a night at the clubs, however there seems to always be at least one designated driver in our group. When the occasion does arise it will be nice to simply hail a cab outside the club to reach my destination.	Mon, 3/16/09 3:52 PM
3. I have my own transportation	Wed, 3/11/09 11:51 AM
4. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
5. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
6. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
7. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
8. whenever other means or not available , i prefer mass transit,remember when everyone was questioning whether or not we should get the traxxx	Fri, 3/6/09 9:54 AM
9. THERE ARE NONE! I wish there were.	Thu, 3/5/09 1:05 AM
10. have car, and close to transit.	Tue, 3/3/09 12:55 PM
11. I do not feel safe in a taxi - I am a female and would never enter a taxi alone. Most smell and look dirty - drivers are scary and unfriendly and not fluent in English.... I would rather rent my own car.	Mon, 3/2/09 7:16 PM
12. Price	Mon, 3/2/09 11:27 AM
13. I either drive my own car or will take Trax/bus	Sun, 3/1/09 6:28 PM
14. use uta	Sun, 3/1/09 5:12 PM
15. I have a car and family will usually take and pick me up from the airport.	Sun, 3/1/09 12:24 PM
16. Price	Sun, 3/1/09 10:05 AM
17. no need	Sat, 2/28/09 9:18 AM
18. Because when I have called there is always a 2 hour delay. And I have been calling so I don't have to drive after drinking.	Sat, 2/28/09 8:55 AM
19. I don't need to. I just drive my car.	Fri, 2/27/09 10:56 PM
20. I have used UTA for things or my own car. I know my wife has used Taxi's for work to and from airports (Out-of-town)	Fri, 2/27/09 4:14 PM
21. I have to drive to get to SLC so I have my car	Fri, 2/27/09 1:10 PM
22. I have a car.	Fri, 2/27/09 11:05 AM
23. I can never find one when I need it - I do use them when I travel to Washington, etc.	Fri, 2/27/09 10:57 AM
24. I use TRAX and the bus or walk	Thu, 2/26/09 7:34 PM
25. Cabs are old and dirty, the price is too high, the wait time is usually longer than they say it will be, and oftentimes the driver doesnt know where they're going.	Thu, 2/26/09 6:23 PM
26. Too expensive - I drive or carpool or get a ride from firends or family.	Thu, 2/26/09 11:36 AM
27. I have transportation.	Wed, 2/25/09 11:04 PM
28. I own a car, so don't need taxi service.	Wed, 2/25/09 5:04 PM
29. Own my own transportation or use the public transportation system in town.	Wed, 2/25/09 2:44 PM
30. expense	Wed, 2/25/09 1:29 PM

Responses to Question #8

31. I have two vehicles. I have; however, used taxicabs a few times for emergencies, i.e. not wanting to ride with a driver, to emergency room, etc. Wed, 2/25/09 11:55 AM
32. I only occasionally use taxi cabs. The last time was to get home from the airport in February. I wish that I had taken note of the cab company, or the name of the driver. From the time we entered the cab to the time we arrived at my home in Rose Park (via a very long intertwined route of highways, rather than the direct route) the cab driver complained about having to wait in line for 3 hours at the airport ... and then end up with a fair to Rose Park. He stated that now he would have to wait in line again for his next fare. The complaining was non-stop. He told us that for our \$17.00 fare he had to work 7 hours, and said "You figure it out, how much do I make an hour?" It was very uncomfortable. Wed, 2/25/09 11:03 AM
33. I do not use them as if my car is out of service I use Tracks. Wed, 2/25/09 10:45 AM
34. have own transportation Wed, 2/25/09 10:11 AM
35. too expensive Wed, 2/25/09 9:12 AM
36. They are not easily accessible. I don't want to have to call for one every time I need one. I would love to take one to the bar and be able to get one outside the bar without needing to call and request one. Having them at the bars at 1:30am would promote people to use them more rather than driving drunk. Also, I don't even know how much they cost. I'm sure it is rather costly for me to take one to and from the bars, airport, etc. Salt Lake City in general is a city where you need to have your own vehicle to get around if you want to do so in a timely manner. I learned while I was still in high school that public transportation in this city is a joke. I have had a car since I was 16 and will continue to do so. I wish someone would make this city more friendly to taxi cab use as well as buses and trax. Wed, 2/25/09 1:55 AM
37. Own my own car, not to mention the cost. Wed, 2/25/09 12:53 AM
38. I have a car. Wed, 2/25/09 12:53 AM
39. I have a car, or I can take the bus or Trax if I need to get someplace I don't want to drive my car. Tue, 2/24/09 11:59 PM
40. too expensive Tue, 2/24/09 9:51 PM
41. too expensive Tue, 2/24/09 5:35 PM
42. Own car and find trax can get me to where I need to go. Cheaper too. Tue, 2/24/09 4:59 PM
43. local person that drives Tue, 2/24/09 4:44 PM
44. I don't feel like in Utah they are very accessible and if I were better informed about the companies and services, I would be more likely to use them. Lack of information basically. Tue, 2/24/09 3:43 PM
45. I drive a car or am driven by family or friends. Tue, 2/24/09 3:25 PM
46. I have my own vehicle. Tue, 2/24/09 3:12 PM
47. I use car, Trax, or bus Tue, 2/24/09 2:12 PM
48. Not conveniently available. Tue, 2/24/09 2:11 PM
49. I do have a car and friends to drive me if I need a ride somewhere. Also the bus system is getting better throughout the valley. Tue, 2/24/09 1:58 PM
50. I use my car to drive into downtown or use TRAX and then walk. Tue, 2/24/09 1:31 PM
51. I have rarely experienced the need to use a cab. It has only happened once from the airport to my house. Tue, 2/24/09 1:18 PM

Responses to Question #8

52. I use my car or public transportation. I am not rich nor do i have a death wish! Tue, 2/24/09 1:05 PM
53. I have a car. I have in the past used a taxicab for business associates to travel to the airport. Tue, 2/24/09 12:44 PM
54. I use my own car for all my needs Tue, 2/24/09 12:35 PM
55. We use the taxis primarily for transporting out of state clients to and from the airport. It is essential that the service be timely and the drivers reflect the city in a good light. Tue, 2/24/09 12:32 PM
56. Have own transportation. Tue, 2/24/09 11:20 AM
57. I have a car. Tue, 2/24/09 11:04 AM
58. I prefer public transportation or a rental car or personal vehicle. Tue, 2/24/09 10:46 AM
59. lack of need -- I live in Davis County and drive or take TRAX around Salt Lake City when we come in for movies, dinner, errands, library, etc. Tue, 2/24/09 10:41 AM
60. Have never had a reason to not drive myself. Tue, 2/24/09 10:32 AM
61. Expense. Tue, 2/24/09 10:21 AM
62. I drive my personal car to work and have parking provided to me. Tue, 2/24/09 10:08 AM
63. Expense. Tue, 2/24/09 9:59 AM
64. Not knowing the costs involved. Normally drive my own car to SLC. Tue, 2/24/09 9:48 AM
65. This may not directly relate to this question but as an out of town visitor who comes to SLC twice each month on business, I wanted to comment that it is very difficult to get a cab to go back to the airport from downtown in the afternoon--nearly always. It regularly takes a half hour to get one--makes it difficult when you are running late. SLC is one of the worst cites for cabs that I travel to--just wanted someone to know. Tue, 2/24/09 9:44 AM
66. Have my own car or take Trax Tue, 2/24/09 9:38 AM
67. expense Tue, 2/24/09 9:37 AM
68. Too expensive, rather take the bus, drive, ride a bike or walk Tue, 2/24/09 9:37 AM
69. i own a vehicle, but would take whatever one is called if out on the town. I have taken yellow cabs before, but when taken one, it was not the cleanest, but that might have been a one time thing. generally they and the cabbies are nice Tue, 2/24/09 9:37 AM
70. I have a car... and I have friends/family that give me rides when I don't want to drive my car. Tue, 2/24/09 8:34 AM
71. Too expensive and trying to hail one down in Salt Lake is impossible as there are very few around. Don't want to bother going into a business, asking them for the yellow pages, looking for the taxi company number, and calling. Tue, 2/24/09 8:26 AM
72. I only use them if I have been drinking dont drink and drive Tue, 2/24/09 8:20 AM
73. Cost Tue, 2/24/09 6:25 AM
74. Too expensive, too slow in arriving, not enough cabs around town Tue, 2/24/09 12:46 AM
75. either use trax or drive Tue, 2/24/09 12:41 AM
76. I have a car Tue, 2/24/09 12:38 AM
77. I live in a very convenient area to downtown, the airport etc... Tue, 2/24/09 12:24 AM
78. I drive and use bus to go to work. Tue, 2/24/09 12:11 AM

Responses to Question #8

79. I have to drive into SLC from Tooele anyway so I usually have my own car for transportation. I do however take advantage of Trax and busses quite frequently. Tue, 2/24/09 12:02 AM
80. Never needed one Mon, 2/23/09 11:40 PM
81. My use of cabs would be spur of the moment, such as flagging a cab from the sidewalk, not calling ahead and waiting for one to show up. Mon, 2/23/09 11:23 PM
82. I always have some one to take me where i need to be if i cant use my car. Mon, 2/23/09 11:05 PM
83. They are too expensive to use. Mon, 2/23/09 10:57 PM
84. I always have someone to take me if I cannot drive Mon, 2/23/09 10:49 PM
85. money Mon, 2/23/09 10:44 PM
86. I only use them if I absolutely HAVE to (and if you don't make a reservation for a shuttle prior to arriving in the city, then you have to use a cab to get downtown... a terrible model). The cab service in SLC is *terrible*. The cabs are dirty and usually smell of smoke, the cab drivers are unprofessional and not friendly. I much prefer to use a car service (top preference) or a shuttle service (secondary). Mon, 2/23/09 10:42 PM
87. I use TRAX for trips to town and otherwise I use my car as efficiently as possible. Mon, 2/23/09 10:33 PM
88. They are not readily available. I have to preplan. Mon, 2/23/09 10:26 PM
89. Don't need them. Am close to the airport, which is the only time I would need a taxi in my own city. Mon, 2/23/09 10:23 PM
90. have my own car Mon, 2/23/09 9:55 PM
91. Last I checked, a taxi wouldn't take a fare from SLC to Bountiful, where I live. Mon, 2/23/09 9:51 PM
92. Convenience. Feel no need for using Taxicab service. Mon, 2/23/09 9:50 PM
93. I use taxicabs when I don't have an alternative. I've been told several times that a taxi would pick me up in 20 minutes (I was at an easily found doctor's office in downtown Salt Lake City) and gave up after no taxi showed in 50 minutes. I called several times during the wait and was told that the taxi is on the way. Mon, 2/23/09 9:49 PM
94. I don't use them as much as I would like to because sometimes the drivers are not even friendly and when you are to them, they give you dirty looks. If they don't like us, for some reason, they should refuse the fair and let someone nicer have it. Mon, 2/23/09 9:07 PM
95. Own car. Mon, 2/23/09 9:05 PM
96. I have a car. Mon, 2/23/09 9:05 PM
97. I have a car. I don't drink alcohol very often. They're too expensive. And friends give me a ride to the airport. Mon, 2/23/09 9:03 PM
98. I wish I didn't "have" to take a taxi from the airport when on trips, and would be great if I could just choose to take a shuttle and a reservation was not needed in advance. Mon, 2/23/09 8:50 PM
99. Will use them if I have need Mon, 2/23/09 8:38 PM
100. They are way too expensive. Compare them to other cities and taxi's in SLC are unaffordable. I would take them to and from bars instead of driving. Bars would make more money, cabs would make more money, and it would be a better city. Trust me. Reduce taxi cab fares. Mon, 2/23/09 8:31 PM
101. I mostly use them to get home safely after attending the bar Mon, 2/23/09 8:23 PM

Responses to Question #8

102. I have a car. Mon, 2/23/09 8:23 PM
103. The safety of using a taxi cab service worries me. The environment of taxi cabs just aren't pleasant and the cost of them are just way too expensive, especially for what you get! Mon, 2/23/09 8:16 PM
104. I honestly don't know how they work (how do you pay?, what is the fee?, how do I order/hail a cab?) so I've just never used one. Generally speaking, I can get where I need to go using Trax, the bus service or my own personal car. Mon, 2/23/09 8:10 PM
105. Flag drop fee is unreasonable, as is the "minimum charge airport fee" - \$23.00 is wildly excessive to drive from SLC for 5 short minutes on I-80. Mon, 2/23/09 8:03 PM
106. have car or take Trax Mon, 2/23/09 8:03 PM
107. We have 2 cars. Mostly use them if we go out and are drinking Mon, 2/23/09 8:01 PM
108. I have my own car. I usually take a cab from the airport and use whatever cab is in line. Mon, 2/23/09 7:55 PM
109. The dispatchers are horrible. Not enough sometimes downtown on Friday and Saturday nights. I see a lot of the drivers with pagers picking up friends instead of the dispatch. Mon, 2/23/09 7:55 PM
110. I guess I've just never really had the need. Sorry. Mon, 2/23/09 7:23 PM
111. free ride. sometimes cost prohibitive Mon, 2/23/09 7:08 PM
112. You have to call ahead. You can't hail a cab on the street (or so I'm told). Seems like a rather silly law to me. Mon, 2/23/09 6:59 PM
113. They are not readily available where I live. Mon, 2/23/09 6:57 PM
114. Haven't needed them much and don't know how to get them when I do need them...used to seeing them at the curbside in big cities Mon, 2/23/09 6:46 PM
115. Expensive, I would rather use Trax or drive myself Mon, 2/23/09 6:33 PM
116. They are not readily available. Mon, 2/23/09 6:28 PM
117. I use my own vehicle for all local transportation. I live in Kearns and work in South Salt Lake. Mon, 2/23/09 6:23 PM
118. i have a car Mon, 2/23/09 6:18 PM
119. I think it is ridiculous that in Salt Lake you can't hail a cab. I would be more likely to get a cab home or to a restaurant if I could simply hail a cab rather than calling to order one. It makes no sense. Mon, 2/23/09 6:14 PM
120. expense Mon, 2/23/09 6:13 PM
121. i use UTA more than cabs. It is better for the environment. I try not to take cabs unless absolutely needed Mon, 2/23/09 5:58 PM
122. have personal transportation Mon, 2/23/09 5:54 PM
123. They're expensive and I have my own car. Mon, 2/23/09 5:51 PM
124. private transportation Mon, 2/23/09 5:49 PM
125. I don't know what they charge. I used Express Shuttle to go to and from the airport over the Holidays for the first time because there were 7 of us and we would have had to leave two cars at Diamond Parking for ten days and the shuttle service saved us some money and because of a snow storm it worked out to our advantage. Otherwise, we always use our Subarus. We take taxi cabs when we travel in other states and countries. Mon, 2/23/09 5:44 PM
126. There aren't enough in the city, walking is easier Mon, 2/23/09 5:43 PM

Responses to Question #8

127. Have my own car Mon, 2/23/09 5:39 PM
128. too few of them Mon, 2/23/09 5:36 PM
129. If I can, I would rather use my own car or carpool or use public transportation. Also, I can't really justify the cost of using taxicabs. Mon, 2/23/09 5:24 PM
130. I have my own transportation. Mon, 2/23/09 5:19 PM
131. i have my own car and work in park city so a taxi wouldn't be economical Mon, 2/23/09 5:11 PM
132. I either drive or take Trax downtown. Mon, 2/23/09 5:09 PM
133. don't need them normally- usually used to return home from the airport Mon, 2/23/09 5:06 PM
134. I have a car now, but when I didn't have a car I didn't use taxis because they are too expensive. Mon, 2/23/09 5:03 PM
135. For question #3...we use taxicabs when we go out for the evening to avoid the hassle of parking & the possibility of driving after having an alcoholic beverage. This is a common reason people use cabs & should have been included in your survey Mon, 2/23/09 4:55 PM
136. expensive Mon, 2/23/09 4:49 PM
137. ...we attempt to used the one(1) car that we own, TRAX and UTA buses PLUS, y.t. tries to use my mountain(& road) bicycle for most transportation(s). ..thank you! for this opportunity to comment. Mon, 2/23/09 4:46 PM
138. don't need to Mon, 2/23/09 4:34 PM
139. I own a car. If I travel to downtown SLC, I love to use Trax. Mon, 2/23/09 4:33 PM
140. Too expensive. If i'm not going to carpool I might as well take public transportation or just drive myself. Mon, 2/23/09 4:23 PM
141. I don't like the fact that I have to call for a taxi. It's more convenient if I can just flag one down. If not, I've already made other transporation arrangement. Mon, 2/23/09 4:20 PM
142. I do not have a need to use the service. Mon, 2/23/09 4:19 PM
143. I can walk, take TRAX or drive to wherever I want to go. Mon, 2/23/09 4:14 PM
144. I have a car Mon, 2/23/09 4:05 PM
145. No need. I have my own car. And it's way too expensive to use a taxi! Mon, 2/23/09 4:02 PM
146. I have a car...and on occasion, use TRAX to go downtown. Mon, 2/23/09 4:01 PM
147. I would use them more if they had a larger and more consistent presence downtown Mon, 2/23/09 4:00 PM
148. No need. I use my car for most things, I don't drink, and I arrange for family to give me a ride to the airport. If I'm going downtown and don't want to deal with parking, I use UTA. Mon, 2/23/09 3:54 PM
149. Inconvenience -- have to call ahead and wait for them to arrive, unlike other large cities. Mon, 2/23/09 3:51 PM
150. No need in my current capacity. Mon, 2/23/09 3:51 PM
151. The cost is exoberant. I live 5 miles from the airport. I can park at the airport for 8 days before the cost of a cab is less than the parking fees. Mon, 2/23/09 3:50 PM
152. I have my own car that I take everywhere. If I am out of town I usually have flown in so might use a taxi service there...but prefer the cheaper shuttle from the airport to my hotel...and look for hotels that have a free shuttle. Mon, 2/23/09 3:43 PM

Responses to Question #8

153. Too expensive when I can take a shuffle, bus or traxs for less. Mon, 2/23/09 3:42 PM
154. Have my own car Mon, 2/23/09 3:41 PM
155. It is cheaper for me to use Express Shuttle when traveling to and from the airport. If you had zones at specific prices that don't cost an arm and a leg I probably would use taxicabs. The other reason for not using taxicabs is the Trax and bus system is so convenient. Mon, 2/23/09 3:28 PM
156. I had to take one from the airport to my home in Sugarhouse when my plane was delayed and the shuttle I was going to take was no longer operating. It cost me \$40 which was way too expensive for a 15 minute ride. Mon, 2/23/09 3:25 PM
157. I'm grateful to know that we have taxi cabs if we need them. And I DO believe there is a need. However, I try to plan ahead when I am in need of public transportation because taxi's are so pricey. Mon, 2/23/09 3:21 PM
158. Note: I left question#3 blank because none of these are the reasons I take a cabs. Like many others, I take a cab home from bars after I have been drinking. Mon, 2/23/09 3:16 PM
159. not convenient and too costly compared to driving self. only use taxi services when drinking and no driver is sober. Mon, 2/23/09 3:14 PM
160. I use my personal vehicle or public transportation. Mon, 2/23/09 3:11 PM
161. own or rent a car Mon, 2/23/09 3:10 PM
162. They are expensive. Mon, 2/23/09 3:06 PM
163. cost and convenience--I have a car. Mon, 2/23/09 2:56 PM
164. I take the bus to get to places and run errands Mon, 2/23/09 2:56 PM
165. I own a car, and live close to downtown, where it's easy to walk everywhere I need to go. Mon, 2/23/09 2:53 PM
166. I live here so I drive, use Trax, the bus or have family or friends drive me. Mon, 2/23/09 2:52 PM
167. I've either driven downtown or taken the train or coordinated a designated driver so I don't have to call a cab after a few drinks. Mon, 2/23/09 2:47 PM
168. expense; wanting to be in control of exactly the time I leave Mon, 2/23/09 2:46 PM
169. use public transport Mon, 2/23/09 2:45 PM
170. Public transportation and my car are sufficient. Mon, 2/23/09 2:45 PM
171. The three times that I have called a cab for a friend or business associate in the last 15 years, the taxi has never showed up. It just isn't a service that I think of when I'm considering transportation. Public transport is doing so many things right, I usually refer to people to trax or the bus. Mon, 2/23/09 2:45 PM
172. There really aren't any in and around SLC -- hard to use them when they're not readily available or dependable. Mon, 2/23/09 2:44 PM
173. I usually use public transportation. Once every two weeks I drive so as to be able to take care of some personal errands. Mon, 2/23/09 2:44 PM
174. I try not to use them much due to cost. So only for emergent reasons. Mon, 2/23/09 2:43 PM
175. No need. I have a reserved parking spot at my office downtown when I come for events and I don't drink. Mon, 2/23/09 2:43 PM
176. I drive, or have enough family here to help out if it's ever needed. Mon, 2/23/09 2:41 PM
177. Cost Mon, 2/23/09 2:39 PM
178. too expensive. Mon, 2/23/09 2:36 PM

Responses to Question #8

179. I have a car so I don't use a taxi. However, I have occasional out-of-town guests who I recommend take taxis when I can't pick them up to the airport. Mon, 2/23/09 2:36 PM
180. I have my own car and I also have a UTA pass. The one thing I might use a taxi for would be to the airport, but it is just too expensive from my house. Mon, 2/23/09 2:35 PM
181. PREFER THE FREEDOM OF DRIVING MY OWN CAR Mon, 2/23/09 2:34 PM
182. Drivers look scary. Mon, 2/23/09 2:32 PM
183. too difficult to get one Mon, 2/23/09 2:32 PM
184. I drive my car and ride my bike. Mon, 2/23/09 2:32 PM
185. They are expensive and I find UTA public transit to be more cost effective and convenient for my needs. Mon, 2/23/09 2:31 PM
186. I have my own vehicle. Taxi's are expensive. Mon, 2/23/09 2:30 PM
187. They are expensive and I usually have a car when I visit SLC. Mon, 2/23/09 2:27 PM
188. The cost, they seem expensive Mon, 2/23/09 2:27 PM
189. Expense Mon, 2/23/09 2:26 PM
190. they are expensive and have you wait for ages when calling them from a cell phone, although they promis to come within 5 minutes. Mon, 2/23/09 2:26 PM
191. I don't need to I have a car. Never even consider a taxi service. Mon, 2/23/09 2:18 PM
192. I drive my own car, or take Trax and walk to my destination. Mon, 2/23/09 2:18 PM
193. i use my own car. Mon, 2/23/09 2:16 PM
194. I think they are expensive and I don't see them very frequently when I am in a situation where I would need one Mon, 2/23/09 2:14 PM
195. Too expensive. Mon, 2/23/09 2:13 PM
196. timing,expense,fear Mon, 2/23/09 2:10 PM
197. I live in the city & have an annual bus/rail pass.I have no reason to use SLC taxi service, although I have nothing against them and am happy they are here. Mon, 2/23/09 2:09 PM
198. I have a car. If I need a ride to the airport, I call a shuttle company Mon, 2/23/09 2:06 PM
199. Expense. Any new cab should be required to be CNG or Electric or at a minimum a Hybyrd Mon, 2/23/09 2:06 PM
200. Never have needed a taxi in Salt Lake. Mon, 2/23/09 2:03 PM
201. The cab fair is too expensive. Mon, 2/23/09 1:55 PM
202. Have my own transportation. In cases that it would be useful, such as trips to the airport, it can be too expensive. Mon, 2/23/09 1:53 PM
203. I have a car, so if I can drive myself and save the money of paying for a cab, I do. The only time that I *would* use one is if I went out to a bar and didn't have someone to drive me home. Mon, 2/23/09 1:52 PM
204. We have our own means of transportation (cars), but once in a while, we use "Trax". Mon, 2/23/09 1:50 PM
205. Cannot hail one downtown. always need to call Mon, 2/23/09 1:48 PM
206. There dont seem to be many and I assume it would cost a lot to get from our house to town/airport Mon, 2/23/09 1:47 PM
207. I live in Centerville and there is no taxi service in my area. Mon, 2/23/09 1:46 PM
208. 1. If my car is running, I don't use cabs in the winter. 2. I can use my Mon, 2/23/09 1:46 PM

Responses to Question #8

bicycle if necessary, for short trips in the good months, to run errands, etc.

209. Own a vehicle. Mon, 2/23/09 1:46 PM
210. No need. Use my own car. Mon, 2/23/09 1:45 PM
211. I prefer to take Trax and the buses before a taxi mainly for the price. Mon, 2/23/09 1:45 PM
212. I drive or bike to where I need to go. Mon, 2/23/09 1:45 PM
213. I have a car and cabs are expensive Mon, 2/23/09 1:44 PM
214. You really needed another category under why one uses -- I picked emergency but it really isn't -- it is simply when I want to go to clubs and don't want to drive. Unfortunately, they are very expensive for that. Mon, 2/23/09 1:43 PM
215. Have own transporation Mon, 2/23/09 1:42 PM
216. I have a car Mon, 2/23/09 1:41 PM
217. to and from the airport Mon, 2/23/09 1:40 PM
218. I don't like the fact that I have to arrange to use cab service ahead of time. Hailing a cab is much more convenient, for both residents and visitors to SLC. Mon, 2/23/09 1:40 PM
219. I have a car and I use TRAX. Mon, 2/23/09 1:38 PM
220. I have my own vehicle. Mon, 2/23/09 1:35 PM
221. Cost and convenience. Mon, 2/23/09 1:34 PM
222. I live in Utah, so if I'm in Salt Lake City, I usually drive myself there. Mon, 2/23/09 1:33 PM
223. I would like to be able to hail a cab downtown. Mon, 2/23/09 1:32 PM
224. Do not need them for my work. Mon, 2/23/09 1:31 PM
225. I have my own car. Mon, 2/23/09 1:31 PM
226. I use my car or TRAX Mon, 2/23/09 1:30 PM
227. Too expensive, not easy to get (have to call) Mon, 2/23/09 1:30 PM
228. I have a car, I have a bike, I use TRAX periodically, and I use the bus periodically, or I walk, or share rides with others Mon, 2/23/09 1:29 PM
229. Have not had a need to. Only go downtown 2-4 times a year. Mon, 2/23/09 1:29 PM
230. I have my own car. Mon, 2/23/09 1:28 PM
231. I either drive, carpool, or use Trax to get around SLC. Mon, 2/23/09 1:27 PM
232. I have my own car and its cheaper and easier that way. Mon, 2/23/09 1:27 PM
233. I have a car and available parking at my destinations. However, I did use cabs when I was younger and a night clubber. Additionally, we call cabs for our customers. If the customer does not indicate a preference, we call City Cab first, then Yellow Cab, then Ute. Mon, 2/23/09 1:27 PM
234. I have my own transportation Mon, 2/23/09 1:26 PM
235. It's a pain to use cabs in Salt Lake City. Mon, 2/23/09 1:26 PM
236. I HAVE A CAR Mon, 2/23/09 1:26 PM
237. Because I use either the Trax train or vehicle that I own. Mon, 2/23/09 1:26 PM
238. expense Mon, 2/23/09 1:25 PM
239. Inconvenience - if they could be hailed on the street downtown I would be more apt to use them - as is you have to call and wait - unlike every other city. Mon, 2/23/09 1:25 PM

Responses to Question #8

- | | |
|---|----------------------|
| 240. I use taxi cabs occasionally, and have NEVER made note of a condition that required government intervention (with the exception of vehicle safety and meter calibration). | Mon, 2/23/09 1:24 PM |
| 241. I have a car. | Mon, 2/23/09 1:24 PM |
| 242. I have my own car. | Mon, 2/23/09 1:24 PM |
| 243. I have a car here in SLC, but when I've lived in cities where I didn't have a car I still didn't use taxis much. They're too expensive, and I only used them as a last resort. | Mon, 2/23/09 1:23 PM |
| 244. I live downtown and don't require their services. | Mon, 2/23/09 1:23 PM |
| 245. They are almost impossible to get on Saturday night after midnight | Mon, 2/23/09 1:23 PM |
| 246. Cost, TRAX goes where I want | Mon, 2/23/09 1:22 PM |
| 247. No need to use a taxicab. | Mon, 2/23/09 1:22 PM |
| 248. I don't use them because we have such a great transit system here. Especially being able to take the Trax around town and the public library. | Mon, 2/23/09 1:20 PM |
| 249. Seems too expensive and time consuming. | Mon, 2/23/09 1:20 PM |
| 250. I work in service industry and we call clients cabs but overall taxi service in salt lake is NOT convenient enough, you can't really hail a cab, you have to call ahead...only used for emergencies or when you have to plan ahead...not useful for daily use... | Mon, 2/23/09 1:19 PM |

	Comment Text	Response Date
	251. The cab companies do a fair job of servicing the airport and the downtown area. Outside of downtown, service is unreliable and inconsistent (especially compared to other major cities).	Mon, 2/23/09 1:18 PM
	252. Drive my own car.	Mon, 2/23/09 1:18 PM
	253. Too expensive.	Mon, 2/23/09 1:14 PM
	254. my own car	Mon, 2/23/09 1:14 PM
	255. I either drive into SLC or use Trax	Mon, 2/23/09 1:13 PM
	256. I use my own car. But in the past have found the wait time too long.	Mon, 2/23/09 1:11 PM
	257. Going to the airport, we use a private car service that is reliable and predictable as to appearance, competence, etc. From the airport, it's more convenient to get a cab, but the range of vehicle appearance and maintenance and driver qualities vary greatly.	Mon, 2/23/09 1:10 PM
	258. use personal transportation	Mon, 2/23/09 1:09 PM
	259. TRAX is more convenient for me.	Mon, 2/23/09 1:08 PM
	260. cost and convenience	Mon, 2/23/09 1:07 PM
	261. Required to have a car for work.	Mon, 2/23/09 1:07 PM
	262. I have a car, free trax if I need it. Taxis are too expensive.	Mon, 2/23/09 1:07 PM
	263. I would prefer not to use them. If there is an airport hotel shuttle I take that. Also I would prefer taking the light rail but it doesn't go to the airport (I use the rail in DC and in Portland). Generally with cabs, I always wonder if I am getting ripped off.	Mon, 2/23/09 1:06 PM
	264. Cost, I have a bus pass and a car, I don't need to use a taxi.	Mon, 2/23/09 1:05 PM

Responses to Question #8

265. Live in Davis Cnty. Your survey does not ask about people living out of the county. There are a number of issues with cabs. They need to have a system similar to New York where cabs can be hailed from the street. The existing system is terrible. They are also missing an opportunity with Front Runner where cabs could take people from the west side to the airport or to the east side. We do not reflect a vibrant city with our transit systems, public or private. Mon, 2/23/09 1:05 PM
266. Generally use mass transit and don't want to pay the extra expense. Mon, 2/23/09 1:05 PM
267. Only use them when unable to drive home after a night out and they really aren't available easily downtown. It's faster to walk to the avenues then get a cab! Mon, 2/23/09 1:04 PM
268. Trax and the Bus are easy and often faster in downtown transportation Mon, 2/23/09 1:02 PM
269. I ride the bus. Mon, 2/23/09 1:01 PM
270. I use public transportation or my own car. Taxis are expensive. Mon, 2/23/09 1:01 PM
271. I only use when I must. My own car, trax or a pal is preferred. Mon, 2/23/09 1:01 PM
272. I have a car. Mon, 2/23/09 1:00 PM
273. I walk or use the Free Fare Zone on TRAX otherwise, I drive to where I need to be when I am not directly in the downtown area. Mon, 2/23/09 12:59 PM
274. Public transportation is efficient for anything I need to do that I cannot bike to or drive to or get a friend to drive me to (like the airport). Mon, 2/23/09 12:58 PM
275. I drive my own car or ride the bus. Mon, 2/23/09 12:57 PM
276. I usually drive in to SLC in my own car or take the Front Runner. I can then take the Light Rail to the locations I need to go. No taxi for me. Mon, 2/23/09 12:57 PM
277. I have my own transportation/car. Mon, 2/23/09 12:57 PM
278. So far, I have used my own car; however, as I sell it this summer, I will need to use the taxicabs for airport trips.. Mon, 2/23/09 12:57 PM
279. No need with the exception of emergencies. Mon, 2/23/09 12:56 PM
280. Ease of finding one & cost Mon, 2/23/09 12:55 PM
281. Drive my own vehicle Mon, 2/23/09 12:55 PM
282. They aren't easily available and I have no idea what the rates are. Mon, 2/23/09 12:54 PM
283. use the bus Mon, 2/23/09 12:54 PM
284. Their driving is dangerous. They run red lights & cut other drivers off. I wouldn't want my family in their vehicle for these reasons. Mon, 2/23/09 12:54 PM
285. I have to drive my own car into work each day. No public transportation from Summit County. Mon, 2/23/09 12:54 PM
286. Expensive. I have a car and driving and parking my car myself is more convenient and less costly than using taxicab service. Mon, 2/23/09 12:54 PM
287. too expensive Mon, 2/23/09 12:53 PM
288. Costly - I live in Cottonwood Heights. Mon, 2/23/09 12:53 PM
289. For most occasions they are too expensive for someone who owns their own car. If I lived in New York and didn't have parking, it would be reasonable to spend the money normally going to a



















Responses to Question #8

- car and parking on public transit of this nature.
290. because when I want to use a taxi I want to be able to flag it down on a street corner - I'm not interested in making a phone call and waiting for a cab to be dispatched. Mon, 2/23/09 12:51 PM
291. I use UTA, or I drive. Mon, 2/23/09 12:50 PM
292. I have a car. I can usually get a ride to the airport (the only reason I'd use one). But I do ride a shuttle service from SLC to St. George. Mon, 2/23/09 12:49 PM
293. Where are they? Mon, 2/23/09 12:49 PM
294. The only time that cabs are easy to get is at the airport. I would absolutley use cabs more often if they were easier to get. Mon, 2/23/09 12:49 PM
295. I either ride my bike or drive, depending on my two jobs schedule. Mon, 2/23/09 12:48 PM
296. I live locally. I'll drive or take TRAX as needed. I'd consider taking a cab for occasional airport transportation if it were less costly than parking at a long-term parking lot. Mon, 2/23/09 12:46 PM
297. Cost Mon, 2/23/09 12:45 PM
298. I have a car so the only time I would need to use a taxi would be for emergency or to and from the airport. Up to this point I have been able to rely on family or bus/trax for those situations. Mon, 2/23/09 12:44 PM
299. don't need it Mon, 2/23/09 12:44 PM
300. I have a vehicle Mon, 2/23/09 12:43 PM
301. I never think about needed one because I have my own vehicle. I also have a parking pass in my work building that is located down town. Mon, 2/23/09 12:40 PM
302. I wish they were more accessible. I think ppl are in great need of more public transportation that makes sense. Mon, 2/23/09 12:38 PM
303. They cost to much, and I don't trust the meters. Mon, 2/23/09 12:38 PM
304. Taxis are expensive. Generally, I use my own car for getting around or occasionally use public transit. Mon, 2/23/09 12:38 PM
305. Bus and trax service in downtown area is free and convenient. Mon, 2/23/09 12:36 PM
306. Cost - I live in the county, not the city Mon, 2/23/09 12:36 PM
307. Much more expensive than alternative transportation. Mon, 2/23/09 12:34 PM
308. Cost, I ride the bus and when I need to go to the airport I prefer the set fare provided by the airport shuttle. Mon, 2/23/09 12:33 PM
309. They park and sit, in big clumps of gross ugly cars and noisy drivers at the airport and on the curb near hotels like the Marriott Downtown or the convention center... It's not like a proper city like NYC where you can just hail a cab or get one at a specified station. We need a place for these guys that does not disrupt valuable parking downtown but is accessible to users. Also, these guys need to clean up their act a bit. Fewer cabs on the street is a good start, as well as tightening where they can park. Mon, 2/23/09 12:33 PM
310. You should be able to Flag down a cab in Salt Lake. I understand calling a cab but it is highly inconvenient when you need to get somewhere fast. Mon, 2/23/09 12:32 PM
311. Too expensive--can't afford it. Mon, 2/23/09 12:32 PM
312. I don't like cabs and I am within walking distance of most of Mon, 2/23/09 12:31 PM

Responses to Question #8

- downtown
313. assume they are expensive Mon, 2/23/09 12:30 PM
314. I drive my own car Mon, 2/23/09 12:30 PM
315. Cost Mon, 2/23/09 12:30 PM
316. I drive my car. Mon, 2/23/09 12:30 PM
317. They are inconvenient to use when downtown, they are not readily available as you cannot flag them down and must call. Mon, 2/23/09 12:29 PM
318. I always drive and park downtown. Mon, 2/23/09 12:28 PM
319. NA Mon, 2/23/09 12:28 PM
320. I understand that they are expensive. Mon, 2/23/09 12:25 PM
321. I live downtown, close to most everything. The only reason I use cabs is if I'm drinking at the bar. Drinking and driving is bad, mmmmkay. Mon, 2/23/09 12:25 PM
322. I live in the city. Mon, 2/23/09 12:25 PM
323. you can't hail them on the street Mon, 2/23/09 12:25 PM
324. too expensive and bus and trax go where i need to go and too long of wait Mon, 2/23/09 12:24 PM
325. I do use them but the reason I use them was not above. I use them when I need a sober ride home! Mon, 2/23/09 12:22 PM
326. personal car Mon, 2/23/09 12:20 PM
327. too dammed expensive Mon, 2/23/09 12:19 PM
328. Cabs aren't convenient in this City. You have to call, you can't wave a cab down. It drives me nuts because I have to plan on using a cab and call in. Sometimes it takes 20 minutes to wait for a cab. I wish cabs would drive around and you could wave them down any place in the city. Sometimes, I miss the bus and need to get home, either way I must wait for the next bus passing in 20 minutes or call a cab company and wait 20 minutes. Mon, 2/23/09 12:17 PM
329. We are a company based here in Salt Lake with no need for local transportation beyond occaisional fronrunner and Trax. Mon, 2/23/09 12:17 PM
330. Usually don't need to. The bus system works fairly well. I can get rides from friends when the buses aren't running. Mon, 2/23/09 12:17 PM
331. I have access to a personal vehicle when public transportation is not convenient. Mon, 2/23/09 12:16 PM
332. Personal Automobile is more convenient Mon, 2/23/09 12:16 PM
333. Typically dirty vehicles that are in need of repair. Drivers who don't speak English and are in my opinion not good ambassadors for the city. Mon, 2/23/09 12:14 PM
334. I have to say that some of the "unknown" cab companies I have taken from the airport are very dirty. All taxi cab companies must take credit cards! Mon, 2/23/09 12:13 PM
335. N/A Mon, 2/23/09 12:12 PM
336. I book cabs for visitors to our office to get to the airport for a flight. Mon, 2/23/09 12:11 PM
337. I drive to work each day and will use my car or Trax if I need to go out during the day. Mon, 2/23/09 12:11 PM

Responses to Question #8

338. Generally I drive my personal vehicle downtown or take TRAX. Mon, 2/23/09 12:11 PM
339. Don't have a need for them. Mon, 2/23/09 12:11 PM
340. I would use them more if it was cheaper. Perhaps if there were joint offers set up between local businesses and cab companies that would make target rides cheaper.. Im thinking of mainly with the bars and clubs of SLC Mon, 2/23/09 12:10 PM
-  341. I drive my own car. Mon, 2/23/09 12:09 PM
-  342. I drive to different location everyday and need a car. Mon, 2/23/09 12:09 PM
-  343. Unsure how much they cost/how they work. Mon, 2/23/09 12:08 PM
-  344. I own a car. Mon, 2/23/09 12:07 PM
-  345. Don't trust drivers; unkept drivers; unkept vehicles; Mon, 2/23/09 12:06 PM
-  346. I would use them more when intoxicated if they were cheaper! Mon, 2/23/09 12:06 PM
-  347. Every once in a great while, I may use a taxi from the airport to home. But I have not had a need for them otherwise. I would love to have light rail to and from the airport to save airport parking costs. Taxi cost is higher than airport parking costs, so it doesn't make sense, with my travel habits to use them for airport trips. Mon, 2/23/09 12:05 PM
-  348. Additional comment: The taxi cab "starter" at the airport is a JOKE! Poorly dressed, sitting on ratty broken down office chairs, no customer service skills, no urgency or care. VERY POOR FIRST IMPRESSION of SLC! Mon, 2/23/09 12:05 PM
-  349. I don't want to call for service and they are not readily available curbside. Mon, 2/23/09 12:04 PM
-  350. I am a downtown business owner and drive my car in from South Jordan everyday. My perception has always been that SLC doesn't have great cab services like I enjoyed when I lived in the East. If I thought they did, I'd be more inclined to come in on Trax and then use cabs for business appointments during the day. Mon, 2/23/09 12:04 PM
-  351. I rarely go downtown & find the use of cabs for longer distance cost prohibitive and I have my own transportation in the form of a car or bike. Mon, 2/23/09 12:04 PM
-  352. I drive into downtown with my own vehicle. Mon, 2/23/09 12:04 PM
-  353. The cost , politeness, cleanliness of the drivers. Mon, 2/23/09 12:03 PM
-  354. I have a car -- and people who can take me to the airport. I live downtown so most everywhere I need to go is close. Mon, 2/23/09 12:01 PM
-  355. They drive like maniacs all over the city. I have been cut off more times than I can count, they run red lights, and they seem like dangerous drivers. Mon, 2/23/09 12:01 PM
-  356. My work and home are close enough together that I can drive myself or take the train. Mon, 2/23/09 12:00 PM
-  357. I live close to downtown, I take the TRAX or bus, or I drive my car. If we go to the airport we use a park and ride lot. Mon, 2/23/09 11:58 AM
-  358. availability Mon, 2/23/09 11:53 AM

Responses to Question #8



359. I have a car

Mon, 2/23/09 9:41 AM



360. I try to get a ride to the airport. On the occasion that I do use a taxi service, it is usually when I have had a few drinks and do not have a DD. I do not like to see Taxis idling while wait for a customer to show up. I see a line of Taxis idling at the airport and it disturbs me to see the lack of environmental awareness. I like to use shuttles because I know how much the fare will cost before I get into the van. With the mass number of lights we have in SLC, the cabs make good money waiting for a light to turn from red to green.

Sun, 2/22/09 9:24 PM

361. Have my own vehicle

Sat, 2/21/09 5:30 PM

362. If it is not a planned trip, it's too inconvenient. It would be nice to be able to hail a cab on the street in the downtown area like other major cities.

Sat, 2/21/09 11:07 AM

363. expense

Sat, 2/21/09 12:16 AM

364. I have my own car.

Fri, 2/20/09 3:36 PM

365. I own my own auto and use that mostly.

Fri, 2/20/09 3:34 PM

366. not save, expensive

Fri, 2/20/09 3:31 PM

367. Too costly compared to many alternatives. As a resident there is almost never a reason to use a cab locally.

Fri, 2/20/09 12:05 PM

368. lack of service, and wait time

Thu, 2/19/09 4:55 PM

369. cost, convenience, and dependability

Thu, 2/19/09 3:24 PM

370. I have a car and usually can find a friend to drive me to the airport and a shuttle to drive me home from my car dealer.

Thu, 2/19/09 9:49 AM

371. I use Private Transportation over taxicabs because the taxi's companies for teh most part have terrible drivers who look likes slob, don't speak English and are rude and do not know the city...Also they take wierd routes to drive up the charges so it is usually just as resonable to take a private car.

Tue, 2/17/09 2:18 PM

372. The options listed above don't represent my use of taxicabs. My use of taxicabs would increase if they were more accessible and present in the community. I would prefer more taxicab coverage/presence, especially in populated districts like downtown or even sugarhouse.

Tue, 2/17/09 1:33 PM

373. i cannot hail a cab on the street like in other cities

Tue, 2/17/09 11:40 AM

374. Few available after bars and restaurants close, long waits, inconvenient. I'd appreciate more available service after hours, particularly with the ability to have cabs waiting near bars and clubs to make the option more appealing.

Tue, 2/17/09 10:46 AM

375. I drive or use suttles

Tue, 2/17/09 8:54 AM

376. Not convenient. Usually take a car or arrange for personal transportation.

Mon, 2/16/09 4:10 PM

377. I either drive/scooter, use a bus, bicycle or walk.

Mon, 2/9/09 11:50 AM

378. Can't ever find one.

Mon, 2/9/09 11:35 AM

379. They're too expensive and the public transportation system is superior in quality compared to other cities.

Mon, 2/9/09 11:12 AM

380. I usually get a ride from someone, Cab cost seems to be expensive


Mon, 2/9/09 10:32 AM

Responses to Question #8

- | | |
|--|----------------------|
| 381. Own car transportation. | Sat, 2/7/09 9:44 PM |
| 382. Expensive! | Sat, 2/7/09 4:23 PM |
| 383. I don't ever need to use them-I have my own car that I use to get around the city. | Sat, 2/7/09 3:51 PM |
| 384. There are no taxi cabs on the street in Salt Lake City--why?
Should each company be allowed to have a few cabs driving the streets looking for customers? | Sat, 2/7/09 10:59 AM |
| 385. Don't need that type of service | Sat, 2/7/09 5:32 AM |
| 386. Too expensive | Fri, 2/6/09 11:15 PM |
| 387. I drive, I have family and friends to drive me on | Fri, 2/6/09 11:09 PM |
| 388. I have a car and I walk and take an airport shuttle when I leave town. | Fri, 2/6/09 8:41 PM |
| 389. I don't have a need for one. I drive my own car. | Fri, 2/6/09 5:29 PM |
| 390. Money. It is expensive to use one and I don't have the money.
Get better mass transit! | Fri, 2/6/09 5:08 PM |

Salt Lake Convention and Visitors Bureau Survey Information

	# surveyed	# of responses	%
2003	87	47	54
2004	154	88	57
2005	121	66	55
2006	119	57	48
2007	142	65	46
2008	154	76	48

Taxi Question  Salt Lake Convention & Visitors Bureau	Account Id : 113 Account Name : Salt Lake CVB Survey Template Id : 126 Survey Template Name : Post Meeting Survey Report Generated On : 02/04/2009 Report Generated By : Tamme Thompson (TTHOMPSON)	
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- A) GROUP INFORMATION
- B) POST CONVENTION REPORTING
- C) SALT LAKE AS A CONVENTION CITY


1. Quality and quantity of Taxi/Public Transportation:

Answer #	Choices	01/01/2005 - 12/31/2005 <i>Score: 3.9 / 5.0</i>		01/01/2006 - 12/31/2006 <i>Score: 3.7 / 5.0</i>	
		Answers (66 total)	%	Answers (57 total)	%
1	(5) Excellent	16 View List	24.2%	13 View List	22.8%
2	(4) Very Good	18 View List	27.3%	18 View List	31.6%
3	(3) Good	11 View List	16.7%	6 View List	10.5%
4	(2) Fair	6 View List	9.1%	8 View List	14.0%
5	(1) Poor			2 View List	3.5%
6	N/A	15 View List	22.7%	10 View List	17.5%

- D) HEADQUARTERS HOTEL
- E) CONVENTION & VISITORS BUREAU - SALES
- F) CONVENTION & VISITORS BUREAU - SERVICES
- G) REGISTRATION PERSONNEL
- H) THE HOUSING CONNECTION - Housing & Registration Services
- I) CONVENTION CENTER
- J) REGISTRATION PERSONNEL
- K) CONVENTION CENTER - SALES
- L) CONVENTION CENTER - EVENT MANAGER
- M) CONVENTION CENTER - Meeting/Exhibit Space
- N) UTAH FOODS
- O) WESTERN FOODS (Concessions)
- P) OTHER INFORMATION
- Q) COMMENTS

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Taxi Question  Salt Lake Convention & Visitors Bureau	Account Id : 113 Account Name : Salt Lake CVB Survey Template Id : 126 Survey Template Name : Post Meeting Survey Report Generated On : 02/04/2009 Report Generated By : Tamme Thompson (TTHOMPSON)
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- A) GROUP INFORMATION
- B) POST CONVENTION REPORTING
- C) SALT LAKE AS A CONVENTION CITY


1. Quality and quantity of Taxi/Public Transportation:

		01/01/2003 - 12/31/2003 <i>Score: 3.7 / 5.0</i>		01/01/2004 - 12/31/2004 <i>Score: 3.9 / 5.0</i>	
Answer #	Choices	Answers (47 total)	%	Answers (88 total)	%
1	(5) Excellent	12 View List	25.5%	23 View List	26.1%
2	(4) Very Good	13 View List	27.7%	34 View List	38.6%
3	(3) Good	11 View List	23.4%	16 View List	18.2%
4	(2) Fair	4 View List	8.5%	7 View List	8.0%
5	(1) Poor	2 View List	4.3%	1 View List	1.1%
6	N/A	5 View List	10.6%	7 View List	8.0%

- D) HEADQUARTERS HOTEL
- E) CONVENTION & VISITORS BUREAU - SALES
- F) CONVENTION & VISITORS BUREAU - SERVICES
- G) REGISTRATION PERSONNEL
- H) THE HOUSING CONNECTION - Housing & Registration Services
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- P) OTHER INFORMATION
- Q) COMMENTS

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Taxi Question  Salt Lake Convention & Visitors Bureau	Account Id : 113 Account Name : Salt Lake CVB Survey Template Id : 126 Survey Template Name : Post Meeting Survey Report Generated On : 02/03/2009 Report Generated By : Tamme Thompson (TTHOMPSON)	
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- A) GROUP INFORMATION
- B) POST CONVENTION REPORTING
- C) SALT LAKE AS A CONVENTION CITY

1. Quality and quantity of Taxi/Public Transportation:

Answer #	Choices	01/01/2008 - 12/31/2008 <i>Score: 3.7 / 5.0</i>		01/01/2007 - 12/31/2007 <i>Score: 3.8 / 5.0</i>	
		Answers (76 total)	%	Answers (65 total)	%
1	(5) Excellent	17 View List	22.4%	17 View List	26.2%
2	(4) Very Good	21 View List	27.6%	23 View List	35.4%
3	(3) Good	25 View List	32.9%	17 View List	26.2%
4	(2) Fair	5 View List	6.6%	2 View List	3.1%
5	(1) Poor			2 View List	3.1%
6	N/A	8 View List	10.5%	4 View List	6.2%

- D) HEADQUARTERS HOTEL
- E) CONVENTION & VISITORS BUREAU - SALES
- F) CONVENTION & VISITORS BUREAU - SERVICES
- G) REGISTRATION PERSONNEL
- H) THE HOUSING CONNECTION - Housing & Registration Services
- I) CONVENTION CENTER
- J) REGISTRATION PERSONNEL
- K) CONVENTION CENTER - SALES
- L) CONVENTION CENTER - EVENT MANAGER
- M) CONVENTION CENTER - Meeting/Exhibit Space
- N) UTAH FOODS
- O) WESTERN FOODS (Concessions)
- P) OTHER INFORMATION
- Q) COMMENTS

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WINDER & COUNSEL
MEMORANDUM

TO: Brent Kovac
Salt Lake City Ground Transportation Administrator

FROM: Donald J. Winder, Esq.
Lance F. Sorenson, Esq.
Eric E. Westerberg, Law Clerk
File 1083.177 (*Taxi Cab*RFP Matter*)

DATE: January 30, 2009

RE: Gypsy Cabs

Introduction

All ground transportation companies picking up passengers in Salt Lake City are required to comply with the provisions of Salt Lake City Code, Chapter 5.71. This Memorandum provides an analysis of the equipment and fleets operated by ground transportation companies doing business in Salt Lake City to determine compliance with the Code.

Part I of this Memorandum provides a brief summary of the findings. Part II summarizes relevant ordinances. Part III provides an overview of the methodology employed. Part IV summarizes those vehicles operating in ways that do not conform with ordinances (non-conforming use). Part V summarizes those companies with non-conforming equipment.

I. Summary of Findings

In addition to the licensed taxi cab companies, there are 464 ground transportation vehicles operating automobiles, limousines, vans or SUVs in Salt Lake City. Of those, 186 to 195 do not conform to the City Ordinances because the vehicles either (1) are not used in a way that is permitted by Ordinance (non-conforming use) or (2) do not meet the applicable definition of a vehicle authorized to provide certain ground transportation service (non-conforming equipment). Therefore, by default, these 186 to 195 vehicles are gypsy cabs. In addition, there are 97 limousines competing with 268 licensed taxicab companies for passengers. There are more gypsy cabs and limousines in Salt Lake City than licensed taxicabs.

II. Relevant Ordinances

A. Ordinances Governing Operation of Ground Transportation Vehicles

Salt Lake City Code defines three types of authorized ground transportation services:

(1) "Prearranged service" means transportation in which the name of the prospective passenger and destination are listed in a manifest at least thirty minutes prior to transporting the passenger. Salt Lake City Code, 5.71.010 (N & R).

(2) "Scheduled service" means transportation provided on a posted, fixed schedule and route, which operates according to a schedule, whether or not there are passengers to be carried. *Id.*, 5.71.010 (S).

(3) "On demand service" means ground transportation which is not scheduled service or prearranged service. *Id.*, 5.71.010 (Q). Only licensed taxicabs, limousines, hotel vehicles and courtesy vehicles may provide on demand service. *Id.*, 5.71.028(B).

B. Ordinances Governing Authorized Types of Vehicles

Additionally, Salt Lake City Code provides definitions for certain vehicle types authorized to engage in permissible ground transportation services.

(1) "Limousine" means any motor propelled vehicle which is a Rolls Royce or other automobile described by its manufacturer as a limousine or luxury vehicle having a wheel base in excess of one hundred ten inches (110"), operated on the streets and highways for hire, with a driver furnished who is dressed in a 'chauffeur's uniform' (defined as a jacket and tie for a man or a pantsuit or dress for a woman) or tuxedo while on duty...." *Id.*, 5.71.010 (O).

(2) "Van" means any licensed motor vehicle which is registered with the state at a gross weight of four thousand (4,000) to ten thousand (10,000) pounds, or is designed to transport fifteen (15) passengers or fewer, including the driver...." *Id.*, 5.71.010 (X).

III. Methodology

Attached hereto as Exhibit "A" is a list obtained from the Salt Lake City International Airport (the "Airport List"), setting forth all vehicles operated by every ground transportation company at the Airport, together with the make and model of each vehicle. From this information, we then analyzed

the Airport List to determine (1) whether the fleet size and type of vehicles provide each ground transportation company with the capability of conforming their use with a type of service, (2) whether the fleet size and vehicles types are similar to known gypsy operators like Valley Shuttle Service ("Valley"), and (3) whether the vehicles operated conform with the definitions of authorized types of vehicles.

Attached hereto as Exhibit "B" is a spreadsheet listing 464 vehicles operating in Salt Lake City. We have used reasonable efforts to exclude from Exhibit "B" ground transportation companies headquartered in counties other than Salt Lake and Davis. In other words, ground transportation companies headquartered in Utah, Weber, Summit and further outlying counties are not included. We have also excluded hotel vehicles, courtesy vehicles, special transportation vehicles and buses.

The first column of Exhibit "B" indicates the total number of vehicles in the fleet. The second, third and fourth columns indicate how many vehicles in the fleet are limousines, vans and SUVs. The fifth column indicates vehicles that are questionable as to whether they conform to the Ordinance. The sixth column indicates the number of vehicles with non-conforming use and the seventh column indicates non-conforming equipment.

IV. Non-Conforming Use

Only taxicabs and limousines may offer on demand service. Companies not licensed as taxis or limousines may only provide prearranged service or scheduled service. Taxicab companies have vans and SUVs in their fleets. The focus of this part is on the use to which ground transportation vehicles are put.

In order to operate a scheduled service, a company must operate service on a set schedule to a set destination. Salt Lake City Code, 5.71.010 (S). Further, the schedule and route must be posted and the service must operate irrespective of demand. *Id.*

To be economically reasonable for a company, the service must be scheduled often enough so as to provide a reasonable option to potential customers. In addition, the route must include enough stops to appeal to a wide enough customer base so as to be a practical option for the customer. Therefore, any company maintaining a fleet must have a sufficient number of vehicles to operate a scheduled service that operates frequently enough and with enough stops on the route so as to attract customers. Otherwise, it is not possible for the company to economically offer scheduled service.

The number of vehicles necessary to maintain a scheduled service may vary based on specific circumstance. While it may be unclear when a fleet is large enough to run a successful scheduled service, it is quite clear when a fleet is not large enough to run any scheduled service at all. For

example, Alpha Limosine [sic] has only one vehicle, a van. It is clear a scheduled service can not operate with a single van.

Ray Mundy previously told the City Council that Valley is a gypsy cab company. It looks and acts like a cab company. Valley now has a fleet of 21 vehicles, up from 10 when Mundy last studied the matter. Only one is a true limousine. It has 4 vans, 4 non-conforming vehicles like a Dodge Ram and 12 SUVs. SUVs cannot be operated like vans for shuttle services because the passenger count is too low and it's too inconvenient to move passengers into a third seat, assuming the third seat is not occupied by luggage. An SUV is operated like an automobile. Valley does not have a fleet of vans (4) sufficiently large to run a true scheduled service. Rather, as Mundy noted, it operates on demand, even though it is unlicensed to do so. Such is the definition of a gypsy cab. Mundy did not try to suggest that Valley was compliant with the requirements of prearranged service, with the name and destination of each prospective passenger on a manifest 30 minutes before departure.

Professor Mundy's observations with respect to Valley are applicable to many of the ground transportation companies and to all in our category of non-conforming use. For example, Absolute Transportation ("Absolute") has only one vehicle – a van. It is not possible to run a scheduled service with only one vehicle. Since Absolute does not have a taxicab license, it may not pick up on demand. Therefore, the only way for Absolute to operate in Salt Lake City is as a gypsy cab, like Valley.

As a further example, 5 Star Platinum operates a fleet of nine vehicles, including 6 limousines. Its remaining three vehicles consist of 1 van and 2 SUVs. 5 Star Platinum cannot operate a scheduled service with one van and two SUVs. Again, these three vehicles must be operating as gypsy cabs, like Valley.

We have not challenged ground transportation companies such as All Resort Express and Express Shuttle, which clearly have a sufficient fleet of vans (52 and 42, respectively), to offer a scheduled service. However, the pattern of behavior Mundy identified with respect to Valley is repeated among many, if not most, of the ground transportation companies to the extent that we calculate 165 vehicles not conforming with the Ordinance as to use.

V. Non-Conforming Equipment

Any vehicle that does not meet the Ordinance as to type of equipment has been classified as "non-conforming equipment." For example, Ambassador Transportation operates two vehicles which do not meet the definition of either "van" or "limousine." They are both Plymouth Voyagers, which weigh under 4,000 pounds. Thus, they are operating as automobiles and acting like cabs.

Vehicle data was obtained from each vehicle manufacturer's website. In some cases, because the vehicle is no longer in production, data was not available at the manufacturer's website and was obtained through other reliable sources, such as the Consumer Guide, Edmunds.com, or Car&Driver's website. Attached hereto as Exhibit "C" is a list of the websites from which vehicle data was obtained.

(A) Limousines

Any vehicle that debatably meets the "Limousine" category is listed as questionable. One example of a questionable vehicle is the Chrysler 300. While the car has a wheelbase exceeding 110 inches, a base model retails for around \$27,000, has cloth seats, and is marketed simply as a full size sedan. A high end model may exceed \$50,000, have features such as leather heated seats, navigation, high end sound system, and be marketed as a luxury automobile.

"Limousines" are listed on the spreadsheet under the "Luxury" heading. The Code defines a "Limousine" as a vehicle with a wheelbase greater than 110 inches and which is described by its manufacturer as a luxury vehicle. However, this is vague since many manufacturers will invariably attempt to market their cars as well-appointed and luxurious. It is helpful to consider the example of a limousine provided by the Code: a Rolls-Royce. A new Rolls Royce retails in excess of \$300,000. If the Rolls is the standard for limousines, then arguably a \$27,000 Chrysler 300 cannot be a limousine, despite whatever luxury claims Chrysler may assert in its marketing campaign.

(B) Vans

Any vehicle that debatably meets the van category is nonetheless listed as such. An example of such a vehicle is the Dodge Caravan, which, depending on the model year and specific options, may have a curb weight between 3,900 and 4,100 lbs.

(C) SUVs

Because the definition of van is broad, many vehicles may qualify that are clearly not vans. For example, most trucks, SUVs, and even a Ford Crown Victoria are heavy enough to be vans, exceeding 4,000 pounds. Among the vehicles meeting the weight requirement to technically qualify as vans, over twenty-five percent of them are SUVs. However, trucks, large cars, and SUVs are clearly not vans.

Companies that rate automobiles, such as Consumer Reports, Car & Driver, and Edmunds.com have distinct vehicle categories for vans and SUVs. In addition, car manufacturers have distinct categories for vans and SUVs. Although there may be some overlap in function between a van and SUV, the SUV is considered a different vehicle class and is recognized as a distinct vehicle class.

For example, see UTAH CODE ANN. § 19-6-1002(7), which identifies types of vehicles separately under the Solid and Hazardous Waste Act. See also *Norton v. Southern Utah Wilderness Alliance*, 542 U.S. 55, 60 (2004) (Justice Scalia suggesting that SUVs have a secondary use as off-road vehicles.) Therefore, SUVs are listed separately.

(D) Older Vehicles

There are a significant number of vehicles run by other ground transportation companies that are no longer in production. The Chevy Astro and GMC Safari were last discontinued in 2005, meaning that even the newest of the Astros and Safaris in service is already over five years old (2005s were available in mid-2004). The Lincoln Continental was last produced in 2002, making the Continental at least eight years old. The Cadillac Deville wasn't made after 2005. The Ford Aerostar was dropped by Ford after 1997; the Ford Club in 1998. The last year of the Pontiac Transport was 1999. The Mercury Villager wasn't made after 2002. The Plymouth Voyager got a name change and was only made until 2000. The Ford Excursion's last year was 2005. O'Neal Transportations even has a Mercedes-Benz 300SE in service. The 300SE was manufactured between 1979 and 1993, meaning that the car is between 17 and 31 years old.

These examples are indicative of the uneven and unfair treatment imposed upon taxicab companies. Licensed cab companies may not put any vehicle in service which is older than five years old. Salt Lake City Code, 5.72.315. There is no ordinance or code, however, that keeps other ground transportation companies from operating five, ten, twenty, and even thirty year old vehicles.

Based upon the above, a vehicle that does not meet the definition of a "van" or "limousine" set out by the Code is listed as non-conforming equipment in Exhibit "B." An example is the automobile operated by DNH Transportation pictured in Exhibit "D." It is clearly not a limousine or van. We determined there are 21 vehicles not in conformance with the Code as to equipment type. These vehicles are gypsy cabs. Additionally, we identified 9 vehicles that are questionable.

Conclusion

The 268 licensed taxicabs must compete with between 186 and 195 gypsy cabs. Further, the licensed taxicabs must compete with 97 limousines who, although admittedly charge a higher rate, nevertheless compete with taxicabs. There are more gypsy cabs and limousines in Salt Lake City than licensed taxicabs.

As Mundy said in his study of the Denver Taxicab industry, "[T]he taxi industry is not just like any other industry. Users do not shop and compare and weed out the poor providers; customers at airports take the first cab in line; visitors have no information about the quality of the taxi

company....” P. 98. The same is true of all ground transportation providers. Customers take the next vehicle in the queue or the one the bellman recommends, whether that vehicle is a licensed cab or not. To protect the public and to level the playing field, the number of limousines needs to be regulated, while gypsy cabs must be eliminated.

Bamossy Commentary on:
“2005 Ground Transportation Study
Salt Lake City, Utah”

Submitted to the
Salt Lake City Council
March 19, 2009

Executive Summary

1. At best, the results of the 2005 study's small convenience sample could be used to develop a more valid and reliable survey instrument, which could then be administered in a properly designed field study.
 1. The City of Salt Lake and the Cab Companies could partner on this effort, and a reliable and valid study could be done for less than \$10K.
2. Given the inadequate sampling, the small sample size, and the clear likelihood of non-sampling errors in the administration of this survey, the results in this study do not merit consideration, nor would they be useful as information in decision/policy making.
3. Dr. Mundy's suggestion of a "more radical solution" of a Franchising/Concession approach (slide #14 of his Dec. 2, 2008 PPT deck) is without foundation. There is simply no data to support this recommendation.

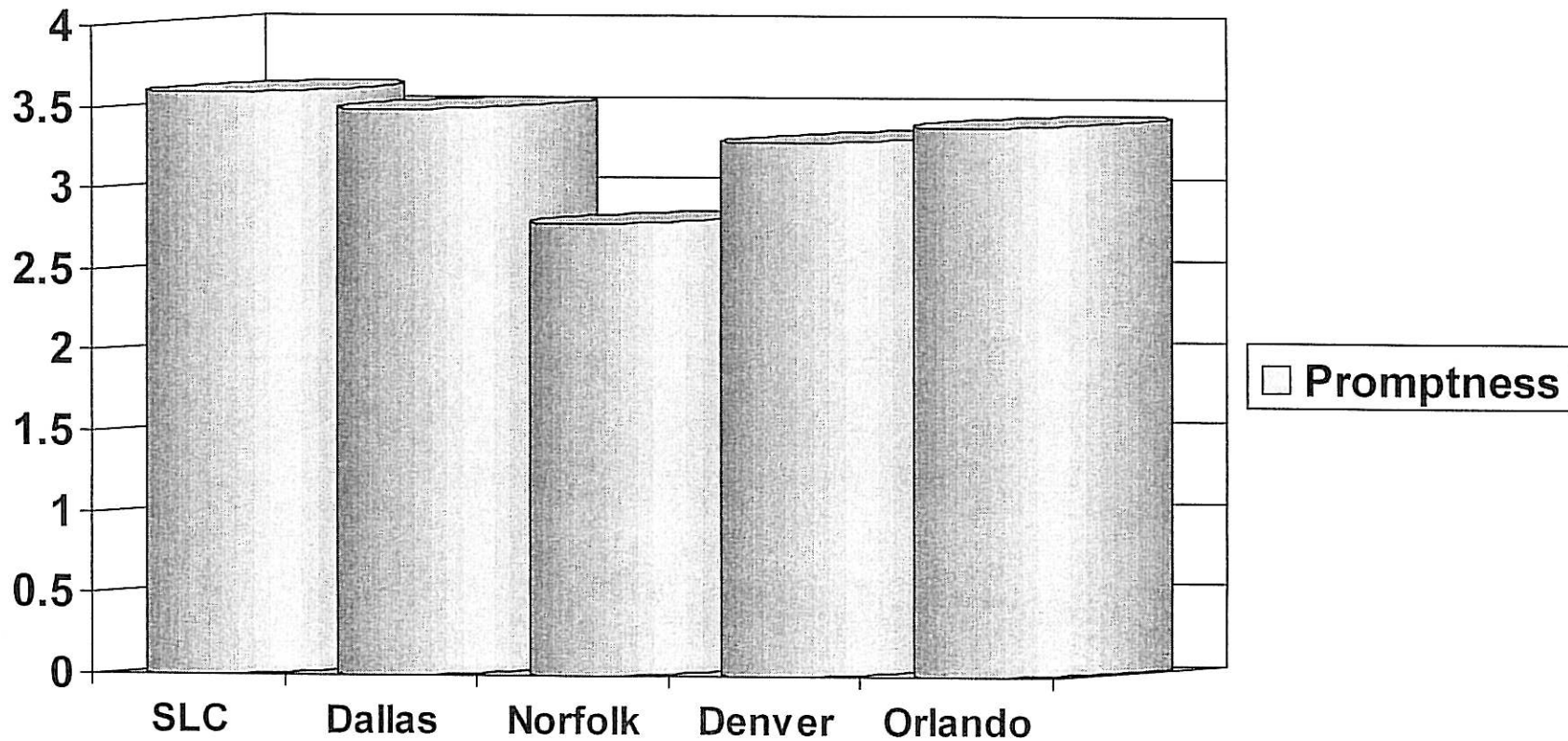
The TTLF 2005 Study Does Not Provide Reliable or Valid Results Which Could Support the Study's Recommendations.

- Sampling Frame of Study
 - Non-representative (restaurants and hotels)
 - No demographic data, or taxi-usage data collected
 - Convenience sample frame does not allow for generalizations to the population
 - Convenience sample does not at all address the “Ground Transportation” objectives that were contracted for by the city
- Sample Size
 - n= 69. Not at all representative (minimum samples for this type of research are 500)
 - Dr. Mundy's (negative) anecdotal evidence (slides #6 & 7 of his PPT deck) should be reasonably expected, but is not at all representative.
- Non-Sampling Errors in Administration
 - Who administrated the survey, under what circumstances?
 - What instructions were respondents given?
 - What were the criteria for being included in the sample?

Comparing Dr. Mundy's taxi cab data from Salt Lake City with other Cities

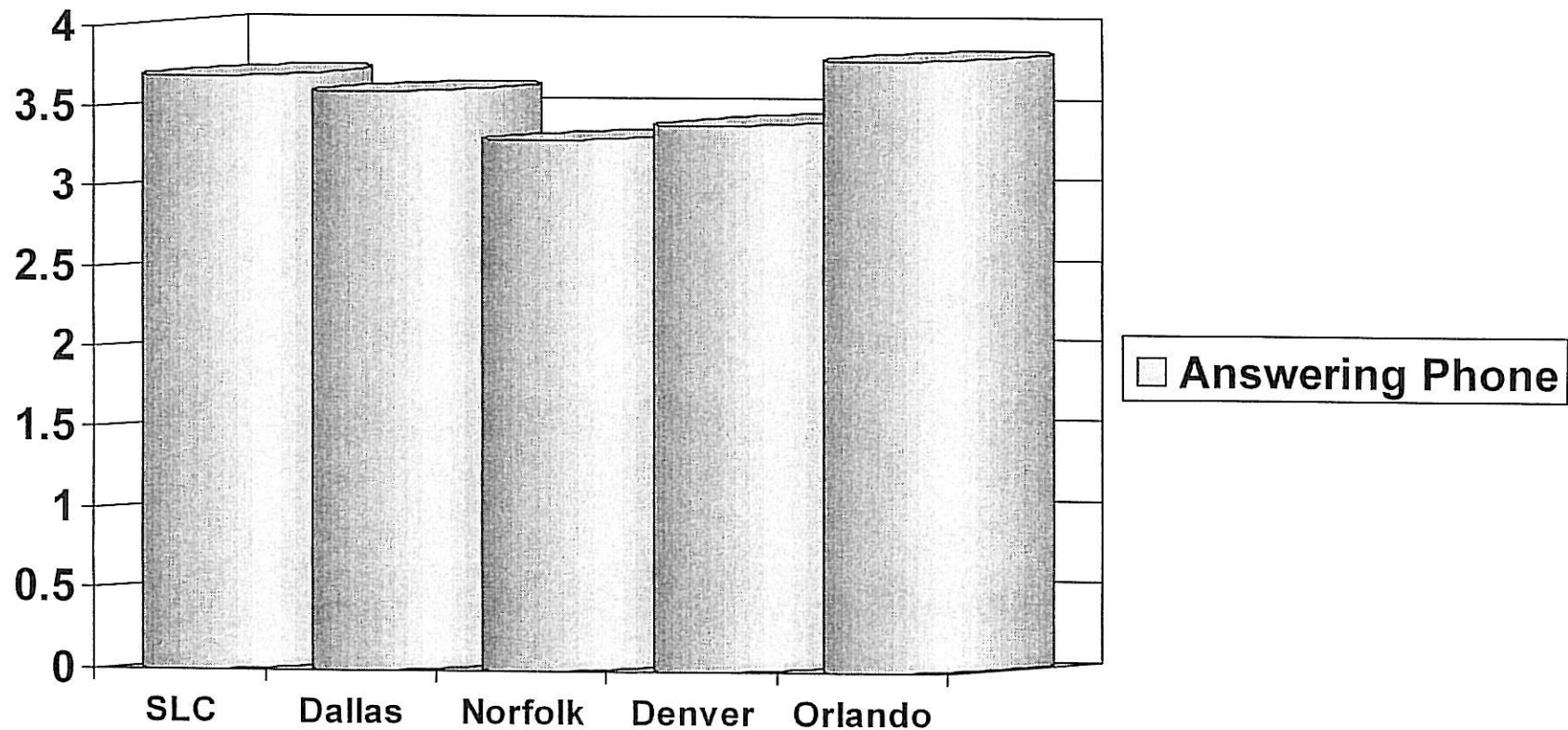
- Dr. Mundy employs the same survey approaches in studies of taxi cabs done in other cities (regardless of the study's objectives)
 - Salt Lake City
 - Orlando
 - Dallas
 - Norfolk
 - Denver
- A comparison of the data from these studies provides empirical support that SLC cabs score as well, or better on all attributes rated.

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



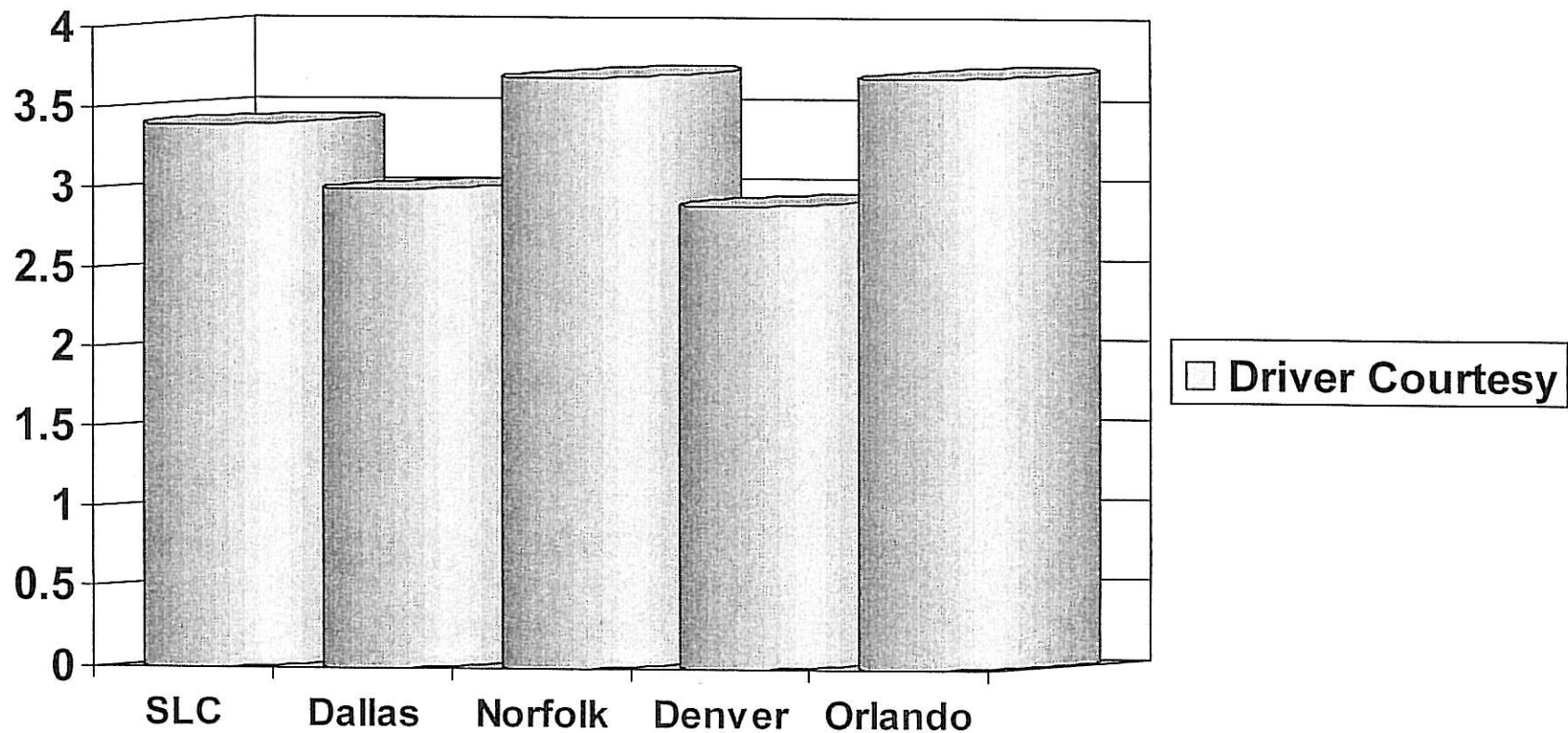
Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



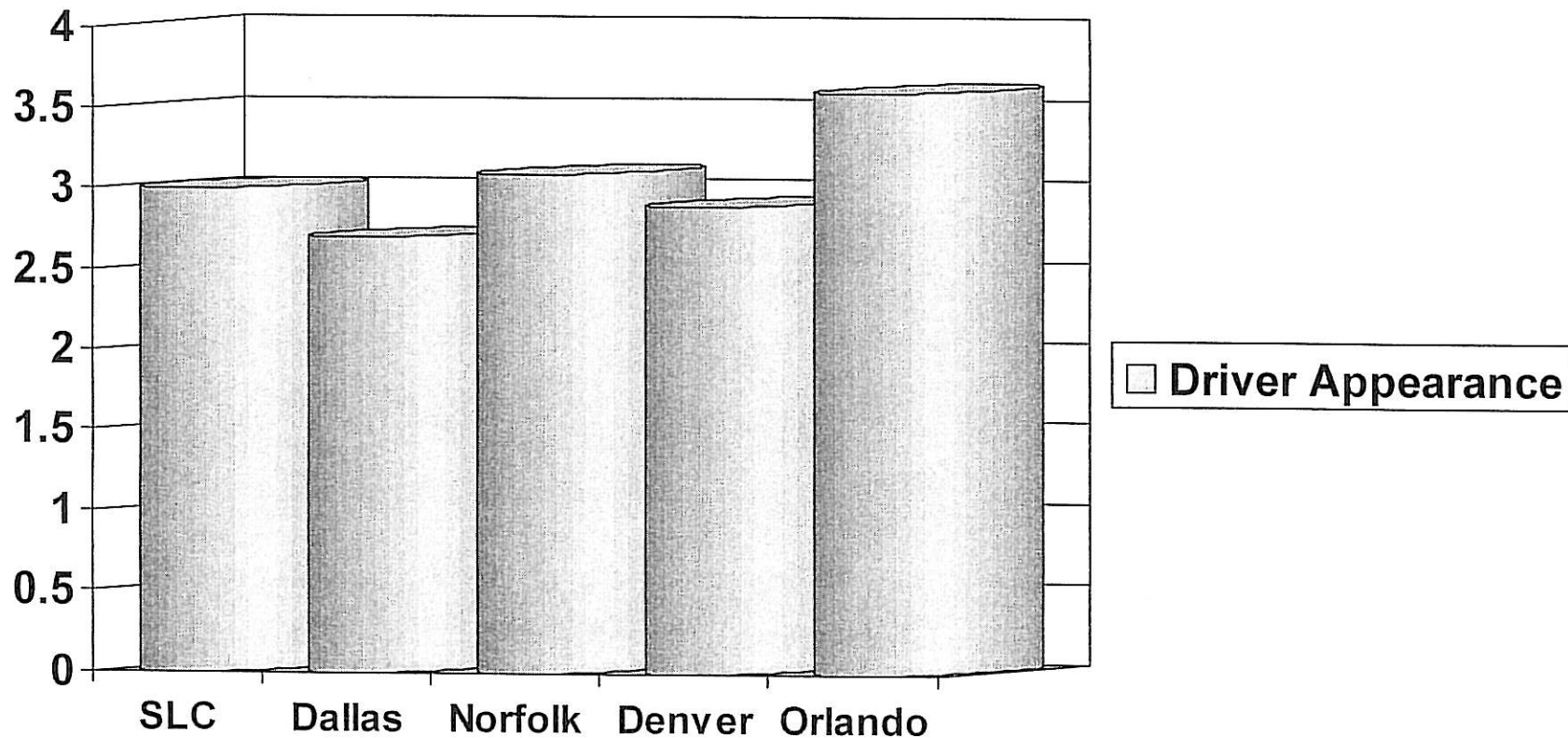
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Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



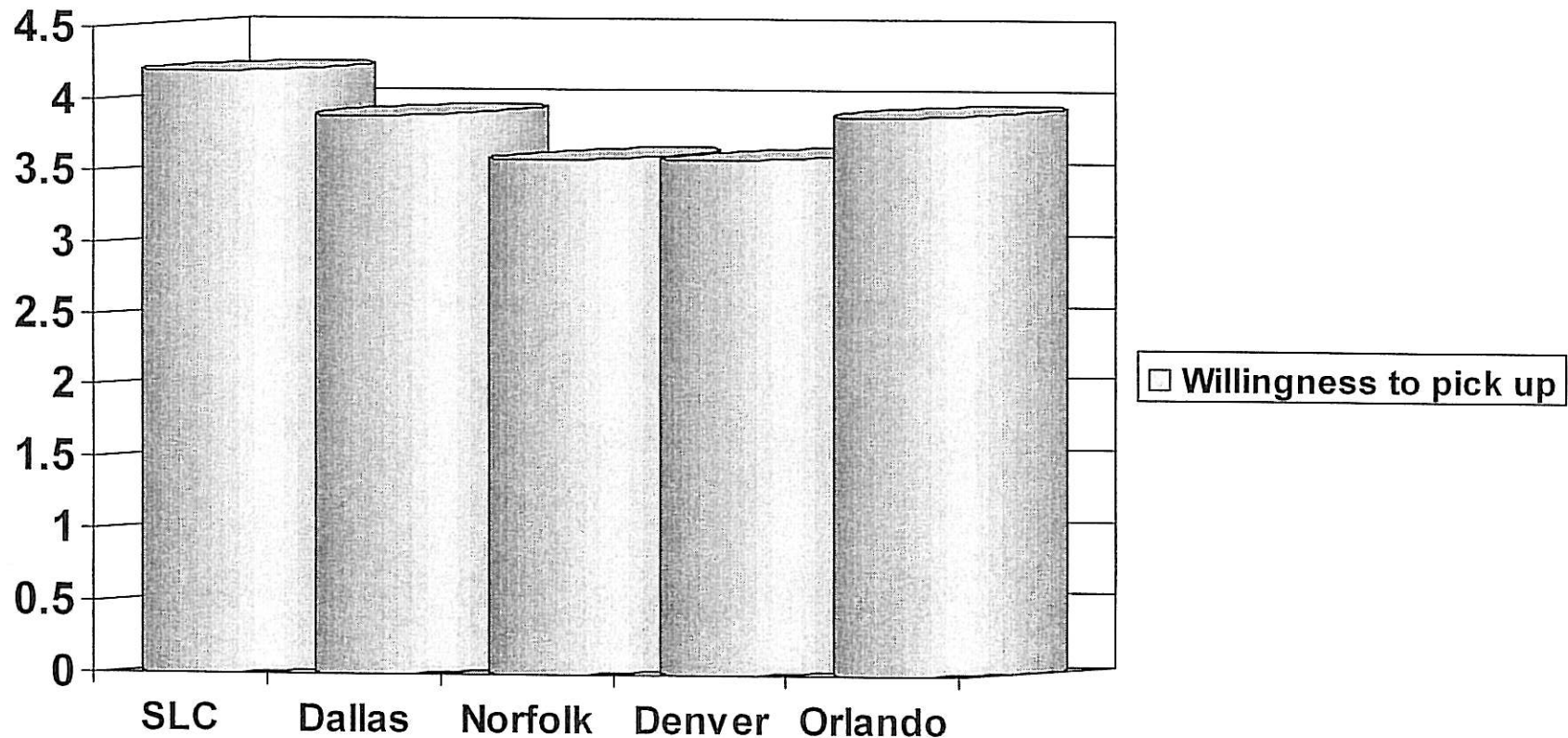
Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



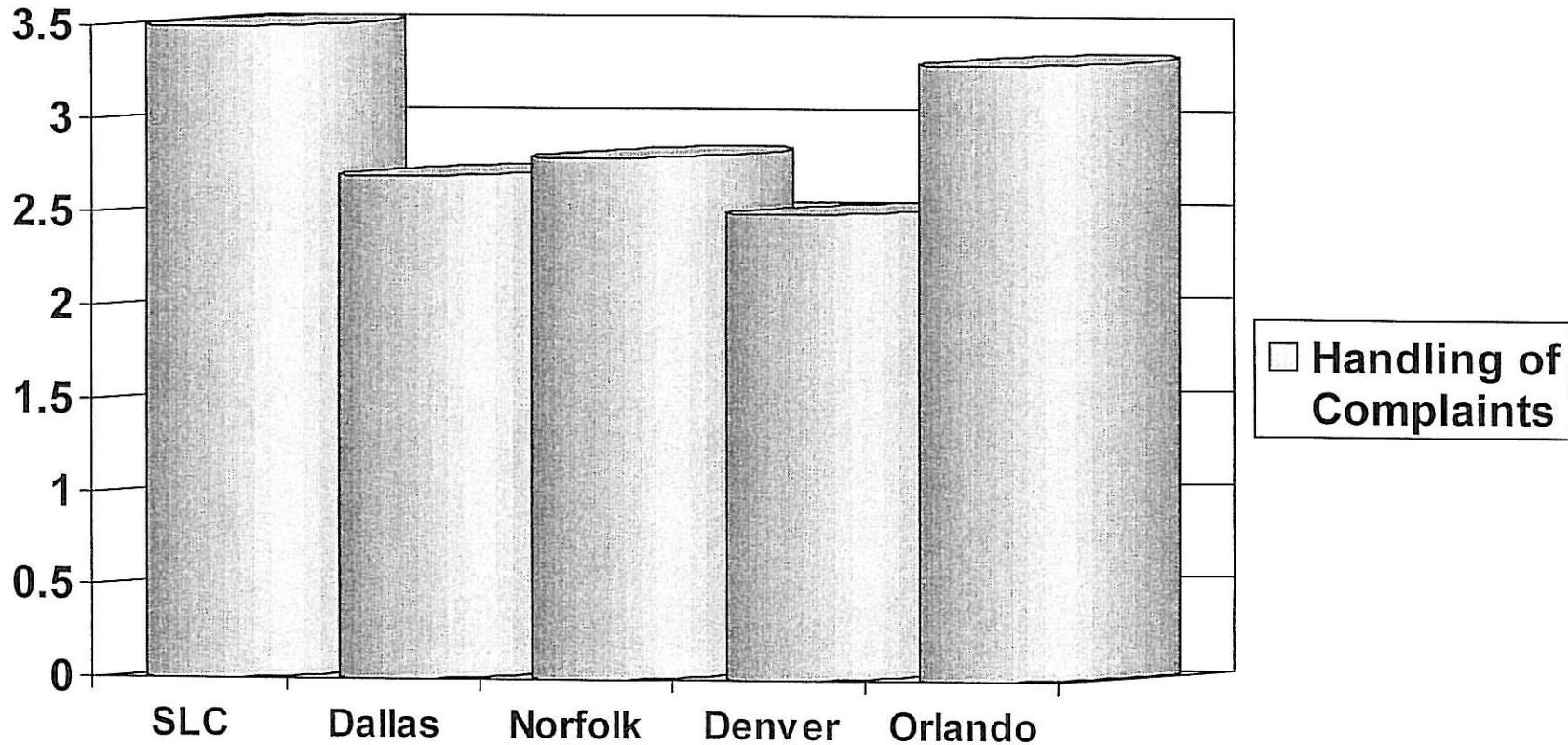
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Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



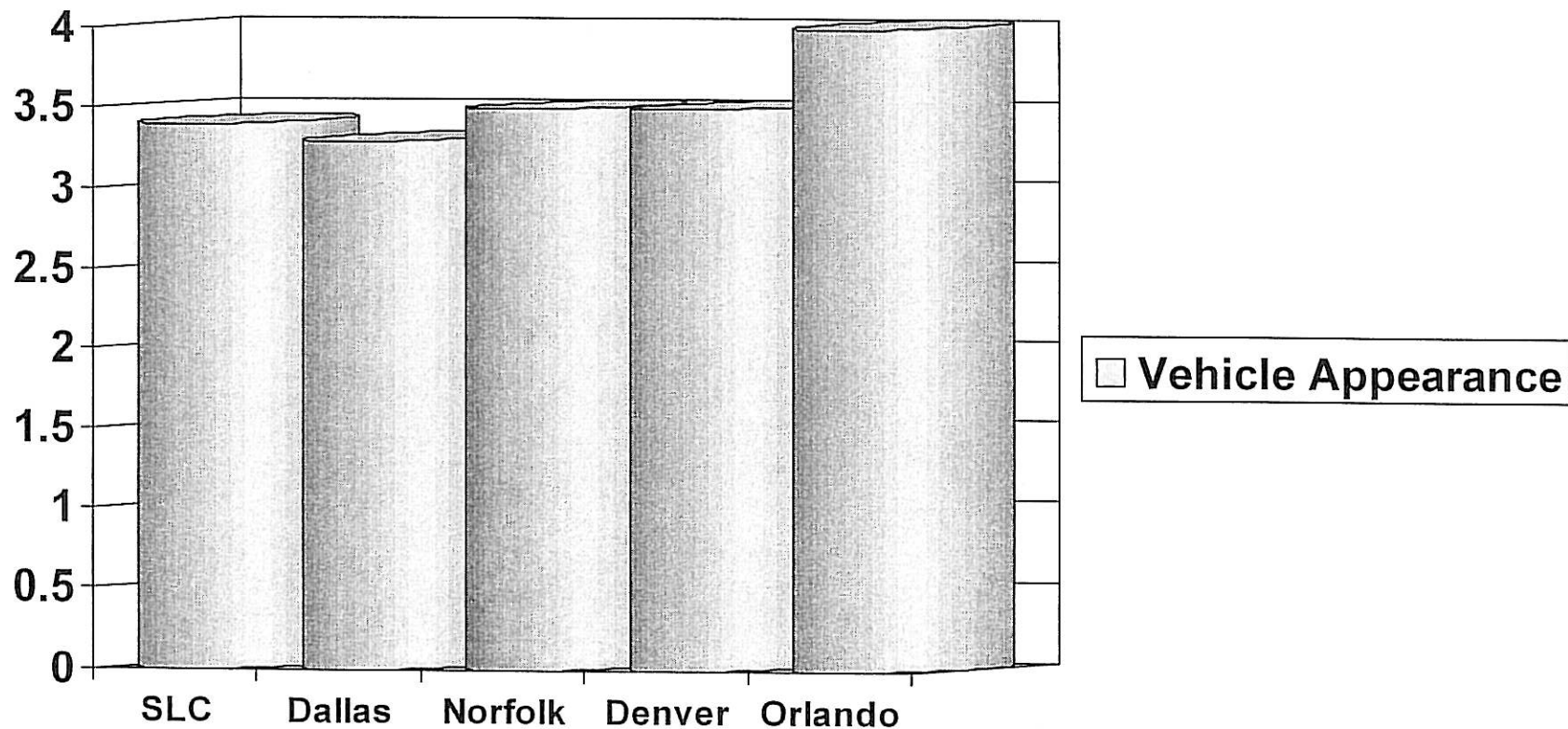
Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



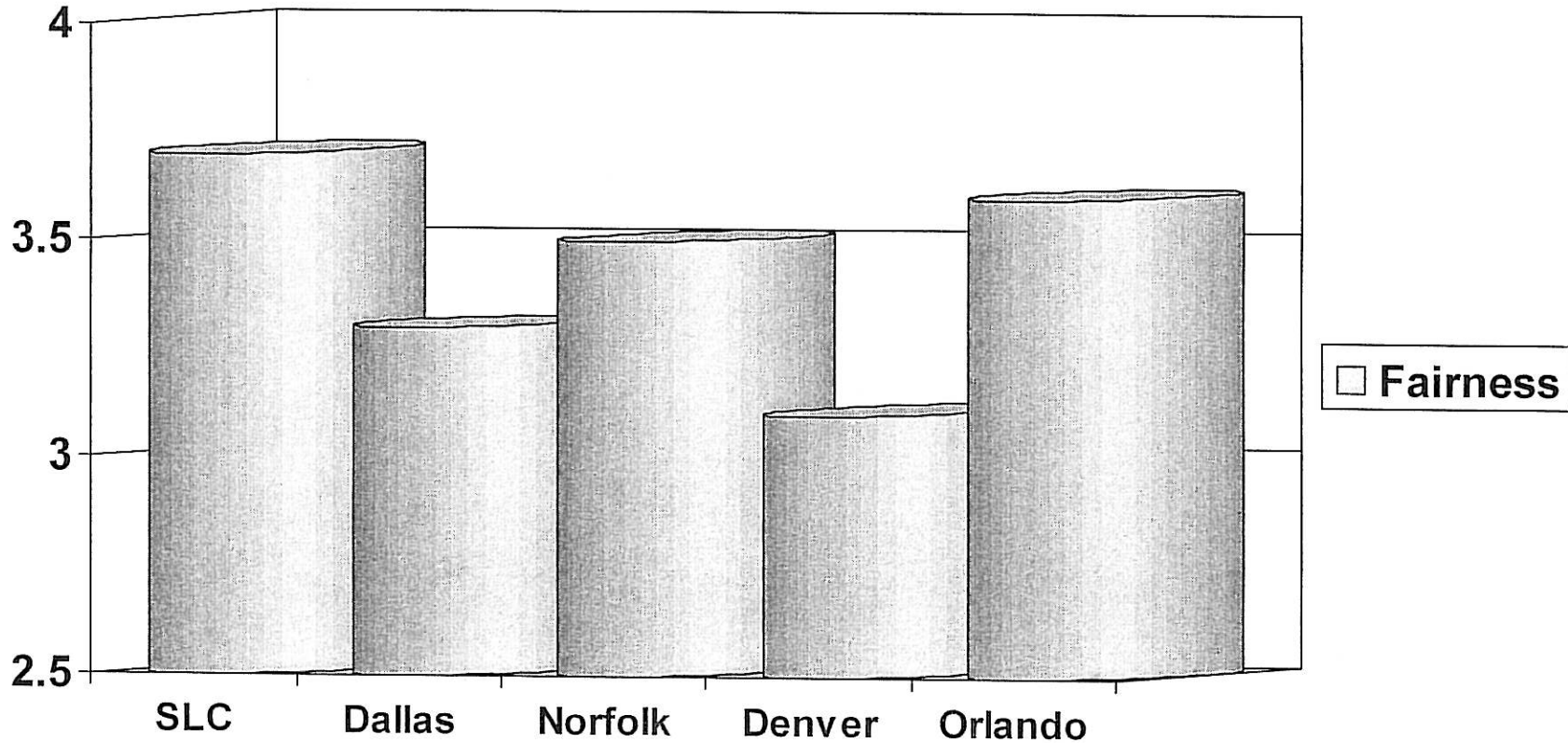
Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Five City Comparison of Taxi Cab Service Attributes, Using Dr. Mundy's Data



Scale: 5= "very good", 4= "good", 3= "okay", 2= "poor", 1= "very poor"

Other Secondary Data:

A lack of negative evidence...

YELLOW CAB COMMENT CARD

Cab #	Passenger Name
Date	Address
Time	Phone
Driver	Signature
Pick-Up Location	

My driver was (please check all that apply): *BLANK = BLANK*

	Yes	No		Yes	No
A safe driver	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Well groomed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Courteous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Had a good attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Informative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drove a clean cab	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall, how was your experience with Yellow Cab:

Highly satisfied	Satisfied	Somewhat dissatisfied
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

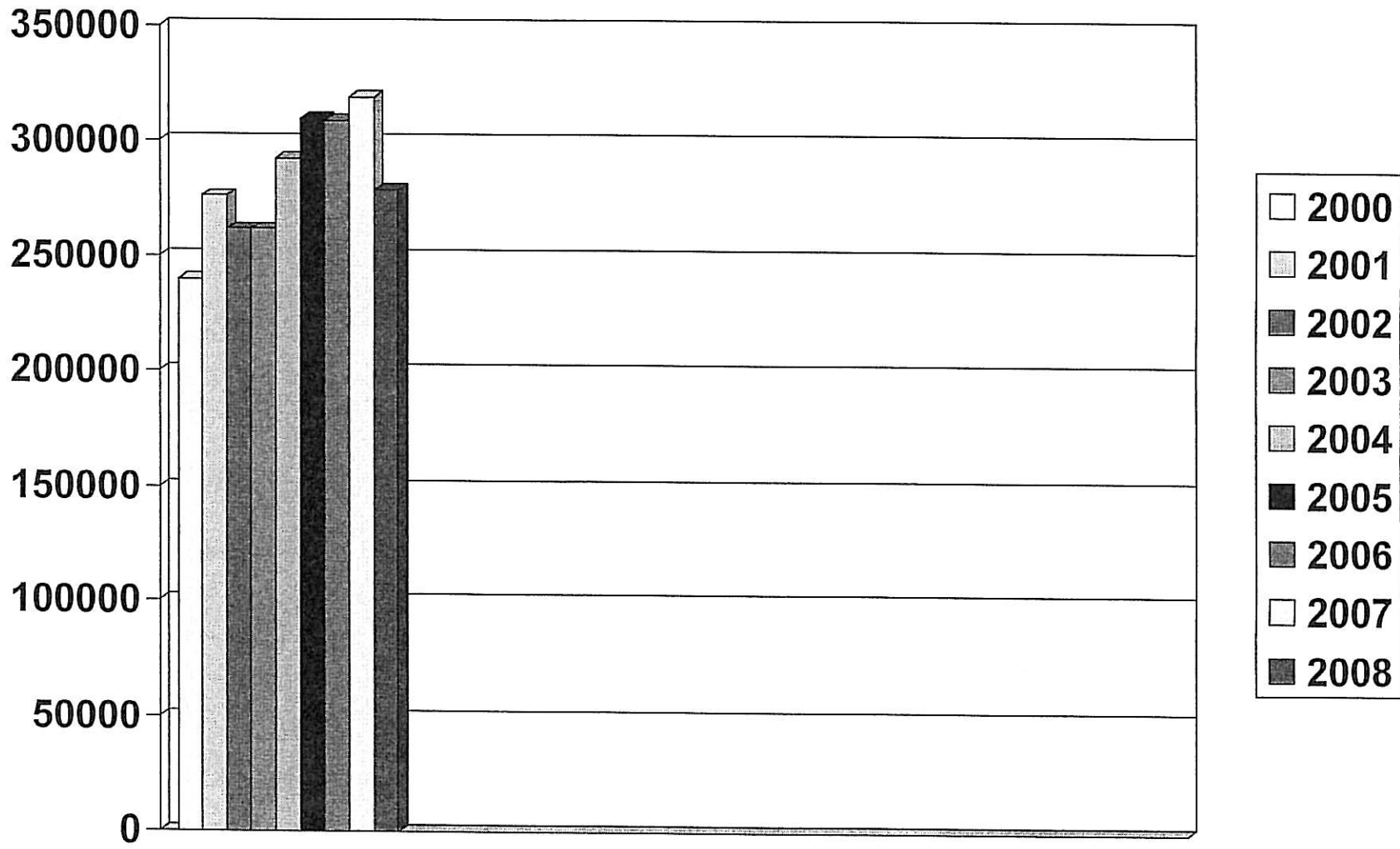
Additional comments or questions:

We appreciate any and all feedback we receive from our customers to ensure everyone has a pleasurable experience with Yellow Cab. Please fill out this postage-paid card and drop it off at any mailbox. Your input is highly appreciated. Thank you.
YELLOW CAB - SALT LAKE CITY, UT

Customer Satisfaction Cards:

- N= 433 unique cards, all collected within the past 39 months (\bar{X} and M_e of 20 months)
- Gathered by SLC agency, and provided to Dr. Bamossy by Yellow Cab
- Keypunched and analyzed by Dr. Bamossy
- 93% to 99% "very satisfied" on all measures.

Yellow Cab Dispatched Annual Trips, 2000-2008 Non-Airport Fares Only

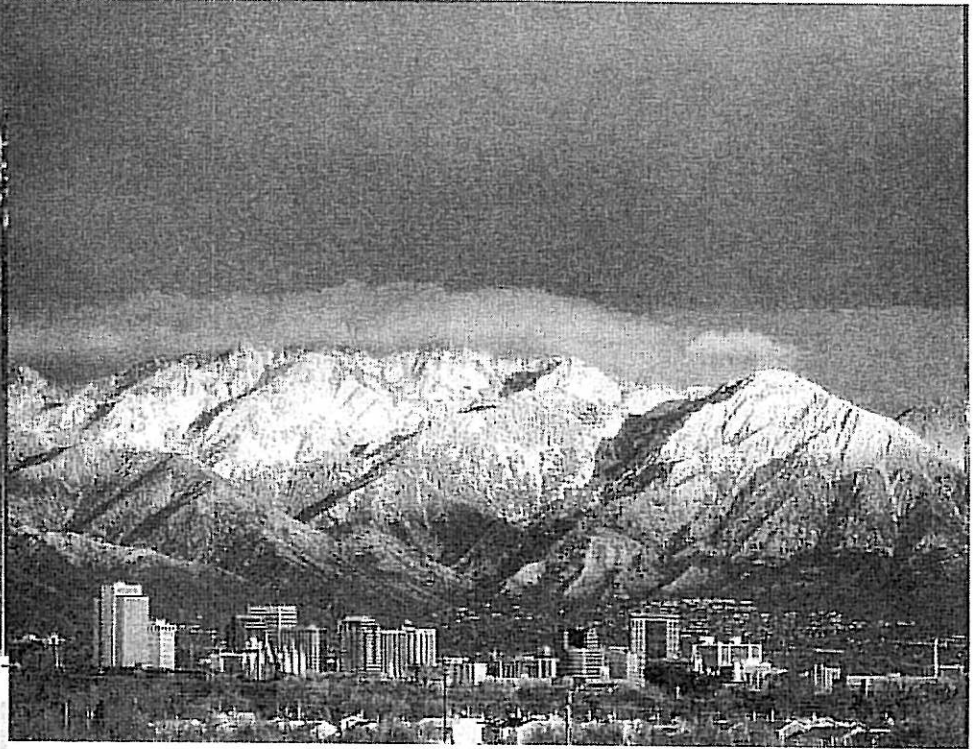


Better Business Bureau Ratings of Taxi Cab Companies

City	Cab Company	BBB Rating	# Complaints in Past 36 months
Dallas			
	Golden Cab	B-	6
	Yellow Cab	B-	0
	Eagle Cab	B-	0
Norfolk			
	Black & White Cab	B-	<u>na</u>
	Norfolk Checker	B-	<u>na</u>
	Eastside Cab	B-	<u>na</u>
Orlando			
	Diamond Cab	B-	2
	County & City Yellow Cab	A+	2
	Mears Transportation Group	A+	13
Denver			
	Yellow Cab	F	19
	Metro Taxi Co.	F	10
Salt Lake City			
	Yellow Cab	A	2
	City Cab	F	2
	Ute Cab	<u>na</u>	<u>na</u>

Summary

- The 2005 Ground Transportation Study does not provide any valid or reliable data which could be used to:
 - Support the suggestions/recommendations made in the report
 - Provide policy makers with information that could be used to make decisions



Q&A/Discussion?

Appendix A:

In addition to Dr. Mundy's July 2005 report regarding Ground Transportation in Salt Lake City, I have also:

- Read Dr. Mundy's Power Point slide deck presentation "Briefing for SLC Downtown Alliance: Review Rationale for Contracting SLC Taxicab Services" (December 2, 2008).
- Read Dr. Mundy's reports on taxi cab operations for the cities of Orlando (December, 2001), Dallas (November, 2002), and Denver (June, 2008).
- Read the "Taxicab Fact Book" report (undated), provided by Winder & Counsel, P.C.
- Read the Downtown Alliance Minutes of meetings which dealt with the issue (December, 2008, and February, 2009).
- Read the email correspondence between Mr. Russell Weeks (Salt Lake City government) and Mr. John Holt (attorney at Winder & Counsel) dated 4/22/2005 regarding the City Council's subcommittee's input on the direction of Dr. Mundy's report.
- Reviewed the "Salt Lake City International Airport Revenue Management" document (effective dates of 1/1/08 to 12/12/08).
- Reviewed the Yellow Cab Trips per Month for the years 2000 to 2008.
- Analyzed the Customer Satisfaction/Complaint cards for Yellow Cab Company, collected by an agency of Salt Lake City, and provided to me by Yellow Cab Company.
- Researched BBB (Better Business Bureau) Reports on taxi cab companies for the cities of Salt Lake, Orlando Florida, Dallas Texas, Denver Colorado, and Anaheim California.

SALT LAKE CITY CORPORATION

FRANK B. GRAY
DIRECTOR

DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT
OFFICE OF THE DIRECTOR

RALPH BECKER
MAYOR

MARY DE LA MARE-SCHAEFER
DEPUTY DIRECTOR

ROBERT FARRINGTON, JR.
DEPUTY DIRECTOR

CITY COUNCIL TRANSMITTAL



David Everitt, Chief of Staff

Date Received:

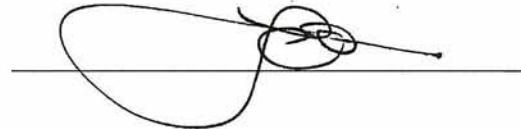


Date Sent to City Council: MARCH 11, 2009

TO: Salt Lake City Council
Carlton Christensen, Chair

DATE: March 11, 2009

FROM: Frank Gray, Community & Economic
Development Department Director



RE: **AMENDMENT:** Request to amend sections of 5.72. This proposed amendment fulfills the Council Subcommittee's directive to change Salt Lake City's relationship with the taxi industry to a contract form of regulation from the current ordinance based taxicab regulations based on Certificates of Convenience and Necessity. A Request for Proposals (RFP) will be published for the contracts for response from suitable providers.

STAFF CONTACTS: Orion Goff, Building Services & Licensing Director, 535-6681
Laura Kirwan, Senior City Attorney, 535-7685
Brent Kovac, Ground transportation Administrator, 908-7195

RECOMMENDATION: That the City Council hold a briefing and schedule a Public Hearing (example)

DOCUMENT TYPE: Ordinance

BUDGET IMPACT: None

DISCUSSION:

Issue Origin: This Transmittal is an amendment to the previous transmittal. In preparation for the anticipated release of the Taxicab Request for Proposals (RFP), the City Council Transportation Sub-Committee requested that the administration prepare an ordinance change to accommodate the transition to the contract form of regulation. This change will be facilitated by an official RFP. Included in the ordinance revision is language, which will make this transition

less difficult and clearly define the timing of the proposed change. It will also include the index formula for meter rate changes as previously agreed. The reason for the proposed rate change was due to industry concerns over the difficult process for changes. At the subsequent City Council meeting in July of 2007, the Council asked that the Ground Transportation Administration, investigate and recommend a simplified procedure.

Analysis: Under section 5.72.130-B, the City Code amendment adopted in July of 2005, gave notice to the existing holders of a taxicab Certificate of Convenience and Necessity (CC&N) that the City was intending to change to method it regulates such an industry. The change would be from an ordinance based regulation to an alternate method. This section of the City Code indicated that the CC&N as issued by the City are terminable and that future Certificates had an expiration date.

As the Taxicab RFP is ready, the existing ordinance needs some adjustment in order to meet the requirements of the City; of section 5.72.130-B of the City Code and to the method of meter rate changes as defined in Article VI of 5.72 (5.72.455 through 5.72.485).

Master Plan Considerations: None

Recommendation: Adopted the proposed City Ordinance revisions.

PUBLIC PROCESS:

Hold a Public Hearing.

RELEVANT ORDINANCES:

5.72

CLEAN

SALT LAKE CITY ORDINANCE
No. _____ of 2009
(Amending Taxicab Provisions)

An ordinance amending chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs, to provide for transition from regulatory to contract based system for providing taxi services; changing the method for determining rate adjustments; and requiring taxi drivers to accept valid debit and credit cards for fare payments.

Be it ordained by the City Council of Salt Lake City, Utah:

SECTION 1. That Chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs be, and the same hereby is, amended to read as follows:

Article I. Definitions

5.72.005 Definitions And Interpretation Of Language:

The words and phrases, when used in this chapter, shall have the meanings defined and set forth in this article.

5.72.010 Cab Day:

"Cab day" means eight (8) or more hours during any calendar day.

5.72.015 Calendar Day:

"Calendar day" means a twenty four (24) hour period from midnight to midnight.

5.72.020 Calendar Quarter:

"Calendar quarter" means January 1 through March 31, April 1 through June 30, July 1 through September 30, or October 1 through December 31 of each year.

5.72.025 Calendar Six Months:

"Calendar six (6) months" means January 1 through June 30 and July 1 through December 31 of each year.

5.72.030 Car Pool:

"Car pool" means the use of a taxicab for the transportation of two (2) or more persons from designated locations to other designated locations in accordance with a prearranged agreement between the taxicab company and the persons being transported.

5.72.035 Certificate:

"Certificate" means a certificate of public convenience and necessity issued by the city authorizing the holder thereof to conduct a taxicab business in the city.

5.72.040 Cleared:

"Cleared" means that condition of a taximeter when it is inoperative with respect to all fare registration, when no figures indicating fare or extras are exposed to view, and when all parts are in that position for which they are designed to be when the taxicab to which the taximeter is attached is not engaged by a passenger.

5.72.047 Department:

"Department" means the city's Ground Transportation Administration division.

5.72.050 Extras:

"Extras" means the charges to be paid by the customer or passenger in addition to the fare, including any charge for the transportation of baggage or parcels.

5.72.055 Face:

"Face" means that side of a taximeter upon which passenger or customer charges are indicated.

5.72.060 Fare:

"Fare" means that portion of the charge for hire of a taxicab which is automatically calculated by the taximeter through the operation of the mileage and time mechanism.

5.72.065 Hired:

"Hired" means activating the button on the face of the taximeter which places taximeter in operation.

5.72.070 Holder:

"Holder" means a person to whom a certificate of public convenience and necessity has been issued.

5.72.075 In Service:

"In service" means that a taxicab is actually in use on the streets of the city, with a driver, and available for the transportation of passengers for hire.

5.72.080 Manifest:

"Manifest" means a daily record prepared by a taxicab driver of all trips made by such driver, showing time(s) and place(s) of origin and destination, number of passengers, and the amount of fare of each trip.

5.72.085 Open Stand:

"Open stand" means a public place alongside the curb of a street, or elsewhere in the city, which has been designated by the department as reserved exclusively for the use of taxicabs, and may include places otherwise marked as freight zones or other parking restricted zones if designated for use of taxicabs during specified times.

5.72.090 Person:

"Person" means and includes an individual, a corporation or other legal entity, a partnership, and any incorporated association.

5.72.095 Small Parcel Delivery System:

"Small parcel delivery system" means a system of delivering items which will be picked up by a taxicab driver and delivered to a destination within one and one-half (1 1/2)

hours. The pick up and delivery of such items shall be accomplished while the taxicab is idle; i.e., not en route to picking up or dropping off any passenger, and not while any passenger is en route in the taxicab.

5.72.100 Taxicab:

"Taxicab" means a motor vehicle used in the transportation of passengers for hire over the public streets of the city, and not operated over a fixed route or upon a fixed schedule, but is subject to contract for hire by persons desiring special trips from one point to another. "Taxicab" does not include an automobile rental licensed under any other section of this code.

5.72.105 Taxicab Driver's License:

"Taxicab driver's license" means an operator's certificate, as defined by Section 5.71.010(T).

5.72.110 Taximeter:

"Taximeter" means a meter instrument or electronic device attached to a taxicab which measures mileage by the distance driven and the waiting time upon which the fare is based, and which automatically calculates, at a predetermined rate or rates, and registers, the charge for hire of a taxicab. Each taxicab shall have credit card capability for its customers.

5.72.115 Waiting Time:

"Waiting time" means the time when a taxicab is not in motion, from the time of acceptance of a passenger or passengers to the time of discharge.

Article II. Phasing Out of Certificate Of Public Convenience And Necessity

5.72.130 Adoption of Contract Based System for Provision of Taxi Services:

A. The city hereby adopts a contract based system for provision of taxi services. Only taxi providers selected pursuant to a competitive Request for Proposals ("RFP") process and who have entered into a contract with the city may operate taxi services for hire upon Salt Lake City streets, as defined in Section 5.72.130(C).

B. Existing certificates of public convenience and necessity issued by the city under this chapter shall expire no later than 180 days from the effective date of this ordinance. The city may elect to continue the termination date up to an additional 180 days. Upon final termination, a pro rata refund of that portion of the annual business license fee and certificate of convenience and necessity fee shall be given to those persons whose licenses and certificates have been terminated according to the portion of the year remaining at the time of termination. In the event the city is delayed in implementing the contract based system, the existing certificate holders may continue to operate until such time as implementation occurs. In the event the termination of one or more of the certificates is continued beyond the termination date set forth above, the city may simultaneously implement the contract based system while such certificate or certificates remain in effect.

C. For the purpose of this section, the term "operate for hire upon the streets of Salt Lake City" shall not include the transporting, by a taxicab properly licensed in a jurisdiction outside the corporate limits of the city, of a passenger or passengers for hire where a trip shall originate with the passenger or passengers being picked up outside of the corporate limits of the city and where the destination is either within or beyond the city corporate limits. The term "operate for hire upon the streets of Salt Lake City" means and shall include the soliciting or picking up of a passenger or passengers within the

corporate limits of the city, whether the destination is within or outside of the corporate limits of the city.

D. Taxicabs may operate as provided in section 5.71.028 of this title and section 16.60.097 of this code, or their successors. 5.72.135 Fees:

No certificate shall continue in operation unless the holder thereof has paid an annual disproportionate business regulatory fee as set forth in section 5.04.070 of this title, or its successor section, each year for each vehicle authorized under a certificate of public convenience and necessity. Such fees shall be in addition to any other fees or charges established by proper authority and applicable to the holder of the vehicle or vehicles under the holder's operation and control.

5.72.140 Existing Holders' Certificates:

All holders of existing taxicab certificates at the effective date hereof shall retain such certificates, allowing them to operate the same number of vehicles as they are presently authorized to operate, without the hearing provided in this article, the public convenience and necessity having heretofore been demonstrated, until such certificate is terminated as provided in this chapter..

5.72.142 Mandatory Accessible Vehicle:

Every taxicab company holding a certificate of convenience and necessity from the city shall, as a condition of retaining such certificate, obtain no later than sixty (60) days from the effective date hereof and use continuously thereafter as part of its fleet of taxicabs in the operation of its business, or through the service of a third party provider, at least one vehicle that is fully accessible for the transport of persons with disabilities, including persons using electrically powered wheelchairs. Said vehicles shall meet the equipment

standards and technical specifications set forth for such transport in the federal Americans with disabilities act, or its successor. Said vehicles shall operate with equivalent response times and shall charge equivalent fares to the average response times and the fares of ordinary taxicabs operated by such company.

5.72.145 Licensing For All Certified Vehicles:

- A. A holder is required to have the total number of vehicles authorized under such holder's certificate of convenience and necessity and to obtain the license required by section 5.05.155 of this title, or its successor, for each and every vehicle.
- B. In the event the holder does not license the total number of vehicles authorized by the certificate before February 15 of any year, such holder shall forfeit the right to any vehicle not so licensed; that authority shall automatically revert to the city, and the certificate shall be modified to reflect the total number of vehicles actually licensed before February 15 of any year. Such forfeited right to operate any vehicle may be reissued to any person; provided, however, it shall not be reissued except upon application required by section 5.05.105 of this title, or its successor, and by a showing of public convenience and necessity as required by section 5.05.140 of this title, or its successor.
- C. Nothing contained herein shall prohibit a holder from having vehicles in excess of the number authorized under such holder's certificate for the purpose of replacement or substitution of an authorized vehicle under repair, maintenance or breakdown; provided, however, any such vehicle shall not be used as a taxicab other than as a replacement or substitution as herein provided. Each holder shall be authorized to license additional vehicles, over and above the number authorized in the certificate, as replacement or

substitution vehicles according to the number of vehicles so authorized in the certificate. Any holder having authorization for one to five (5) vehicles shall be allowed to license one additional vehicle as a replacement or substitution vehicle. Any holder having authorization for six (6) or more vehicles shall be allowed to license one additional vehicle as a replacement or substitution vehicle for each five (5) vehicles authorized in the certificate.

5.72.150 Certificate Not A Franchise And Not Irrevocable:

No certificate issued in accordance with this chapter, or its successor, shall be construed to be either a franchise or irrevocable.

5.72.155 Compliance Responsibility:

The holder shall not be relieved of any responsibility for compliance with the provisions of this chapter, whether the holder leases or rents taxicabs to drivers, or whether the holder pays salary, wages or any other form of compensation.

Article III. Driver Licensing

5.72.220 Vehicle Operator's Certificate Required For Operators:

It is unlawful for any person to operate a taxicab for hire upon the streets of the city without having first obtained and having then in force a valid vehicle operator's certificate, in compliance with the requirements of Title V, Chapter 71, Article VI, Salt Lake City Code of Ordinances.

5.72.225 Permitting Unlicensed Operator Unlawful

It is unlawful for any person who owns or controls a taxicab to permit it to be driven, and no taxicab licensed by the city shall be so driven at any time for hire, unless the taxicab is

operated by a driver who has then in force a valid vehicle operator's certificate issued under the provisions of this chapter.

Article IV. Vehicle Equipment And Maintenance

5.72.315 Vehicle Inspection Prior To Licensing:

Prior to the use and operation of any vehicle under the provisions of this chapter, the vehicle shall be thoroughly examined and inspected as set forth in chapter 5.71, article V, of this title, or its successor, and found to comply with the requirements thereof. In addition, the vehicle shall at all times in which it is in operation as a taxicab within the city be maintained in conformity with the safety inspection requirements of Utah and federal law. Following the effective date hereof, no vehicle shall be licensed by the city as a taxicab that: a) was not previously so licensed or b) was manufactured more than five (5) years prior to application for licensure.

5.72.335 Identifying Design:

Each taxicab shall bear on the outside of each rear or front door, in painted letters not less than two inches (2") in height, the name of the holder and the company number, which number shall also be painted on the rear of the taxicab, and, in addition, may bear an identifying design approved by the department. All signs, markings, advertisement and graphics shall comply with subsection 5.71.170A of this division, or its successor.

5.72.340 Conflicting Or Misleading Designs Prohibited:

No vehicle covered by the terms of this chapter shall be licensed whose color scheme, identifying design, monogram or insignia to be used thereon shall, in the opinion of the department, conflict with or imitate any color scheme, identifying design, monogram or insignia used on a vehicle or vehicles already operating under this chapter, in such a

manner as to be misleading or tend to deceive or defraud the public; and provided further that if, after a license has been issued for a taxicab hereunder, the color scheme, identifying design, monogram or insignia thereof is changed so as to be, in the opinion of the department, in conflict with or in imitation of any color scheme, identifying design, monogram or insignia used by any other person, owner or operator, in such a manner as to be misleading or tend to deceive the public, the certificate covering such taxicab or taxicabs shall be suspended or revoked.

Article V. Taximeters

5.72.345 Required For Operation-Exception:

- A. All taxicabs operated under the authority of this chapter, except as specified below, shall be equipped with taximeters which shall conform to the specifications set forth in this chapter and such others as may be adopted from time to time by the department.
- B. It is unlawful for any person to operate or to allow to be operated any taxicab without such taximeter, with the exception that any taxicab performing car pool services under section 5.72.520 of this chapter, or its successor, need not have such taximeter operative during such trip, and any taxicab used exclusively as a car pool vehicle.

5.72.347 Taximeter-Method Of Programming Rates, Fares:

No meter shall be approved or adopted by the city which has rates, fares, or calibrations which are not properly sealed to prevent tampering.

5.72.350 Fares-Method Of Calculation:

Taximeters shall calculate the fares upon the basis of a combination of mileage traveled and time elapsed. When the taximeter is operative with respect to fare registration, the

fare registration mechanism shall be actuated by the mileage mechanism and the fare registering mechanism shall be actuated by the time mechanism whenever the taxicab is not in motion. Means shall be provided for the driver of the taxicab to maintain the clock mechanism either operative or inoperative with respect to the fare registering mechanism.

5.72.355 Operation To Be Indicated:

It shall be shown on the taximeter's face whether the mechanism is set to be operative or inoperative, and, if operative, the character of fare registration for which it is set. While the taximeter is cleared, the indication "not registering" or an equivalent expression shall appear. If a taximeter is set to be operative, the indication "registering" or equivalent expression shall appear.

5.72.360 Accumulated Fare To Be Shown:

The fare indication shall be identified by the word "fare" or by an equivalent expression. Values shall be defined by suitable words or monetary signs.

5.72.365 Visibility Of Indications:

Indications of fare and extras shall never be obscured or covered except when a taximeter is cleared. No decals, stickers or other material may be placed on the face of the taximeter.

5.72.370 Protection Of Indications:

Indications shall be displayed through an entirely protected glass or plastic face securely attached to the metal housing of the taximeter.

5.72.378 Top Light Requirement:

A top light shall be installed on every licensed taxicab. The top light shall be illuminated when said taxicab is available for hire and shall not be illuminated when the taximeter is placed into hire.

5.72.380 Completion Of Service:

Upon the completion of the service by the taxicab, it shall be the duty for the driver to call the attention of the passenger to the amount registered, and to clear the taximeter to the nonregistering position and its dials cleared. Upon completion of each fare, the driver shall give the passenger a printed receipt as required by section 5.72.475 of this chapter, or its successor.

5.72.385 Placement Of Meter In Cab:

When mounted upon a taxicab, a taximeter shall be so placed that its face is in plain view of any passenger seated on the rear seat of the cab.

5.72.390 Illumination:

The face of the taximeter shall be artificially illuminated after sundown so that it is clearly visible to rear seat passengers.

5.72.395 Sealing Of Meters Required:

A. Every taximeter shall have adequate provisions for the affixing of a lead and wire seal so that no adjustments, alterations or replacements affecting in any way the indications, rates or accuracy of the taximeter can be made without mutilating such seal.

The seal shall be affixed by the department, as hereinafter provided.

B. It is unlawful for any person to operate any taxicab at any time with the license office's seal of the taximeter broken, mutilated or removed, and any taxicab having a

broken, mutilated or removed seal must be inspected by the department and a new seal affixed by the department.

5.72.400 Inspections-Authorized When:

All taximeters shall be subject to inspection from time to time by the department.

5.72.405 Six Month Inspections:

A. It shall be the duty of the department to inspect, test and seal with a city seal every taximeter at least once every six (6) months. This inspection shall coincide with the inspection required under section 5.71.180 of this title, or its successor.

B. It is further required that the semiannual meter checks shall be required for every taxicab in which a meter is installed, irrespective of whether or not that particular taxicab is in operation at the time of such inspections. When any department seal has been broken, mutilated or removed, the holder shall contact the department and make arrangements for the replacement of such seal. It is unlawful for any driver of a taxicab or any other person to operate a taximeter in a taxicab unless said meter has been inspected and certified to be operating accurately by the department for that specific taxicab.

5.72.415 Sealing After Inspection:

Such taximeters shall be sealed at all points and connections which, if manipulated, would affect their correct reading and recording.

5.72.420 Inspections-Recordkeeping:

The department shall keep a record of the identification of every taxicab meter number and date of inspection thereof in its office.

5.72.425 Inspection Upon Complaint:

Except as otherwise provided herein, it is unlawful for any driver of a taxicab to charge a fare other than as calculated by the taximeter.

Article VI. Rates

5.72.455 Maximum Rates:

A. Except as otherwise provided herein, an owner or driver of a taxicab may establish and charge mileage rates lower than, but shall not establish and charge any mileage rate for the use of a taxicab greater than the per mile fee and flag drop fee established pursuant to Section 5.72.455. As of September 1, 2008, the fees are two dollars twenty five cents (\$2.25) for flag drop and twenty cents (\$0.20) for each one-eleventh (1/11) mile or fraction thereof. An owner or driver of a taxicab may establish and charge a rate for waiting time lower than, but shall not establish any rate for waiting time greater than, twenty two dollars (\$22.00) per hour. Changes in future fee amounts will not be incorporated within this ordinance and will be announced by the department as provided in Section 5.72.457.

B. The foregoing notwithstanding, an owner or driver of a taxicab who is charged a fee by the city to deliver a passenger or to pick up a passenger at the Salt Lake City international airport may, in addition to the rates allowed by subsection A of this section, or its successor, charge an additional sum in the exact amount of such fee to be used to pay such fee. Further, an owner or driver of a taxicab may charge a minimum airport rate of twelve dollars (\$12.00) for service from the Salt Lake City international airport.

5.72.457 Bi-Annual Review Of Maximum Rates:

A. Meter per mile rate ("Per Mile Rate") changes. The department reviews Per Mile Rates twice each year to determine if rate changes are required, based on changes in fuel costs.

It shall be the duty of the department to make an immediate inspection of any taximeter when complaint is received that the taximeter is registering incorrectly or not in accordance with the rate posted in the taxicab and set forth in this chapter.

5.72.430 Change In Rates-Immediate Inspection:

In the event a change in rates is made, the taximeter shall be adjusted to the new rates, and the taximeter of every taxicab in which a meter has been installed shall be immediately inspected, tested and sealed by the department. A fee will be charged by the department for each meter reprogrammed and sealed, with the fee amount to be set by the department based on recovery of costs to the City.

5.72.435 Error In Registration-Removal From Service:

No taximeter which is inaccurate in registration in excess of one and one-half percent (1 1/2%) shall be allowed to operate in any taxicab, and when an inaccuracy is discovered, such taxicab involved shall immediately cease operation and be kept off the highways until the meter is repaired and in proper working condition.

5.72.438 Altering Taxicab To Affect Taximeter:

No owner, driver or company shall perform or permit or allow any alterations to a taxicab that will affect the taximeter pulse setting without said taximeter being recertified by the department. Said alterations shall include, but not be limited to, transmission replacement or remanufacturing, differential replacement or remanufacturing, speedometer cable replacement, speed sensor replacement, repair or replacement of the taxicab's onboard computer, or change of tire size on drive axle.

5.72.440 Using Hired Button As Signal For Different Rate Prohibited:

Reviews occur on or near March 15 and September 15. If rate changes are authorized, scheduled meter recalibrations will start on or after April 1 and October 1, respectively.

1. Per Mile Rates are based on the average price of regular grade fuel ("Fuel") by US gallon according to the following criteria and requirements.

a. Fuel costs are determined using AAA's "Media Site for Retail Gasoline Prices, UT Metro Averages, Salt Lake City-Ogden" (www.fuelgaugereport.com/UTmetro.asp). If this website should cease operation, the department will rely on a similar site or index. The average price of fuel is calculated by:

i) taking the actual cost of Fuel averaged for the three months preceding the respective review date; and

ii) taking the actual cost of Fuel averaged for the six months preceding the respective review date.

b. If an increase is indicated, then the higher of the three or six month Fuel average will be used. If a decrease is indicated, the lower Fuel average will be used.

c.. Based on the two month average price of Fuel, a Per Mile Rate increase or decrease will be authorized as follows:

Fuel Cost Increases (Decreases)	Per Mile Rate Increases (Decreases)
\$0.000 to \$0.255	\$0.00
\$0.256 to \$0.755	\$0.10
\$0.756 to \$1.255	\$0.20
\$1.266 to \$1.755	\$0.30
\$1.766 to \$2.255	\$0.40

2. One hundred percent (100 %) of any Per Mile Rate increase must go to the driver.

Drivers will be required to absorb decreases in the Per Mile Rate.

B. Flag drop rate ("Flag Drop Rate") changes. On or near March 15 of each year, the department will review the flag drop rate to determine if it should be adjusted. Any adjustments

will be based on an annual average of similar rates from other comparable jurisdictions as reported by the Taxi, Limousine and Para-Transit Association (TLPA) or other resources.

5.72.465 Display Of Fare Rates:

Every taxicab operated under this chapter shall have printed on the outside of the cab, in a conspicuous place on the cab and of sufficient size, legibility and in such manner as to be plainly visible to all prospective passengers, all rates and charges in effect for the taxicab company operating such taxicab. All such rates and charges shall also be posted on the inside of the taxicab in such a manner as to be plainly visible to all passengers. All displays of rate information on taxicabs shall meet the requirements of section 5.71.170 of this title, or its successor section, regarding vehicle signage, and all other applicable ordinances.

5.72.472 All Charges To Be Approved By City:

No taxicab or taxicab company shall charge any fee or payment for the use of a taxicab within the city without the prior approval of the department.

5.72.473 Acceptance of Valid Credit and Debit Cards

Customers shall be permitted to make fare payments with valid credit and debit cards. Each taxicab must be equipped with the necessary equipment to accept credit and debit cards. At minimum taxicabs must accept Visa and Mastercard and may accept additional cards at their discretion. There shall be no additional charge or fee to the customer for making payment with a valid credit or debit card.

5.72.475 Receipts For Payment Of Fare:

The driver of any taxicab shall render to every passenger a receipt for the amount charged, either by a mechanically or electronically printed receipt from the taximeter, on which shall be the name of the taxicab company, taxicab number, the date and time the

fare was initiated and completed, the miles charged, extras added to the fare, and the total amount of meter reading or charges.

5.72.480 Hiring Vehicle With Intent To Defraud:

It is unlawful for any person to hire any vehicle defined in this chapter with intent to defraud the person from whom it is hired of the value of such service.

5.72.485 Refusing To Pay Legal Fare:

It is unlawful for any person to refuse to pay immediately the legal fare of any of the vehicles mentioned in this chapter after having hired the same.

Article VII. Service Regulations

5.72.490 General Service Requirements:

The holder of a certificate shall maintain, at all hours during the day or night, sufficient taxicabs with drivers to reasonably answer all calls received. The telephone number of the central place of business shall be listed under the company name in the white pages, and in the yellow pages under the heading "taxicabs", of the city telephone directory.

5.72.495 Twenty Four Hour Service Required:

Holders of a certificate of public convenience and necessity shall maintain a central place of business and keep the same open with a person on duty twenty four (24) hours a day, seven (7) days per week, for the purpose of receiving calls and dispatching cabs.

5.72.505 Refusing Calls Or Service Prohibited:

It is unlawful for any holder of a certificate to refuse to accept a call for service to any point within the corporate limits of the city at any time when such holder has available taxicabs, and it is unlawful for any holder to fail or refuse to provide all service required by this title.

5.72.515 Best Route Required:

Any driver employed to carry a passenger to a definite point shall take the most direct or expeditious route possible that will carry the passenger safely and expeditiously to his or her destination, unless otherwise directed by the passenger, except that a driver may deviate to pick up or drop off passengers at their homes when he is operating a taxicab as a car pool vehicle. A driver who, in order to increase the fare, knowingly takes a route which is not the most direct or expeditious as possible under the circumstances shall be subject to a civil penalty under section 5.71.080 of this title.

5.72.520 Car Pool Services:

Notwithstanding all other provisions of this chapter, it shall be lawful for any person owning or operating a taxicab where both such taxicab and operator are properly licensed under the provisions of this chapter to provide the additional car pool provided in this section. Car pool service may provide transportation for two (2) or more persons between drop off and pick up points within the city as designated by the taxicab company, subject to the approval of the department. A fixed price may be charged for such one-way car pool service.

5.72.525 Small Parcel Delay Delivery System:

Taxicabs which are properly licensed under the provisions of this chapter are authorized to provide a small parcel delivery system for the transporting of small parcels at a fixed rate, as provided in section 5.72.455 of this chapter, or its successor. It is unlawful for the driver of any taxicab to pick up or deliver any small parcel while en route to pick up or drop off any passenger.

5.72.530 Advertising Material On Cabs Permitted:

It shall be lawful for any person owning or operating a taxicab or motor vehicle for hire to permit advertising matter to be affixed to or installed in or on such taxicabs or motor vehicles for hire. All advertising material shall be professionally produced.

5.72.535 Open Stands-Establishment:

The department is authorized and empowered to establish open stands in such place or places upon the streets of the city as the department deems necessary for the use of taxicabs operated in the city. The department shall not create an open stand without taking into consideration the need for such stands by the companies, the convenience to the general public, and the recommendation of the traffic engineer. The department shall not create an open stand where such stand would tend to create a traffic hazard.

5.72.540 Open Stands-Use Restrictions:

Open stands shall be used by the different drivers on a first come, first served basis. The driver shall pull onto the open stand from the rear and shall advance forward as the cabs ahead pull off. Drivers shall stay within ten feet (10') of their cabs. Nothing in this chapter shall be construed to prevent a passenger from boarding the cab of his or her choice that is parked at open stands. The department shall prescribe the number of cabs that shall occupy such open stands.

5.72.550 Open Stands-Use By Other Vehicles Prohibited:

Private or other vehicles for hire shall not occupy the space upon the streets that has been established as an open stand during any times specified by the department for use by taxicabs.

5.72.555 Driver To Remain With Cab-Exception:

The driver of any taxicab shall remain in the driver's compartment or immediately adjacent to his or her vehicle at all times when such vehicle is upon the public street, except that, when necessary, a driver may be absent from his or her taxicab for not more than twenty (20) consecutive minutes; and provided further, that nothing herein contained shall be held to prohibit any driver from alighting to the street or sidewalk for the purpose of assisting passengers into or out of such vehicle. Drivers shall comply with the requirements of chapter 16.60 of this code, or its successor, as well as all other applicable laws and ordinances, when operating at the airport.

5.72.560 Number Of Passengers-Restrictions:

No driver shall permit more persons to be carried in a taxicab as passengers than the rated seating capacity rated by the vehicle manufacturer of his or her taxicab, as stated in the license for the vehicle issued by the department. Child seating shall be in accordance with Utah and federal law.

5.72.565 Additional Passengers-Passenger Consent Required:

After the employment of the taxicab by a passenger or group of passengers, no driver shall permit any other person to occupy or ride in the taxicab without the consent of the original passenger or group.

5.72.570 Solicitation-By Driver-Limitations:

No driver shall solicit passengers for a taxicab except when sitting in the driver's compartment of such taxicab, while standing within ten feet (10') of such taxicab, or at any authorized ground transportation stand.

5.72.585 Solicitation Of Hotel Business Prohibited:

It is a violation of this chapter for any driver of a taxicab to solicit business for any hotel, or to attempt to divert patronage from one hotel to another.

5.72.595 Refusal To Carry Passengers Prohibited When:

No driver shall refuse or neglect to convey any orderly and sober person or persons, upon request, unless previously engaged or unable or forbidden by the provisions of this chapter to do so.

5.72.600 Engaging In Liquor Or Prostitution Traffic Prohibited:

It is unlawful for any taxicab driver to sell intoxicating liquor or to knowingly transport persons for the purpose of buying liquor unlawfully, or to solicit business for any house of ill repute or prostitute. It is also unlawful for any taxicab driver to permit any person to occupy or use his or her vehicle for the purpose of prostitution, lewdness or assignation, with knowledge or reasonable cause to know that the same is or is to be used for such purposes, or to direct, take or transport, or offer or agree to direct, take or transport any person to any building or place, or to any other person, with knowledge or reasonable cause to know that the purpose of such directing, taking or transporting is prostitution, lewdness or assignation.

5.72.601 Limitations On Taxicab Operations At The Airport:

The airport director shall establish procedures that restrict the access of taxicabs doing business at the airport in a manner that reduces the number of unnecessary taxicabs waiting at the airport, and thereby promotes the availability of taxicab service in other areas of the city. Such restrictions shall be imposed in a manner that does not create unreasonable burdens among the different taxicab companies authorized to provide services. Among other things, the airport director shall have broad discretion to determine

airport needs and the measures necessary to address them, and may waive or alter any such rules on any reasonable basis to respond to airport conditions as they may occur.

Article VIII. Manifests And Other Records

5.72.605 Drivers To Keep Manifests:

Every driver shall maintain a daily manifest upon which is reported all trips made during such driver's hours of work, showing time(s) and place(s) or origin and destination of trip, intermediate stop(s), the number of passengers and amount of fare, and all such complete manifests shall be returned to the holder by the driver at the conclusion of his or her working day.

5.72.610 Manifest Forms To Be Approved:

The forms for each manifest shall be furnished to the driver by the holder, and shall be of a character approved by the department.

5.72.615 Manifests-Holding Period-Availability:

Every holder of a certificate of public convenience and necessity shall retain and preserve all drivers' manifests in a safe place for at least the calendar year next preceding the current calendar year, and such manifests shall be available to the department .

5.72.620 Recordkeeping Requirements For Holders:

Every holder shall keep accurate records of receipts from operations, operating and other expenses, capital expenditures, and such other operating information as may be required by the department.

5.72.625 Records Accessible For Examination:

Every holder shall maintain the records containing such information and other data required by this chapter at a place readily accessible for examination by the department.

Article IX. Enforcement

5.72.630 Department Authority:

The department is hereby given the authority and is instructed to watch and observe the conduct of holders and drivers operating under this chapter.

5.72.635 Violation-Criminal Proceedings-Report To Department:

Upon discovering a violation of the provisions of this chapter, in addition to regular criminal proceedings, the department will order or take appropriate action respecting the licenses or certificates of the persons involved.

5.72.640 Violation-Penalty:

Any violation of any of the provisions of this chapter shall constitute a misdemeanor.

5.72.650 Applicability

The provisions of this Chapter 5.72 shall apply only to existing certificate holders as detailed in Section 5.72.230. Taxi services provided pursuant to the city's contract based system will be governed the City's RFP and the resulting provider contracts. The City Council may elect to adopt by ordinance minimum standards for contract-based taxi services after provider contracts have been awarded.

SECTION 2. This ordinance takes effect upon first publication.

Passed by the City Council of Salt Lake City, Utah this _____ day of _____, 2009.

CHAIRPERSON

ATTEST:

CITY RECORDER

Transmitted to Mayor on _____.

Mayor's Action: _____ Approved. _____ Vetoed.

MAYOR

CITY RECORDER

(SEAL)

Bill No. _____ of 2009.

Published: _____.

HB_ATT#2323-v1-Amending_5_72_Taxi_Cabs

APPROVED AS TO FORM
Salt Lake City Attorney's Office

Date 3/11/09

By [Signature]

SALT LAKE CITY ORDINANCE
No. _____ of 2009
(Amending Taxicab Provisions)

An ordinance amending chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs, to provide for transition from regulatory to contract based system for providing taxi services; changing the method for determining rate adjustments; and requiring taxi drivers to accept valid debit and credit cards for fare payments.

Be it ordained by the City Council of Salt Lake City, Utah:

SECTION 1. That Chapter 5.72, *Salt Lake City Code*, pertaining to taxicabs be, and the same hereby is, amended to read as follows:

Article I. Definitions

5.72.005 Definitions And Interpretation Of Language:

The words and phrases, when used in this chapter, shall have the meanings defined and set forth in this article.

5.72.010 Cab Day:

"Cab day" means eight (8) or more hours during any calendar day.

5.72.015 Calendar Day:

"Calendar day" means a twenty four (24) hour period from midnight to midnight.

5.72.020 Calendar Quarter:

"Calendar quarter" means January 1 through March 31, April 1 through June 30, July 1 through September 30, or October 1 through December 31 of each year.

5.72.025 Calendar Six Months:

"Calendar six (6) months" means January 1 through June 30 and July 1 through December 31 of each year.

5.72.030 Car Pool:

"Car pool" means the use of a taxicab for the transportation of two (2) or more persons from designated locations to other designated locations in accordance with a prearranged agreement between the taxicab company and the persons being transported.

5.72.035 Certificate:

"Certificate" means a certificate of public convenience and necessity issued by the city authorizing the holder thereof to conduct a taxicab business in the city.

5.72.040 Cleared:

"Cleared" means that condition of a taximeter when it is inoperative with respect to all fare registration, when no figures indicating fare or extras are exposed to view, and when all parts are in that position for which they are designed to be when the taxicab to which the taximeter is attached is not engaged by a passenger.

5.72.047 Department:

"Department" means the ~~city department delegated by the mayor to have responsibility for the enforcement of this chapter~~city's Ground Transportation Administration division.

5.72.050 Extras:

"Extras" means the charges to be paid by the customer or passenger in addition to the fare, including any charge for the transportation of baggage or parcels.

5.72.055 Face:

"Face" means that side of a taximeter upon which passenger or customer charges are indicated.

5.72.060 Fare:

"Fare" means that portion of the charge for hire of a taxicab which is automatically calculated by the taximeter through the operation of the mileage and time mechanism.

5.72.065 Hired:

"Hired" means activating the button on the face of the taximeter which places taximeter in operation.

5.72.070 Holder:

"Holder" means a person to whom a certificate of public convenience and necessity has been issued.

5.72.075 In Service:

"In service" means that a taxicab is actually in use on the streets of the city, with a driver, and available for the transportation of passengers for hire.

5.72.080 Manifest:

"Manifest" means a daily record prepared by a taxicab driver of all trips made by such driver, showing time(s) and place(s) of origin and destination, number of passengers, and the amount of fare of each trip.

5.72.085 Open Stand:

"Open stand" means a public place alongside the curb of a street, or elsewhere in the city, which has been designated by the ~~mayor~~department as reserved exclusively for the use of taxicabs, and may include places otherwise marked as freight zones or other parking restricted zones if designated for use of taxicabs during specified times.

5.72.090 Person:

"Person" means and includes an individual, a corporation or other legal entity, a partnership, and any incorporated association.

5.72.095 Small Parcel Delivery System:

"Small parcel delivery system" means a system of delivering items which will be picked up by a taxicab driver and delivered to a destination within one and one-half (1 1/2) hours. The pick up and delivery of such items shall be accomplished while the taxicab is idle; i.e., not en route to picking up or dropping off any passenger, and not while any passenger is en route in the taxicab.

5.72.100 Taxicab:

"Taxicab" means a motor vehicle used in the transportation of passengers for hire over the public streets of the city, and not operated over a fixed route or upon a fixed schedule, but is subject to contract for hire by persons desiring special trips from one point to another. "Taxicab" does not include an automobile rental licensed under any other section of this code.

5.72.105 Taxicab Driver's License:

"Taxicab driver's license" means the an operator's certificate, as defined by Section 5.71.010(T). ~~permission granted by the mayor to a person to drive a taxicab upon the streets of the city.~~

5.72.110 Taximeter:

"Taximeter" means a meter instrument or electronic device attached to a taxicab which measures mileage by the distance driven and the waiting time upon which the fare is based, and which automatically calculates, at a predetermined rate or rates, and registers, the charge for hire of a taxicab. Each taxicab shall have credit card capability for its customers.

5.72.115 Waiting Time:

"Waiting time" means the time when a taxicab is not in motion, from the time of acceptance of a passenger or passengers to the time of discharge.

Article II. Phasing Out of Certificate Of Public Convenience And Necessity

5.72.130 Required For Operation Adoption of Contract Based System for Provision of Taxi Services:

- A. The city hereby adopts a contract based system for provision of taxi services. Only taxi providers selected pursuant to a competitive Request for Proposals ("RFP") process and who have entered into a contract with the city may operate taxi services for hire upon Salt Lake City streets, as defined in Section 5.72.130(C). No person shall operate or permit a taxicab owned or controlled by such person to be operated as a vehicle for hire upon the streets of Salt Lake City without first having obtained a certificate of public convenience and necessity from the city in accordance with chapter 5.05 of this title, or its successor.
- B. The city is considering alternate methods of regulation, and intends to adopt alternate methods at a future date. Existing Certificates of public convenience and necessity issued by the city are terminable by the city, and in order to prepare for changes in regulation, all such certificates issued under this chapter shall expire at the same time that the certificate holder's current business license expires, which shall be no later than January 31, 2006, 180 days from the effective date of this ordinance. The city may elect to continue the termination date up to an additional 180 days. Future certificates of convenience and necessity under this chapter will be issued only on a renewal basis to existing certificate holders upon submission of an acceptable renewal application, and shall remain subject to termination. Prior to adopting regulatory changes, the city will

~~provide notice to these certificate holders, and all such certificates will terminate one hundred eighty (180) days from the date when such notice is issued. Upon any final termination, a pro rata refund of that portion of the annual business license fee and certificate of convenience and necessity fee shall be given to those persons whose licenses and certificates have been terminated according to the portion of the year remaining at the time of said termination. In the event no termination occurs as provided herein within twelve (12) months of the issuance of any renewal certificate of convenience and necessity and business license, a renewal certificate and business license shall be reissued to such persons or entities applying therefor under the same conditions as provided hereinabove unless or until there is a termination as provided above in this subsection, or unless such certificate or license is terminated for other causes as set forth in chapter 5.05 of this title or other sections of this code. All certificate holders as of the date hereof that remain in good standing shall have an opportunity to compete for any future certificates, contracts or other similar authorizations from the city. In the event the city is delayed in implementing the contract based system, the existing certificate holders may continue to operate until such time as implementation occurs. In the event the termination of one or more of the certificates is continued beyond the termination date set forth above, the city may simultaneously implement the contract based system while such certificate or certificates remain in effect.~~

C. For the purpose of this section, the term "operate for hire upon the streets of Salt Lake City" shall not include the transporting, by a taxicab properly licensed in a jurisdiction outside the corporate limits of the city, of a passenger or passengers for hire

where a trip shall originate with the passenger or passengers being picked up outside of the corporate limits of the city and where the destination is either within or beyond the city corporate limits. The term "operate for hire upon the streets of Salt Lake City" means and shall include the soliciting or picking up of a passenger or passengers within the corporate limits of the city, whether the destination is within or outside of the corporate limits of the city.

D. Taxicabs may operate as provided in section 5.71.028 of this title and section 16.60.097 of this code, or their successors.

5.72.135 Fees:

No certificate shall be issued or continued in operation unless the holder thereof has paid an annual disproportionate business regulatory fee as set forth in section 5.04.070 of this title, or its successor section, each year for each vehicle authorized under a certificate of public convenience and necessity. Such fees shall be in addition to any other fees or charges established by proper authority and applicable to the holder of the vehicle or vehicles under the holder's operation and control.

5.72.140 Existing Holders' Certificates:

All holders of existing taxicab certificates at the effective date hereof shall ~~have a certificate of public convenience and necessity awarded to them~~ retain such certificates, allowing them to operate the same number of vehicles as they are presently authorized to operate, without the hearing provided in this article, the public convenience and necessity having heretofore been demonstrated, until such certificate is terminated as provided in this chapter.

5.72.142 Mandatory Accessible Vehicle:

Every taxicab company holding a certificate of convenience and necessity from the city shall, as a condition of retaining such certificate, obtain no later than sixty (60) days from the effective date hereof and use continuously thereafter as part of its fleet of taxicabs in the operation of its business, or through the service of a third party provider, at least one vehicle that is fully accessible for the transport of persons with disabilities, including persons using electrically powered wheelchairs. Said vehicles shall meet the equipment standards and technical specifications set forth for such transport in the federal Americans with disabilities act, or its successor. Said vehicles shall operate with equivalent response times and shall charge equivalent fares to the average response times and the fares of ordinary taxicabs operated by such company.

5.72.145 Licensing For All Certified Vehicles:

- A. A holder is required to have the total number of vehicles authorized under such holder's certificate of convenience and necessity and to obtain the license required by section 5.05.155 of this title, or its successor, for each and every vehicle.
- B. In the event the holder does not license the total number of vehicles authorized by the certificate before February 15 of any year, such holder shall forfeit the right to any vehicle not so licensed; that authority shall automatically revert to the city, and the certificate shall be modified to reflect the total number of vehicles actually licensed before February 15 of any year. Such forfeited right to operate any vehicle may be reissued to any person; provided, however, it shall not be reissued except upon application required by section 5.05.105 of this title, or its successor, and by a showing of public convenience and necessity as required by section 5.05.140 of this title, or its successor.

C. Nothing contained herein shall prohibit a holder from having vehicles in excess of the number authorized under such holder's certificate for the purpose of replacement or substitution of an authorized vehicle under repair, maintenance or breakdown; provided, however, any such vehicle shall not be used as a taxicab other than as a replacement or substitution as herein provided. Each holder shall be authorized to license additional vehicles, over and above the number authorized in the certificate, as replacement or substitution vehicles according to the number of vehicles so authorized in the certificate. Any holder having authorization for one to five (5) vehicles shall be allowed to license one additional vehicle as a replacement or substitution vehicle. Any holder having authorization for six (6) or more vehicles shall be allowed to license one additional vehicle as a replacement or substitution vehicle for each five (5) vehicles authorized in the certificate.

5.72.150 Certificate Not A Franchise And Not Irrevocable:

A. — No certificate issued in accordance with ~~section 5.72.130 of this article~~ with this chapter, or its successor, shall be construed to be either a franchise or irrevocable.

5.72.155 Compliance Responsibility:

The holder shall not be relieved of any responsibility for compliance with the provisions of this chapter, whether the holder leases or rents taxicabs to drivers, or whether the holder pays salary, wages or any other form of compensation.

Article III. Driver Licensing

5.72.220 License Vehicle Operator's Certificate Required For Operators:

It is unlawful for any person to operate a taxicab for hire upon the streets of the city without having first obtained and having then in force a valid ~~taxicab driver's license issued by the police department of the city~~ vehicle operator's certificate, under the provisions in compliance with the requirements of Title V, Chapter 71, Article VI, Salt Lake City Code of Ordinances. ~~this chapter.~~

5.72.225 Permitting Unlicensed Operator Unlawful

It is unlawful for any person who owns or controls a taxicab to permit it to be driven, and no taxicab licensed by the city shall be so driven at any time for hire, unless the taxicab is operated by a driver who has then in force a valid vehicle operator's certificate issued under the provisions of this chapter.

~~5.72.225 Permitting Unlicensed Operator Unlawful:~~

~~It is unlawful for any person who owns or controls a taxicab to permit it to be driven, and no taxicab licensed by the city shall be so driven at any time for hire, unless the taxicab is operated by a driver who has then in force a valid taxicab driver's license issued under the provisions of this chapter.~~

~~5.72.230 Driver's License Application:~~

~~An application for a taxicab driver's license shall be filed with the police department of the city on forms provided by the city.~~

~~5.72.235 Application Verification:~~

~~The application shall be verified by the applicant under oath, and he shall be required to swear to the truthfulness of the matters contained upon the application.~~

~~5.72.240 Application Fee Required:~~

At the time the application is filed, the applicant shall pay to the police department a fee of seventy five dollars (\$75.00). Commencing December 8, 2006, the application fee shall be one hundred dollars (\$100.00).

5.72.245 State Motor Vehicle Permit And Knowledge Of City Required:

Before any application is finally passed upon by the mayor, the applicant shall be required to pass a satisfactory examination as to the applicant's knowledge of the city, and to show that such applicant has a current motor vehicle permit issued by the state.

5.72.250 Police Recommendation Form Requirements:

The prospective applicant for taxicab driver's license shall be required to complete two (2) police recommendation forms containing the following information:

A. The names and addresses of four (4) residents of the city who have known the prospective applicant for a period of thirty (30) days and who will vouch for the sobriety, honesty and general good character of the applicant;

B. Experience of the prospective applicant in the transportation of passengers;

C. Education background of the prospective applicant;

D. A concise history of the applicant's employment;

5.72.255 Photographs Required:

The prospective applicant shall be required to have a photograph taken of him at police headquarters; applicants for renewal of taxicab driver's licenses shall furnish an up-to-date photograph or have an additional picture taken at police headquarters, as shall be determined and directed by the chief of police.

5.72.260 Fingerprints Required:

The prospective applicant shall be required to file with the chief of police two (2) sets of fingerprint impressions, which shall be taken under the supervision of the chief of police.

~~5.72.265 Physician's Certificate Required:~~

The prospective applicant shall be required to file a certificate from a reputable physician of the city certifying that, in such physician's opinion, the applicant is able to operate a taxicab in a safe manner.

~~5.72.270 Investigation Of Applicant:~~

A. The police department shall conduct an investigation of each prospective applicant for each taxicab driver's license, and shall review all of the information filed by the applicant as required by this article. Upon completion of the investigation, the chief of police shall recommend approval or disapproval of the proposed application to the mayor on the police recommendation form.

B. It shall be the duty of the chief of police to report in writing to the mayor any misrepresentation or falsification by the prospective applicant on the police recommendation form which may be uncovered by the police investigation, and any such misrepresentation or falsification will constitute just cause for the mayor to refuse to issue a taxicab driver's license, or to suspend or revoke the same if it has been issued.

C. The police department's recommendation required by subsection A of this section shall be based upon:

1. Findings of the criteria specified in section 5.72.250 of this article, or its successor;
2. The police department's recommendation may take into account the length of time between any conviction and the application for the license and may also take into account the applicant's rehabilitation efforts, if any.

5.72.275 Driver's Qualifications:

A. ~~Except as hereinafter set forth, no permit or renewal of a permit shall be issued to any of the following persons:~~

1. ~~Any person under the age of twenty one (21) years;~~
2. ~~Any person who is currently required to register pursuant to the Utah penal code, section 77-27-21.5, Utah Code Annotated, sex offender registration, or its successor;~~
3. ~~Any person who has been convicted of a crime involving moral turpitude, narcotic or dangerous drugs, a felony conviction for an offense against a person or property, unless a period of not less than five (5) years shall have elapsed since the date of conviction or the date of release from confinement for such offense, whichever is later;~~
4. ~~Any person who has been convicted of driving a vehicle recklessly within the five (5) years immediately preceding application for a permit;~~
5. ~~Any person who has been convicted of driving a vehicle while under the influence of alcohol or a controlled substance, or of being in or about a vehicle while under the influence of alcohol or a controlled substance with the intent of driving such vehicle, within the five (5) years immediately preceding application for a permit;~~
6. ~~Any person not possessing a valid taxicab endorsement license, issued by the state;~~
7. ~~Any person who has been convicted of three (3) or more felonies;~~
8. ~~Any person who does not comply with the requirements of section 5.72.245 of this article, or its successor.~~

B. ~~Notwithstanding the provisions of subsection A3 or A7 of this section, if the mayor or designated agent receives letters or testimony at a hearing, as provided in chapter 5.02 of this title, which proves by a preponderance of the evidence that the~~

applicant has reformed his/her moral character so as to pose no threat to members of the public, the license shall be issued. Part of the letters or testimony used to establish the preponderance shall come from the applicant's parole officer, if the applicant is still on parole. Failure to provide a recommendation from the applicant's parole officer, if the applicant is on parole, shall be grounds to deny the request.

5.72.280 Hearing Upon Rejection:

If the applicant is rejected, the applicant shall be entitled, upon request, to a hearing before a hearing examiner as provided in chapter 5.02 of this title.

5.72.285 License Issuance Contents:

Upon approval of an application for a taxicab driver's license, the city shall issue a license to the applicant which shall bear the name, address, date of birth, signature and photograph of the applicant.

5.72.290 License Display:

Every driver licensed under this chapter shall post his or her taxicab driver's license in such a place as to be in full view of all passengers while such driver is operating a taxicab, and shall exhibit the license upon demand of any police officer, license inspector, any authorized agent of the license office of the city, or any other person authorized by the mayor to enforce the provisions of this chapter.

5.72.295 License Duration Renewal:

The taxicab driver's license shall date from approval of issuance by the city and shall expire the next calendar year on the first day of the same month as the original approval of issuance. The license shall be renewable annually on the first day following expiration

~~upon payment of the fee of fifteen dollars (\$15.00), unless the license for the preceding year has been suspended or revoked.~~

~~5.72.300 Compliance With City, State And Federal Laws:~~

~~Every driver licensed under this chapter shall comply with all city, state and federal laws.~~

~~Failure to do so will justify the suspension or revocation of a license by the mayor.~~

~~5.72.305 License Suspension Or Revocation:~~

~~The mayor is hereby given the authority to suspend or revoke any taxicab driver's license issued under this article for a driver's failing or refusing to comply with the provisions of this chapter. However, a taxicab driver's license may not be suspended or revoked unless the driver has been given notice and has had an opportunity to present evidence in his or her behalf at a hearing before a mayoral hearing examiner as provided in chapter 5.02 of this title. Notice of such hearing shall be deemed to be sufficient if it is mailed to the address designated on the taxicab driver's license application at least ten (10) days prior to the hearing.~~

~~5.72.310 New License Prohibited Following Revocation:~~

~~No driver whose taxicab driver's license has been revoked shall again be licensed as a driver for licensed public vehicles in the city except upon presentation of reasons satisfactory to the mayor.~~

Article IV. Vehicle Equipment And Maintenance

5.72.315 Vehicle Inspection Prior To Licensing:

Prior to the use and operation of any vehicle under the provisions of this chapter, the vehicle shall be thoroughly examined and inspected as set forth in chapter 5.71, article V, of this title, or its successor, and found to comply with the requirements thereof. In

addition, the vehicle shall at all times in which it is in operation as a taxicab within the city be maintained in conformity with the safety inspection requirements of Utah and federal law. Following the effective date hereof, no vehicle shall be licensed by the city as a taxicab that: a) was not previously so licensed or b) was manufactured more than five (5) years prior to application for licensure.

5.72.335 Identifying Design:

Each taxicab shall bear on the outside of each rear or front door, in painted letters not less than two inches (2") in height, the name of the holder and the company number, which number shall also be painted on the rear of the taxicab, and, in addition, may bear an identifying design approved by the ~~mayor~~department. All signs, markings, advertisement and graphics shall comply with subsection 5.71.170A of this division, or its successor.

5.72.340 Conflicting Or Misleading Designs Prohibited:

No vehicle covered by the terms of this chapter shall be licensed whose color scheme, identifying design, monogram or insignia to be used thereon shall, in the opinion of the ~~mayor~~department, conflict with or imitate any color scheme, identifying design, monogram or insignia used on a vehicle or vehicles already operating under this chapter, in such a manner as to be misleading or tend to deceive or defraud the public; and provided further that if, after a license has been issued for a taxicab hereunder, the color scheme, identifying design, monogram or insignia thereof is changed so as to be, in the opinion of the ~~mayor~~department, in conflict with or in imitation of any color scheme, identifying design, monogram or insignia used by any other person, owner or operator, in such a manner as to be misleading or tend to deceive the public, the certificate covering such taxicab or taxicabs shall be suspended or revoked.

Article V. Taximeters

5.72.345 Required For Operation-Exception:

A. All taxicabs operated under the authority of this chapter, except as specified below, shall be equipped with taximeters which shall conform to the specifications set forth in this chapter and such others as may be adopted from time to time by the ~~mayor~~department.

B. It is unlawful for any person to operate or to allow to be operated any taxicab without such taximeter, with the exception that any taxicab performing car pool services under section 5.72.520 of this chapter, or its successor, need not have such taximeter operative during such trip, and any taxicab used exclusively as a car pool vehicle.

5.72.347 Taximeter-Method Of Programming Rates, Fares:

No meter shall be approved or adopted by the city which has rates, fares, or calibrations which are not properly sealed to prevent tampering.

5.72.350 Fares-Method Of Calculation:

Taximeters shall calculate the fares upon the basis of a combination of mileage traveled and time elapsed. When the taximeter is operative with respect to fare registration, the fare registration mechanism shall be actuated by the mileage mechanism and the fare registering mechanism shall be actuated by the time mechanism whenever the taxicab is not in motion. Means shall be provided for the driver of the taxicab to maintain the clock mechanism either operative or inoperative with respect to the fare registering mechanism.

5.72.355 Operation To Be Indicated:

It shall be shown on the taximeter's face whether the mechanism is set to be operative or inoperative, and, if operative, the character of fare registration for which it is set. While

the taximeter is cleared, the indication "not registering" or an equivalent expression shall appear. If a taximeter is set to be operative, the indication "registering" or equivalent expression shall appear.

5.72.360 Accumulated Fare To Be Shown:

The fare indication shall be identified by the word "fare" or by an equivalent expression.

Values shall be defined by suitable words or monetary signs.

5.72.365 Visibility Of Indications:

Indications of fare and extras shall never be obscured or covered except when a taximeter is cleared. No decals, stickers or other material may be placed on the face of the taximeter.

5.72.370 Protection Of Indications:

Indications shall be displayed through an entirely protected glass or plastic face securely attached to the metal housing of the taximeter.

5.72.378 Top Light Requirement:

A top light shall be installed on every licensed taxicab. The top light shall be illuminated when said taxicab is available for hire and shall not be illuminated when the taximeter is placed into hire.

5.72.380 Completion Of Service:

Upon the completion of the service by the taxicab, it shall be the duty for the driver to call the attention of the passenger to the amount registered, and to clear the taximeter to the nonregistering position and its dials cleared. Upon completion of each fare, the driver shall give the passenger a printed receipt as required by section 5.72.475 of this chapter, or its successor.

5.72.385 Placement Of Meter In Cab:

When mounted upon a taxicab, a taximeter shall be so placed that its face is in plain view of any passenger seated on the rear seat of the cab.

5.72.390 Illumination:

The face of the taximeter shall be artificially illuminated after sundown so that it is clearly visible to rear seat passengers.

5.72.395 Sealing Of Meters Required:

A. Every taximeter shall have adequate provisions for the affixing of a lead and wire seal so that no adjustments, alterations or replacements affecting in any way the indications, rates or accuracy of the taximeter can be made without mutilating such seal.

The seal shall be affixed by the department ~~or the city license office~~, as hereinafter provided.

B. It is unlawful for any person to operate any taxicab at any time with the license office's seal of the taximeter broken, mutilated or removed, and any taxicab having a broken, mutilated or removed seal must be inspected by the department ~~or the license office~~, and a new seal affixed by the ~~office~~ department.

5.72.400 Inspections-Authorized When:

All taximeters shall be subject to inspection from time to time by the department ~~and/or the license office of the city~~.

5.72.405 Six Month Inspections:

A. It shall be the duty of the department ~~or the license office~~ to inspect, test and seal with a city seal every taximeter at least once every six (6) months. This inspection shall

coincide with the ~~airport and/or the license office~~ inspection required under section 5.71.180 of this title, or its successor.

B. It is further required that the semiannual meter checks shall be required for every taxicab in which a meter is installed, irrespective of whether or not that particular taxicab is in operation at the time of such inspections. When any department ~~or license office~~ seal has been broken, mutilated or removed, the holder shall contact the department ~~or the license office~~ and make arrangements for the replacement of such seal. It is unlawful for any driver of a taxicab or any other person to operate a taximeter in a taxicab unless said meter has been inspected and certified to be operating accurately by the department ~~or the license department~~ for that specific taxicab.

5.72.415 Sealing After Inspection:

Such taximeters shall be sealed at all points and connections which, if manipulated, would affect their correct reading and recording.

5.72.420 Inspections-Recordkeeping:

The department ~~and/or the license office~~ shall keep a record of the identification of every taxicab meter number and date of inspection thereof in its office.

5.72.425 Inspection Upon Complaint:

It shall be the duty of the department ~~or the license office~~ to make an immediate inspection of any taximeter when complaint is received that the taximeter is registering incorrectly or not in accordance with the rate posted in the taxicab and set forth in this chapter.

5.72.430 Change In Rates-Immediate Inspection:

In the event a change in rates is made, the taximeter shall be adjusted to the new rates, and the taximeter of every taxicab in which a meter has been installed shall be immediately inspected, tested and sealed by the department ~~or the license office~~. A fee of ~~five dollars (\$5.00)~~ will be charged by the department ~~or the license office~~ for each meter reprogrammed and sealed, with the fee amount to be set by the department based on recovery of costs to the City.

5.72.435 Error In Registration-Removal From Service:

No taximeter which is inaccurate in registration in excess of one and one-half percent (1 1/2%) shall be allowed to operate in any taxicab, and when an inaccuracy is discovered, such taxicab involved shall immediately cease operation and be kept off the highways until the meter is repaired and in proper working condition.

5.72.438 Altering Taxicab To Affect Taximeter:

No owner, driver or company shall perform or permit or allow any alterations to a taxicab that will affect the taximeter pulse setting without said taximeter being recertified by the department ~~and/or the license office~~. Said alterations shall include, but not be limited to, transmission replacement or remanufacturing, differential replacement or remanufacturing, speedometer cable replacement, speed sensor replacement, repair or replacement of the taxicab's onboard computer, or change of tire size on drive axle.

5.72.440 Using Hired Button As Signal For Different Rate Prohibited:

Except as otherwise provided herein, it is unlawful for any driver of a taxicab to charge a fare other than as calculated by the taximeter.

Article VI. Rates

5.72.455 Maximum Rates:

A. Except as otherwise provided herein, an owner or driver of a taxicab may establish and charge mileage rates lower than, but shall not establish and charge any mileage rate for the use of a taxicab greater than the per mile fee and flag drop fee established pursuant to Section 5.72.455. As of September 1, 2008, the fees are two dollars twenty five cents (\$2.25) for flag drop and twenty cents (\$0.20) for each one-eleventh (1/11) mile or fraction thereof. An owner or driver of a taxicab may establish and charge a rate for waiting time lower than, but shall not establish any rate for waiting time greater than, twenty two dollars (\$22.00) per hour. ~~With respect to the flag drop rate identified herein, the city council may elect to reevaluate that amount on its own initiative before December 31, 2006. If followed, this reevaluation process shall be separate from and not require that a separate petition be filed and fee paid by any certificate holder under section 5.72.457 of this chapter, and in no way shall this process obligate the city council to amend the flag drop rate unless it otherwise chooses to do so. Changes in future fee amounts will not be incorporated within this ordinance and will be announced by the department as provided in Section 5.72.457.~~

B. The foregoing notwithstanding, an owner or driver of a taxicab who is charged a fee by the city to deliver a passenger or to pick up a passenger at the Salt Lake City international airport may, in addition to the rates allowed by subsection A of this section, or its successor, charge an additional sum in the exact amount of such fee to be used to pay such fee. Further, an owner or driver of a taxicab may charge a minimum airport rate of twelve dollars (\$12.00) for service from the Salt Lake City international airport.

5.72.457 Bi-Annual Review Of Maximum Rates:

~~A. — Each person holding a certificate of public convenience and necessity to operate taxicabs within the city shall file with the city business license supervisor once during the calendar year a petition regarding the adequacy of the existing maximum rates as set forth in section 5.72.455 of this chapter, or its successor section. Said petition shall state whether, in the opinion of the certificate holder, the existing maximum rates are at an appropriate level, or whether such rates should be increased or decreased. If the petition indicates that the said rates should be increased, the person submitting such petition shall supplement the petition with documentation in support of such increase, such as evidence of increase of operating costs, insurance costs, costs of living, and other relevant information. Each person filing said statement shall at the time of filing, pay a filing fee to the city business license supervisor of one hundred dollars (\$100.00) to cover the city's costs of processing the statement and of conducting the subsequent hearing thereon.~~

~~B. — As soon as is practicable after filing said petition the city business license supervisor shall schedule a public hearing before a hearing officer appointed by the mayor to consider the question of whether or not the existing taxicab rates should be increased. Notice of said hearing shall be posted in the office of the city recorder and shall be published in a newspaper of general circulation in the city.~~

~~C. — The city hearing officer appointed by the mayor shall have power and authority to preside at and power to examine witnesses and receive evidence, compel the attendance of witnesses, and compel the production of documents.~~

~~D. — The decision of the hearing officer, following the conclusion of said hearing, shall act as a recommendation to the city council. In the event said decision recommends an increase in taxicab rates, the city business license supervisor shall, as soon as practicable,~~

~~present to the city council the recommendation of the hearing officer for the council's consideration. The city council may accept, modify, or reject the hearing officer's recommendations.~~

~~E. — If in the determination of the mayor or the city council it is decided that certain special circumstances warrant an additional hearing during a calendar year, then either the mayor or the city council may direct that a hearing be scheduled. A holder of a certificate of public convenience and necessity to operate a taxicab within the city who has already received a hearing under subsection A of this section may petition the mayor or city council at any time under this provision. Neither the mayor nor the city council is required to grant the petition for a hearing. All other provisions governing fees and hearing procedures shall be the same as set forth above.~~

~~5.72.460 Rates And Rate Changes Notification To City:~~

~~Each holder of a certificate shall file a schedule of its maximum rate with the license supervisor of the city, and shall notify the license supervisor in writing of any change in the maximum rate at least fifteen (15) days prior to such new rate being placed into effect. A. Meter per mile rate ("Per Mile Rate") changes. The department reviews Per Mile Rates twice each year to determine if rate changes are required, based on changes in fuel costs. Reviews occur on or near March 15 and September 15. If rate changes are authorized, scheduled meter recalibrations will start on or after April 1 and October 1, respectively.~~

~~1. Per Mile Rates are based on the average price of regular grade fuel ("Fuel") by US gallon according to the following criteria and requirements.~~

~~a. Fuel costs are determined using AAA's "Media Site for Retail Gasoline Prices, UT Metro Averages, Salt Lake City-Ogden" (www.fuelgaugereport.com/UTmetro.asp). If this website~~

should cease operation, the department will rely on a similar site or index. The average price of fuel is calculated by:

i) taking the actual cost of Fuel averaged for the three months preceding the respective review date; and

ii) taking the actual cost of Fuel averaged for the six months preceding the respective review date.

b. If an increase is indicated, then the higher of the three or six month Fuel average will be used. If a decrease is indicated, the lower Fuel average will be used.

c. Based on the two month average price of Fuel, a Per Mile Rate increase or decrease will be authorized as follows:

<u>Fuel Cost Increases (Decreases)</u>	<u>Per Mile Rate Increases (Decreases)</u>
<u>\$0.000 to \$0.255</u>	<u>\$0.00</u>
<u>\$0.256 to \$0.755</u>	<u>\$0.10</u>
<u>\$0.756 to \$1.255</u>	<u>\$0.20</u>
<u>\$1.266 to \$1.755</u>	<u>\$0.30</u>
<u>\$1.766 to \$2.255</u>	<u>\$0.40</u>

2. One hundred percent (100 %) of any Per Mile Rate increase must go to the driver.

Drivers will be required to absorb decreases in the Per Mile Rate.

B. Flag drop rate ("Flag Drop Rate") changes. On or near March 15 of each year, the department will review the flag drop rate to determine if it should be adjusted. Any adjustments will be based on an annual average of similar rates from other comparable jurisdictions as reported by the Taxi, Limousine and Para-Transit Association (TLPA) or other resources.

5.72.465 Display Of Fare Rates:

Every taxicab operated under this chapter shall have printed on the outside of the cab, in a conspicuous place on the cab and of sufficient size, legibility and in such manner as to

be plainly visible to all prospective passengers, all rates and charges in effect for the taxicab company operating such taxicab. All such rates and charges shall also be posted on the inside of the taxicab in such a manner as to be plainly visible to all passengers. All displays of rate information on taxicabs shall meet the requirements of section 5.71.170 of this title, or its successor section, regarding vehicle signage, and all other applicable ordinances.

5.72.472 All Charges To Be Approved By City:

No taxicab or taxicab company shall charge any fee or payment for the use of a taxicab within the city without the prior approval of the ~~city council~~ department.

5.72.473 Acceptance of Valid Credit and Debit Cards

Customers shall be permitted to make fare payments with valid credit and debit cards.

Each taxicab must be equipped with the necessary equipment to accept credit and debit cards. At minimum taxicabs must accept Visa and Mastercard and may accept additional cards at their discretion. There shall be no additional charge or fee to the customer for making payment with a valid credit or debit card.

5.72.475 Receipts For Payment Of Fare:

The driver of any taxicab shall render to every passenger a receipt for the amount charged, either by a mechanically or electronically printed receipt from the taximeter, on which shall be the name of the taxicab company, taxicab number, the date and time the fare was initiated and completed, the miles charged, extras added to the fare, and the total amount of meter reading or charges.

5.72.480 Hiring Vehicle With Intent To Defraud:

It is unlawful for any person to hire any vehicle defined in this chapter with intent to defraud the person from whom it is hired of the value of such service.

5.72.485 Refusing To Pay Legal Fare:

It is unlawful for any person to refuse to pay immediately the legal fare of any of the vehicles mentioned in this chapter after having hired the same.

Article VII. Service Regulations

5.72.490 General Service Requirements:

The holder of a certificate shall maintain, at all hours during the day or night, sufficient taxicabs with drivers to reasonably answer all calls received. The telephone number of the central place of business shall be listed under the company name in the white pages, and in the yellow pages under the heading "taxicabs", of the city telephone directory. ~~Any not so listed at the time this chapter was adopted, or any company receiving a new certificate of convenience and necessity, shall be so listed in the next issue of the telephone book.~~

5.72.495 Twenty Four Hour Service Required:

Holders of a certificate of public convenience and necessity shall maintain a central place of business and keep the same open with a person on duty twenty four (24) hours a day, seven (7) days per week, for the purpose of receiving calls and dispatching cabs.

5.72.505 Refusing Calls Or Service Prohibited:

It is unlawful for any holder of a certificate to refuse to accept a call for service to any point within the corporate limits of the city at any time when such holder has available taxicabs, and it is unlawful for any holder to fail or refuse to provide all service required by this title.

5.72.515 Best Route Required:

Any driver employed to carry a passenger to a definite point shall take the most direct or expeditious route possible that will carry the passenger safely and expeditiously to his or her destination, unless otherwise directed by the passenger, except that a driver may deviate to pick up or drop off passengers at their homes when he is operating a taxicab as a car pool vehicle. A driver who, in order to increase the fare, knowingly takes a route which is not the most direct or expeditious as possible under the circumstances shall be subject to a civil penalty under section 5.71.080 of this title.

5.72.520 Car Pool Services:

Notwithstanding all other provisions of this chapter, it shall be lawful for any person owning or operating a taxicab where both such taxicab and operator are properly licensed under the provisions of this chapter to provide the additional car pool provided in this section. Car pool service may provide transportation for two (2) or more persons between drop off and pick up points within the city as designated by the taxicab company, subject to the approval of the ~~mayor~~department. A fixed price may be charged for such one-way car pool service.

5.72.525 Small Parcel Delay Delivery System:

Taxicabs which are properly licensed under the provisions of this chapter are authorized to provide a small parcel ~~delay~~-delivery system for the transporting of small parcels at a fixed rate, as provided in section 5.72.455 of this chapter, or its successor. It is unlawful for the driver of any taxicab to pick up or deliver any small parcel while en route to pick up or drop off any passenger.

5.72.530 Advertising Material On Cabs Permitted:

It shall be lawful for any person owning or operating a taxicab or motor vehicle for hire to permit advertising matter to be affixed to or installed in or on such taxicabs or motor vehicles for hire. All advertising material shall be professionally produced.

5.72.535 Open Stands-Establishment:

The ~~mayor~~department is authorized and empowered to establish open stands in such place or places upon the streets of the city as the ~~mayor~~department deems necessary for the use of taxicabs operated in the city. The ~~mayor~~department shall not create an open stand without taking into consideration the need for such stands by the companies, the convenience to the general public, and the recommendation of the traffic engineer. The ~~mayor~~department shall not create an open stand where such stand would tend to create a traffic hazard.

5.72.540 Open Stands-Use Restrictions:

Open stands shall be used by the different drivers on a first come, first served basis. The driver shall pull onto the open stand from the rear and shall advance forward as the cabs ahead pull off. Drivers shall stay within ten feet (10') of their cabs. Nothing in this chapter shall be construed to prevent a passenger from boarding the cab of his or her choice that is parked at open stands. The ~~mayor~~department shall prescribe the number of cabs that shall occupy such open stands.

5.72.550 Open Stands-Use By Other Vehicles Prohibited:

Private or other vehicles for hire shall not occupy the space upon the streets that has been established as an open stand during any times specified by the ~~mayor~~department for use by taxicabs.

5.72.555 Driver To Remain With Cab-Exception:

The driver of any taxicab shall remain in the driver's compartment or immediately adjacent to his or her vehicle at all times when such vehicle is upon the public street, except that, when necessary, a driver may be absent from his or her taxicab for not more than twenty (20) consecutive minutes; and provided further, that nothing herein contained shall be held to prohibit any driver from alighting to the street or sidewalk for the purpose of assisting passengers into or out of such vehicle. Drivers shall comply with the requirements of chapter 16.60 of this code, or its successor, as well as all other applicable laws and ordinances, when operating at the airport.

5.72.560 Number Of Passengers-Restrictions:

No driver shall permit more persons to be carried in a taxicab as passengers than the rated seating capacity rated by the vehicle manufacturer of his or her taxicab, as stated in the license for the vehicle issued by the department and/or the licensing office. Child seating shall be in accordance with Utah and federal law.

5.72.565 Additional Passengers-Passenger Consent Required:

After the employment of the taxicab by a passenger or group of passengers, no driver shall permit any other person to occupy or ride in the taxicab without the consent of the original passenger or group.

5.72.570 Solicitation-By Driver-Limitations:

No driver shall solicit passengers for a taxicab except when sitting in the driver's compartment of such taxicab, while standing within ten feet (10') of such taxicab, or at any authorized ground transportation stand.

5.72.585 Solicitation Of Hotel Business Prohibited:

It is a violation of this chapter for any driver of a taxicab to solicit business for any hotel, or to attempt to divert patronage from one hotel to another.

5.72.595 Refusal To Carry Passengers Prohibited When:

No driver shall refuse or neglect to convey any orderly and sober person or persons, upon request, unless previously engaged or unable or forbidden by the provisions of this chapter to do so.

5.72.600 Engaging In Liquor Or Prostitution Traffic Prohibited:

It is unlawful for any taxicab driver to sell intoxicating liquor or to knowingly transport persons for the purpose of buying liquor unlawfully, or to solicit business for any house of ill repute or prostitute. It is also unlawful for any taxicab driver to permit any person to occupy or use his or her vehicle for the purpose of prostitution, lewdness or assignation, with knowledge or reasonable cause to know that the same is or is to be used for such purposes, or to direct, take or transport, or offer or agree to direct, take or transport any person to any building or place, or to any other person, with knowledge or reasonable cause to know that the purpose of such directing, taking or transporting is prostitution, lewdness or assignation.

5.72.601 Limitations On Taxicab Operations At The Airport:

The airport director shall establish procedures that restrict the access of taxicabs doing business at the airport in a manner that reduces the number of unnecessary taxicabs waiting at the airport, and thereby promotes the availability of taxicab service in other areas of the city. Such restrictions shall be imposed in a manner that does not create unreasonable burdens among the different taxicab companies authorized to provide services. Among other things, the airport director shall have broad discretion to determine

airport needs and the measures necessary to address them, and may waive or alter any such rules on any reasonable basis to respond to airport conditions as they may occur.

Article VIII. Manifests And Other Records

5.72.605 Drivers To Keep Manifests:

Every driver shall maintain a daily manifest upon which is reported all trips made during such driver's hours of work, showing time(s) and place(s) or origin and destination of trip, intermediate stop(s), the number of passengers and amount of fare, and all such complete manifests shall be returned to the holder by the driver at the conclusion of his or her working day.

5.72.610 Manifest Forms To Be Approved:

The forms for each manifest shall be furnished to the driver by the holder, and shall be of a character approved by the ~~mayor~~department.

5.72.615 Manifests-Holding Period-Availability:

Every holder of a certificate of public convenience and necessity shall retain and preserve all drivers' manifests in a safe place for at least the calendar year next preceding the current calendar year, and such manifests shall be available to the department ~~and the~~ licensing office.

5.72.620 Recordkeeping Requirements For Holders:

Every holder shall keep accurate records of receipts from operations, operating and other expenses, capital expenditures, and such other operating information as may be required by the ~~mayor~~department.

5.72.625 Records Accessible For Examination:

Every holder shall maintain the records containing such information and other data required by this chapter at a place readily accessible for examination by the ~~mayor~~department.

Article IX. Enforcement

5.72.630 Department ~~And License Office~~ Authority:

The department ~~and the license office of the city are~~is hereby given the authority and ~~are~~is instructed to watch and observe the conduct of holders and drivers operating under this chapter.

5.72.635 Violation-Criminal Proceedings-Report To ~~Mayor~~Department:

Upon discovering a violation of the provisions of this chapter, in addition to regular criminal proceedings, the department ~~or the license office shall report the same to the mayor, which~~ will order or take appropriate action respecting the licenses or certificates of the persons involved.

5.72.640 Violation-Penalty:

Any violation of any of the provisions of this chapter shall constitute a misdemeanor.

5.72.650 Applicability

The provisions of this Chapter 5.72 shall apply only to existing certificate holders as detailed in Section 5.72.230. Taxi services provided pursuant to the city's contract based system will be governed the City's RFP and the resulting provider contracts. The City Council may elect to adopt by ordinance minimum standards for contract-based taxi services after provider contracts have been awarded.

SECTION 2. This ordinance takes effect upon first publication.

Passed by the City Council of Salt Lake City, Utah this _____ day of _____, 2009.

CHAIRPERSON

ATTEST:

CHIEF DEPUTY CITY RECORDER

Transmitted to Mayor on _____.

Mayor's Action: _____ Approved. _____ Vetoed.

MAYOR

CHIEF DEPUTY CITY RECORDER

(SEAL)

Bill No. _____ of 2009.

Published: _____.

HB_ATT#2323-v1-Amending_5_72_Taxi_Cabs

TRANSMITTED
MAR 11 2009
TO MAYOR'S OFFICE