

Attachment 7



CITY OF BEVERLY HILLS TAXI OPERATOR INFORMATION

City of Beverly Hills
Department of Transportation
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Beverly Hills, CA 90210
(310)285-2500
(310) 858-5965 FAX

Included in Sections 1 through 8 are references from the Beverly Hills Municipal Code as well as additional rules and regulations governing taxi operations in the City. Please refer to the Beverly Hills Municipal Code, Sections 7-4.101 to 7-4.311 for a complete reference. You are responsible for all regulations whether or not specified in this document.

RULES AND REGULATIONS

SECTION ONE –DRIVER/OPERATOR

1. Must maintain a copy of these RULES AND REGULATIONS whenever you are operating an authorized taxicab in the City of Beverly Hills, and must present it upon request to any authorized representative of the City of Beverly Hills.
2. As a professional taxi driver, you must know the area that you are serving; this shall include, but not be limited to the Rules and Regulations as set forth in this handout. Whenever you are operating a taxicab in the City of Beverly Hills, you must never forget that you are offering a service that requires you to provide professional courtesy and helpfulness to the public.
3. MUST observe all parking, traffic and safety rules and regulations as required by Federal, State, County, and City laws. The following are some examples of violations of the California Vehicle Code (CVC): stopped in a red zone, u-turns in a business district, obstructing traffic, double parked, etc.
4. Must bring with you for your work shift:
 - a) a copy of the Beverly Hills Taxi Operator Information Booklet (Rules and Regulations)
 - b) a pen or pencil for maintaining waybills and giving receipts;
 - c) an up-to-date Los Angeles County area map or GPS system;
 - d) a minimum of five dollars change;
 - e) your current and valid California Drivers License
 - f) your current and valid Beverly Hills Taxi Operator Permit Identification Card (City ID)

5. Are to take the most direct route to the destination, unless otherwise directed by the passenger. Routing shall avoid using single family residential streets when main arterials and collectors are available.
6. Shall not take additional passengers without the express permission of the first passenger.
7. Should wear clean, comfortable clothing. You must wear a shirt with a collar, long or short sleeves; full-length trousers; closed shoes and socks. Ladies must wear a blouse or shirt, long or short sleeved; slacks or skirts; closed shoes and socks or stockings. Drivers may wear a tie if they prefer or as per their own company rules. T-shirts, jerseys, shorts, sandals, or shoes without socks, are not acceptable.
8. *Mustaches or beards are to be kept trimmed and groomed at all times. Hair should be kept neat. Bathe daily, and use good personal hygiene. Offensive body odor may be grounds to suspend the driver's permit to operate for the day.*
9. ***Smoking of any kind, whether held by a passenger or driver inside or outside the vehicle, is prohibited inside any Beverly Hills permitted vehicle.***
10. *If you are playing the radio or recorded music, understand that some people may not appreciate your selections. Check with your passenger before you turn it on. Any request by the passenger to lower or turn off the radio or recorded music must be complied with.*
11. *Drivers are to comply with the California Vehicle Code as it relates to cellular phone use. Drivers must use hands free devices while using a cellular phone. The speaker phone option should only be used in an emergency. This applies to walkie-talkie functions of the phone as well.*
12. *Must, upon receipt of full payment of the fare, issue a written receipt to any passenger requesting a receipt. Any receipt must include the taxi cab number and the full amount paid.*
13. *Passengers must be seated in the rear seat of the taxi, except when the rear seat is fully occupied, or for student drivers, supervisors, or aged, infirm, or handicapped persons who cannot readily enter the rear compartment of the taxicab.*
14. *MUST accept as payment of a taxi-metered fare City of Beverly Hills Taxi Coupons for the first \$12.00 of a fare originating in the City of Beverly Hills whether or not that fare terminates in Beverly Hills or any other city. All taxi companies in the City of Beverly Hills participate in the City's Taxi Coupon Program.*
15. *Any driver that refuses to accept the City of Beverly Hills Taxi Coupon for payment of the first \$12.00 of a fare originating in the City of Beverly Hills is subject to revocation of their taxi operator permit (City ID).*
16. Shall not cruise on any street for the purpose of soliciting passengers.

17. All drivers shall cooperate in administrative and criminal investigations as requested by City staff or investigators. Failure to cooperate in an investigation will subject the driver to suspension or revocation of their taxi operator permit (City ID).

SECTION TWO – BEVERLY HILLS TAXI OPERATOR PERMIT (CITY ID)

1. Drivers **MUST** have in their possession their current/valid California Driver License and their current/valid Beverly Hills Taxi Operator Permit Identification Card (City ID) while driving a Beverly Hills permitted taxi, and present them upon request to any authorized representative of the City of Beverly Hills. Refusal to present either the California Driver License or the City ID will subject the driver to citation and possible suspension and/or revocation of Taxi Operator Permit.
2. The City ID must be displayed in a permit holder/frame mounted on the taxi's dashboard so as to be visible to passengers and regulatory personnel. The City ID must be right side up, clean and readable. Only one City of Beverly Hills ID may be displayed at any given time in the permit holder.
3. The permit holder/frame must display a statement that reads, "The Public Transportation Operator's Permit is required by law to be displayed at all times the vehicle is in operation."
4. The City ID granted to drivers is issued with an affiliation to a specific taxi company, and is generally issued for a period of three (3) years. When changing companies, you are required surrender the previous City ID and submit an application and the applicable transfer fee to transfer your City ID to a new taxi company.
5. Taxi drivers issued a City ID prior to the notation of specific taxi company affiliation upon the City ID are required to notify the Department of Transportation in writing when changing taxi company affiliation. State your full name, your Identification Card number, and the names of the old and new company assignments. Upon expiration of a City ID issued prior to notation of the specific taxi company affiliation, Section Two, Rule 4 will apply to all City ID renewals.
6. Drivers must notify the taxi company and this Department of any change of address and/or telephone number within 10 calendar days of the change.
7. Any taxi operator who renews his taxi operator permit more than six months after its expiration is required to reapply as a new applicant and pay the required fees of a first time applicant. A renewal applicant is defined as a taxi operator whose current taxi operator permit card is still valid or has not been expired for more than six (6) months (180 days).
8. All City ID's must be renewed in a timely manner. It is recommended that you begin your renewal process, which includes re-applying and taking a written test, three months prior to the expiration of your City Identification Card. Reapplying and passing the taxi exam does not qualify you as having renewed your City ID. Until

you have received the three year City ID, you are subject to citation if you drive with an expired City ID.

SECTION THREE - PARKING

TAXI VEHICLES:

1. Can utilize a yellow zone for stopping for 3 minutes to load or unload passengers or baggage only. If the yellow zone is posted with a sign that restricts the use to commercial vehicles only, taxicabs are not authorized as commercial vehicles to use it (BHMC 7-3.101).
2. Can utilize a white zone for stopping for 3 minutes to load or unload passengers or baggage only (BHMC 7-3.101).
3. Must not **park, stop, or** stage at any parking meters or customer loading zone, EXCEPT IF:
 - Actively loading, or
 - Waiting for a continuing fare, AND the taximeter is running, you are in possession of a way bill, AND you have deposited the appropriate money in the parking meter.
4. Shall not park or take breaks on any residential streets. Residential streets shall include, but not be limited to: Burton Way, Doheny Drive, Olympic Boulevard and Park Way. When not in service, taxis may take breaks and park in the City parking structures. One to two hour free parking is available at those facilities.

SECTION FOUR – TAXI VEHICLES

1. B.H.M.C. 7-4.214(j) states, "No vehicle shall be issued a Public Transportation Vehicle Permit for taxicab use where such vehicle is in excess of five (5) years of age from the year of its manufacture unless such vehicle undergoes a special inspection by a mechanic selected by the City and not affiliated with the taxicab operator before the end of the vehicle's fifth and sixth years, and obtains a certificate of the mechanical condition of the vehicle. The vehicle must pass this inspection which shall be based upon standards established by the City. In no event shall the vehicle remain in operation for more than seven (7) years from the date of its manufacture."
2. If the Beverly Hills Vehicle Permit is damaged, or if the vehicle is replaced, the existing vehicle permit must be returned to the Department of Transportation, and the Taxi Inspector will affix a new vehicle permit.

3. The taxi you are driving MUST display the current Beverly Hills Public Transportation Vehicle Permit and taximeter fare rate identification cards. The vehicle must have a current California vehicle registration and valid insurance certificate available at all times. Taxi's capable of setting a rate other than approved by the City, shall by sign or other device clearly indicate the rate schedule so passengers can determine authorized rates are being charged when operating within the City. All rates programmed into the taxi meter must be displayed on the fare schedule. Minimum size of fare schedule shall be 4 inches by 6 inches (4" x 6")
4. All TAXICAB RATE and INQUIRES/COMPLAINT cards must be black lettering on a solid white background. TAXICAB RATE and INQUIRES/COMPLAINT cards must be conspicuously posted and permanently affixed to the front and rear seating area of the vehicle and visible at all times, including when windows are lowered.
5. The taxicab trunk is to have a clean carpet and must contain an inflated usable spare tire, a lug wrench that will work on the lug nuts of each tire wheel, and a workable jack. All items are to be secured so as not to be loose in the trunk area.
6. Taxicabs are to be mechanically maintained and clean, both inside and out. ***Passenger compartment, driver compartment, and trunk or luggage area shall be clean and free of foreign matter, offensive odors, smoking odors, and litter.*** All lights, heating, defrost, air conditioning and windshield wiper blade features should be operating correctly. Taxicabs must be equipped with operational air conditioning, heating and window defrosting systems.
7. Repairs must be made to any dents or scrapes incurred on the taxicab. All four hubcaps when present must match. When hubcaps are not present, all four wheels must match and all four tires must be either all black-walls or all white-walls.
8. Taxicabs must be identified by markings on both sides of the vehicle the name and telephone number of the taxi company, and a number designating the specific taxicab; the taxicab number must also appear facing the rear of the vehicle. Numbers placed on top of the trunk lid do not comply with this rule.
9. No sign shall be displayed upon any taxicab; except a sign identifying the vehicle as a taxi may be displayed on the top of such vehicles. Advertisement such as hubcaps, roof boards, window ads, miscellaneous stickers, etc. will not be permitted.
10. ***Windows/Windshield/Tint...Front and rear windshield per California Vehicle Code §26710. No window tinting on windshield or front side windows per California Vehicle Code §26708. Furthermore, no window tinting shall be allowed to the rear side or rear windows except for OEM.***

SECTION FIVE – TAXI METERS

1. Fares shall be regulated by the recordings of the taximeter. No charge shall be made in excess of the taximeter rate. The taximeter is to be sealed at all times. Companies and drivers may not offer any type of discount coupons or discount vouchers to prospective customers or passengers, nor shall any company or driver make any such offer by advertisement, except for the authorized Taxi Coupon Program.
2. *Taxicab rates operating over any street in the City shall be fixed as follows: \$2.45 for the first 1/7 mile or fraction thereof, or forty seven and one half (47.5) seconds waiting time or fraction hereof. And, thirty five (\$0.35) cents for each additional 1/7 mile or fraction thereof, or forty seven and one half (47.5) seconds waiting time or fraction thereof. All fare originating in the City of Beverly Hills to the Los Angeles International Airport (LAX) will be charged a flat rate of \$38.00 which shall be indicated on the taxi meter at the trip start.*
3. The taximeter must be in operation whenever there is a passenger in the taxi. This is also required when you have an agreement with a passenger for a pre-set flat rate. The open meter indicates that you have been hired, and that you are not available.
4. ***Meter printer shall be functional and operational at all times. Jamming of the meter printer is prohibited.***

SECTION SIX – TAXI STANDS

1. Taxicabs are not to be left on any taxi stand unattended. Public and/or Private Taxi stands are for City authorized working cabs only. The first taxicab in queue must accept any party who requests service. Staging/standing/queued in a taxi stand is considered operational and working, and authorized permits are required for the driver and the vehicle.
2. B.H.M.C. 7-4.214 (a) states, "No taxicab shall stand in a taxicab zone unless the vehicle both: 1) is authorized by a certificate of public convenience and necessity pursuant to this code; and 2) has been issued a public transportation vehicle permit pursuant to this code. More than one taxicab from each franchisee may simultaneously stand in a queue in any designated taxicab zone unless one or more taxicabs from a franchisee or franchisees which are unrepresented in the taxicab zone approach to park at the taxicab zone. In such event, the taxicab which is standing last in the queue in the taxicab zone and which is represented by the same franchisee shall relinquish its space to the taxicab which is not represented in the taxicab zone. "Every driver shall remain inside their cab while waiting at a taxicab zone."
3. Taxi stands are located at:
 - a) Regent Beverly Wilshire Hotel, on 100 El Camino Drive.
 - b) Lawry's Restaurant, 100 N. La Cienega Blvd., (6PM to 2AM).
 - c) Dayton Way at Rodeo Dr.
 - d) L'Ermitage Hotel, 9291 Burton Way.
 - e) 1200 Park Way, (between Canon and Crescent Drives)
 - f) Beverly Hills Hotel, 9641 Sunset Blvd., (Private property spaces).
 - g) Beverly Hilton Hotel, 9876 Wilshire Blvd., (Private property spaces).
 - h) Peninsula Hotel, 9882 Santa Monica Blvd., (Private property spaces).

SECTION SEVEN – VEHICLE INSPECTIONS

1. The City of Beverly Hills reserves the right to inspect at anytime any vehicle bearing a current Beverly Hills Public Transportation Vehicle Permit, or where application is made for a new, renewal, or replacement permit.
2. If you fail to appear for a scheduled taxi inspection, you are subject to a penalty fee as prescribed by the City Council
3. There is no fee for a scheduled taxi inspection. However, if you do not pass the scheduled taxi inspection or are replacing a vehicle, you are subject to a re-inspection fee as prescribed by the City Council.
4. Failure to submit to a vehicle inspection will result in the immediate suspension of the vehicle permit. Prior to the vehicle being placed in service, a reinspection fee must be paid and a complete vehicle inspection conducted by authorized City staff.

SECTION EIGHT – CONTROLLED SUBSTANCES AND ALCOHOL TESTING FOR TAXI OPERATOR IDENTIFICATION CARD APPLICANTS AND PERMITEES

New and Renewal Applicants:

All persons applying for or renewing a Taxi Operator Identification Card must comply with all of the regulations listed below:

1. All new and renewal applicants for a Taxi Operator Identification Card must undergo testing for controlled substances and alcohol set forth in the Beverly Hills Municipal Code, Sections 7-4.302, 7-4.303 & 7-4.306.
2. For new applicants, the actual test must be conducted within *seven (7) days* prior to the submittal of the application.
3. The applicant taking the test must show a valid California Driver's license at the time and place of testing.
4. Test results must be reported to the applicant's taxicab company of records.
5. The applicant's taxicab company must provide the City of Beverly Hills Department of Transportation with the test results at the time of the application submittal.
6. For renewal applicants, any negative test results will be accepted for one year prior to the time of the submittal of a renewal application provided that the applicant has not tested positive subsequent to a negative test result. A renewal applicant is defined as a taxi operator whose current taxi operator permit card is still valid or has not been expired for more than six (6) months (180 days).

7. Upon termination of employment of a permitted taxicab driver due to positive test results, the taxicab company must immediately notify the City. The Taxi Operator Identification Card will become void and must be returned to the City.

Random Alcohol and Drug Testing:

1. All taxicab drivers holding valid Taxi Operator Identification Card may be subject to an annual random Controlled Substances and Alcohol test. Each calendar year, the City will randomly select 50% of all current holders of Taxi Operator Identification Card holders for the random testing purpose.
2. Notwithstanding other testing requirements, all taxicab drivers who are randomly selected must comply with the Random Testing requirements.
3. Taxicab drivers who are randomly selected to undergo the Controlled Substances and Alcohol testing must within *seventy-two (72) hours* upon notification by the City take the Controlled Substances and Alcohol test at one of the test locations listed on the qualified facility roster sheet furnished by the City of Beverly Hills Department of Transportation.
4. Test results must be reported to the taxicab company. The applicant's taxicab company must provide the City of Beverly Hills Department of Transportation with a copy of the test results within ten (10) business days.
5. Any randomly selected taxicab driver who misses the test as required will be placed on a subsequent pool of randomly selected taxicab drivers for the next Controlled Substances and Alcohol test.
6. Any randomly selected taxicab driver who misses the second test is subject to suspension and/or revocation of Taxi Operator Identification Card.

Test results/Resubmittal of applications:

All new applicants, renewal applicants and randomly selected taxicab drivers must test negative for each of the controlled substances specified in Part 40 of Title 49 of the Code of Federal Regulations and for alcohol. A negative test for alcohol means an alcohol screening test showing a breath alcohol concentration of less than 0.02 percent.

1. *New applicants*

- New applicants who test positive for controlled substances and/or alcohol shall be denied the application.
- New applicants who test positive for controlled substances and/or alcohol may reapply for a Taxicab Operator Identification Card one (1) year from the date the applicant was last tested.

- New applicants who seek to reapply for a Taxi Operator Identification Card shall comply with rules and regulations.

2. *Renewal applicants*

- Renewal applicants who test positive for controlled substances and/or alcohol shall be denied the renewal application.
- Renewal applicants who test positive for controlled substances and/or alcohol may reapply to renew the Taxi Operator Identification Card one (1) year from the date the applicant was last tested.
- Renewal applicants who seek to reapply for an operator's permit shall comply with rules and regulations.

3. *Randomly selected taxicab drivers*

- Randomly selected taxicab drivers who test positive for controlled substances and/or alcohol shall have their operator's permit suspended one (1) year from the date the driver was last tested.
- Randomly selected taxicab drivers who test positive for controlled substances and/or alcohol shall undergo the controlled substances and alcohol testing within seven (7) days with successful results prior to the reinstatement of their Taxi Operator Permit after one year suspension.
- Randomly selected taxicab drivers who seek to reinstate their Taxi Operator Identification Card shall comply with rules and regulations.

LIST OF QUALIFIED TEST LOCATIONS

DMG & ASSOCIATES INC.

2511 SOUTH BARRINGTON AVENUE

WEST LOS ANGELES, CA 90064

800.731.1550

310.479.7771 FAX

NORTON MEDICAL INDUSTRIES

4835 VAN NUYS BOULEVARD, SUITE 100

SHERMAN OAKS, CA 91403-2109

800.243.7669

818.986.0786 FAX

PACIFIC TOXICOLOGY LABORATORIES

6160 VARIEL AVENUE

WOODLAND HILLS, CA 91367

800.328.6942

818.598.3110

818.598.3116 FAX

Any other federally certified laboratories or medical clinics/hospitals which provide controlled substances and alcohol testing services are also acceptable.

Self-employed independent drivers and/or taxicab companies shall incur all costs associated with the testing. All test results are confidential and may not be released without the consent of the driver, except as authorized or required by law.