



City of Milwaukee

200 E. Wells Street
Milwaukee, Wisconsin
53202

Meeting Minutes TAXICAB REVIEW BOARD

ALD. JAMES BOHL, JR, CHAIR

**Justice Khalsa, Elizabeth A. Nicols, Todd O'Leary, Carmela
Peot, Michael Sanfelippo, Peter N. Tsounis**

Staff Assistant, Terry MacDonald

**Phone: (414)-286-2233; Fax: (414) 286-3456, E-mail:
tmacdo@milwaukee.gov**

Friday, March 5, 2010

9:00 AM

Room 301-B, City Hall

Meeting convened: 9:06 A.M.

1. Roll call

Present 7 - Bohl, Nicols, Sanfelippo, O'Leary, Peot, Khalsa and Tsounis

**Also present: Richard Withers, Legislative Reference Bureau and Richard
Pfaff, License Division**

2. Approval of the minutes of the December 4, 2009 meeting

*Mr. Peot moved approval of the minutes, Mr. Tsounis seconded. There were no
objections.*

3. Discussion relating to limousine and shuttle permits

Ald. Bohl said the limousine and shuttle permit issue is a continuing discussion from the last meeting. He said there are a series of letter between him and GO Airport Connection, which all members should have received copies of (Exhibit 1).

Ald. Bohl said that besides the letters he had also spoken to Mr. Mike Schneider, Vice President of GO Airport Connection and he denied that their shuttles are picking up people from events such as the Summerfest. Mr. Schneider indicated that GO Airport Connection provides shuttle service to and from the airport, which is exempt from the City's shuttle vehicle licensing requirements as authorized by the Milwaukee county code. Mr. Schneider also indicated that GO Connection provides shuttle service to and from the Intermodal station. Ald. Bohl said he advised Mr. Schneider that the current ordinance doesn't allow an exemption for shuttle service between the airport and the intermodal station.

Attorney Brian Randall appeared on behalf of GO Airport Connection to answer any questions.

Ms. Peot asked if the City of Milwaukee Police Dept. found any history that GO Airport Connection has been picking up people from events other than the airport?

Sergeant MacGillis, License investigation Unit and Office Tysnsyky appeared to answer questions by committee members. Officer Tysnsyky replied that he had not personally seen, but has been told that GO Airport Connection is picking up people from other locations throughout the City.

Mr. Khalsa said that GO Airport Connection does advertise that they will pick-up anywhere and drop off at the airport.

Ald. Bohl said that GO Airport Connection is allowed to pick-up clients anywhere in the City and take them to the airport.

Ald. Bohl said he is working on setting up a meeting between GO Airport Connection and the City Attorney as a follow up to Attorney Finerty's letter regarding the shuttle vehicle passenger capacity.

Mr. Tsounis referred to the GO Airport Connection letter dated January 6, 2010, and said that even though the shuttles are exempted by Milwaukee county, if they are working in the City of Milwaukee they should be licensed.

Atty. Randall said that all GO Airport Connection shuttles are currently transporting people from the Airport only and are exempted from City licensing requirement by Milwaukee county code. He said he would like to work with the City to make the appropriate changes so that the vehicles are in compliance and are licensed to allow GO Airport Connection to transport people from and to other locations throughout the City.

Ald. Bohl replied that the 11-seat passenger vehicle requirement is set by City ordinance and that the county exemption doesn't apply.

Atty. Randall said that he would like to meet with Ald. Bohl and the City Attorney to further discuss whether GO Airport Connection should be licensed by the City or not and whether the City's code of ordinances will need to be amended.

Mr. Khalsa asked when did GO Airport Connection began picking up people at their homes?

Atty. Randall replied that he believes the home pick-up began in the 1990's when this exemption went into affect.

Mr. Sanfelippo asked if the shuttle drivers are required to have a public passenger vehicle license?

Office Tyshnsky replied in the affirmative.

Mr. Sanfelippo asked if the shuttles are required to have inspections and provide trip sheets?

Office Tyshnsky replied in the negative.

Office Tyshnsky replied that the shuttle vehicles do have a placard issued by the county.

Atty. Randall replied that GO Airport Connection has a contract with Milwaukee county to provide shuttle service to and from the airport. The shuttle vehicles are not licensed by the county and their 60 shuttle vans do not require an inspection.

Mr. Sanfelippo said the shuttles seem to be acting like a taxicab, but don't have the same licensing, inspection and trip sheet requirements, which doesn't seem appropriate. He said to shuttle people from the airport to their homes seems appropriate, but not from home to the airport.

Ms. Nicols said that when Milwaukee county made the exemption there was an intent to provide service for airport customers, but may be the intent has changed, therefore, the Milwaukee county service agreement should be looked at to see if the original intent for the exemption still falls under the agreement.

Mr. Withers said he will request a copy of that service agreement from the county and he will review and summarize it for the board.

Atty. Randall replied that he can provide Mr. Withers with a copy of the County's GO Connection service agreement.

Ms. Peot said that Paratransit service contracts require the providers to comply with the City of Milwaukee Chapter 100 and said she would not be surprised to find that the Go Connection service agreement has some kind of inspection and licensing requirements.

Ald. Bohl replied that he doesn't think the county has a mechanism for vehicle inspection.

Atty. Randall replied that he isn't prepared at this time to address the service contract agreement, but will provide those answers to the board.

Ald. Bohl said that once the service agreement has been reviewed, he will look at whether the code of ordinances needs to be changed.

Ms. Nicols asked if the researcher could find out what was the original intent of the county's exemption?

Mr. Withers replied in the affirmative.

Atty. Randall replied that he already did research on the original intent and he can forward that information to Mr. Withers. He asked Mr. Withers if he finds any additional information if he could share that with him.

Mr. Withers replied in the affirmative.

4. Discussion relating to establishing a temporary process for vehicle inspections

Mr. Withers handed out a memorandum dated, March 4, 2010, regarding temporary vehicle inspections (Exhibit 2).

Mr. Withers said he reviewed the current code of ordinances with regard to vehicle inspections and in order to provide a temporary inspection process, three changes would need to be made to the code; First, would be to provide a definition, second would be to clarify who would do the temporary inspections, and third would be to set up a temporary inspection process. He said two key things that should also be included in the plan would be an indemnification to the City and a requirement that the company or permittee be responsible for the cost.

Ald. Bohl said Mr. Withers also came to him with a suggestion that the City may want to also include a 15-day temporary authorization process and asked Mr. Withers to explain that process.

Mr. Withers replied that there may be an occasion where a temporary inspection could not take place, due to the weather, illness, etc. and suggested that a 15 day temporary authorization could be given and that would give enough time for an inspection to take place.

Mr. Pfaff provided members with a copy of the License Division's public passenger vehicle inspection process improvement proposal (Exhibit 3). He asked the board if they could hold off on creating a temporary inspection process until the Licenses Div. working group has completed its review of the entire vehicle inspection process. He then gave a summary of the work group's proposal. He said the work group doesn't feel that a temporary inspection is the way to go.

Mr. Pfaff said the Health Department would like to appear before this board to discuss the meter inspection and fee issues.

Mr. Khalsa asked Mr. Pfaff if the additional inspection day suggested in the proposal would be permanent?

Mr. Pfaff replied in the affirmative.

Mr. Khalsa said that he heard that there is a temporary meter inspection process available, where a one week temporary inspection slip is given.

Officer Mary Sagora replied that there is a person in the private sector that is qualified by the state to calibrate meters and that person will give a certification that says the meter meets the standards. She said it is not considered a temporary inspection. She said she had talked to the Health Dept. and they would like to see an expiration date put on the certification, because they don't want vehicle owners to think it is an excuse not to get the meter sealed.

Officer Sagora said the Police Dept. is not in favor of adding an additional inspection day, because of the additional Police staff time that would be needed.

Mr. Khalsa asked how many vehicle inspections are done in a year?

Officer Sagora replied that there are about 750 vehicles inspected per year, but that doesn't take into account repeat inspections.

Sergeant MacGillis replied that his office would adjust to what ever the ordinance directs them to do; however, he does have concerns with having a second inspection date, due to the staffing that would be needed and also with the type of inspection stickers that would be used.

Ms. Peot asked if the inspections are computerized, where a police officer could look up the needed information quickly?

Sergeant MacGillis replied in the negative.

Mr. Pfaff replied that the computerized system the License Div. is developing will be available this summer. He also said the color coded stickers could be issued for each permit expiration date instead of using it as proof that vehicle has been inspected.

Mr. Sanfelippo said that just because it has a sticker doesn't mean it is licensed.

Mr. Khalsa asked if the sticker could include the month it was inspected instead of the spring or fall?

Mr. Pfaff replied that the sticker has already been changed; it now gives the date of the inspection instead of spring or fall.

Ald. Bohl asked Sergeant MacGilles if he has had time to review Mr. Pfaff's proposal?

Sergeant MacGillis replied in the negative.

Mr. Pfaff said right now the working group is looking for feedback from this board. He said the working group's next step will be to work with the affected department and put together a draft ordinance. He said he would then come back to this board with the draft ordinance for further review.

Mr. Sanfelippo replied that he is in favor of Mr. Pfaff's proposal.

Sergeant MacGillis said he is not sure at this time if he is in favor of the proposal.

Mr. Tsounis said he is in favor of Mr. Pfaff's proposal.

Ald. Bohl asked Mr. Pfaff to provide him with a copy of draft ordinance when it is finalized by the working group.

A motion was made by Ms. Nicols and seconded by Mr. O'Leary to approve the vehicle inspection process proposal submitted by Mr. Pfaff and that the final draft ordinance be brought back to this board for review. There were no objections.

Ms. Nicols asked that a detailed fiscal impact, work load changes and how the changes would be implemented also be brought back to this board for review.

5. Discussion relating to payment of taxicab fare by credit card

Mr. Pfaff provided members with a document titled: "Key Credit Card Transaction Issues" (Exhibit 4) prior to this meeting.

Mr. Pfaff gave an overview of the problems taxicab clients are faced with when paying their taxicab fares by credit card.

Ald. Bohl said that there should be some kind of regulations in place for payment of taxicab fare by credit card.

Mr. Khalsa replied that the credit card merchants do not allow businesses to charge the customer the credit card surcharge. He said his company is required to pay a credit card fee of about 5% of the total cost of the ride.

Mr. Khalsa encourages his drivers to accept credit card payment, but his drivers are independent and he is unsure how he can enforce it. He said he will suspend a driver if he receives a complaint that the driver refused to take a credit card as payment.

Ms. Peot asked if there is a credit card swipe machine in the taxicab vehicle?

Mr. Khalsa replied in the affirmative.

Mr. Sanfelippo replied that his taxicab company pays the credit card surcharge not the drivers.

Mr. Khalsa replied that his drivers pay the credit card surcharge.

Mr. Sanfelippo and Mr. O'Leary said taxicab drivers should be required to accept credit cards.

Mr. Pfaff said one of the arguments against requiring taxicabs to accept credit card payment is that some of the taxicab owners are independents and can not accommodate a credit card payment.

Mr. O'Leary said that is the cost of doing business. He said that there is an expectation by the customers that credit card payments are accepted for almost anything.

Ms. Peot asked what are other cities doing as far as credit card payments?

Mr. Pfaff replied that his hand-out is based on what the City of Chicago is doing. He said Chicago allows a maximum credit card surcharge of 5%.

Ald. Bohl said that he could see a reasonable set minimum surcharge added to the cost if a customer is paying by credit card.

Sergeant MacGillis said he receives a lot of complaints that drivers have refused to take the client, because the client is paying the fare by credit card.

Ald. Bohl asked Mr. Withers to survey 10 other Cities to find out how they are handling credit card payment.

Ms. Peot said she is opposed to requiring taxicab owners or drivers to accept credit card payments for fares, but if a taxicab has a credit card swipe machine in the

vehicle it should be required to except a credit card payment.

Ms. Nicols asked if the researcher could include what legal ramifications there may be for charging the client the surcharge, if there is a minimum set fare that a credit card would be accepted as a form of payment and also if there some kind of complaint avenue?

6. Next meeting, time and agenda

Next meeting date: Friday, May 21, 2010 at 9:00 A.M.

Mr. Nicols said she will not be available for a May 21, 2010 meeting.

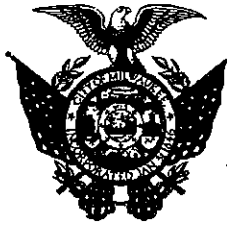
Mr. Pfaff suggested the following issues be heard by this board at a future meeting:

- 1. Invite the Health Department to appear before this board to address meter inspection issues.*
- 2. Hear from some of the complainants about drivers refusing them a ride, because they are planning by pay by credit card.*

Ald. Bohl replied that the above issues could be scheduled for the meeting after the next.

Meeting adjourned: 11:36 A.M.

Terry J. MacDonald
Staff Assistant



JAMES A. BOHL JR.
Alderman, 6th District

January 4, 2010

President Brian G. Dunn
GO Airport Connection Milwaukee
5140 South 3rd Street
Milwaukee, WI 53207

RE: Shuttle Services in Milwaukee

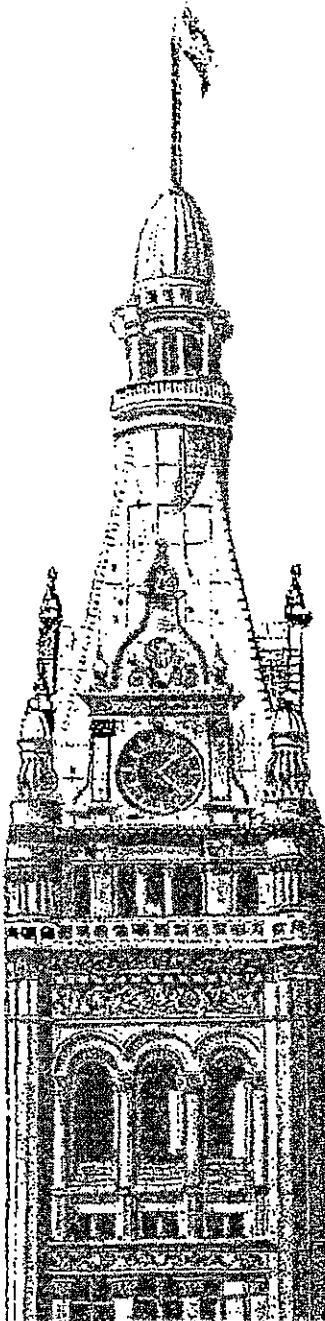
Dear President Dunn:

As Chairman of the Milwaukee Common Council's Licenses Committee and the city Taxicab Review Board, it has been brought to my attention in recent meetings that some of your shuttle vehicles in Milwaukee may be in violation of the city ordinance pertaining to the shuttle services. According to section 100-3-8-23 of the code, the city defines a shuttle vehicle to be a privately owned vehicle engaged in either a:

- a. Shared ride service for hire on a fixed route and fixed schedule to and from predetermined locations; or
- b. Group travel service for hire on a prereserved basis only, provided that the vehicle has a passenger-carrying capacity of 11 or more persons, excluding the driver.

Moreover, section 100-50-2b of the code specifies that "shuttle vehicles authorized by Milwaukee County to provide in-county shuttle service for General Mitchell International Airport under s. 4.05(4), Milwaukee county code."

I am writing to inform you that if shuttle services are to be provided outside of General Mitchell airport transportation, your business must obtain a license from the city to operate. I am asking that you please review your business practices in light of this matter, and take all steps to ensure compliances with city ordinance.



Page Two
January 4, 2010

This letter is being copied to Chief of Police Edward Flynn and Police Sergeant Paul MacGillis, who will be asked to support the enforcement the city ordinances.

I appreciate your compliance. If you have any questions regarding this matter please feel free to contact me at 286-3870.

Sincerely,

A handwritten signature in black ink, appearing to read "JA Bohl". The signature is written in a cursive, somewhat stylized font.

James A. Bohl
Alderman, 5th District

CC: Chief Edward Flynn
Police Sergeant Paul MacGillis



AIRPORT CONNECTION

Serving Milwaukee's Mitchell Airport and Chicago O'Hare

January 6, 2010

The Honorable James A. Bohl Jr.
City Hall, Room 205
200 East Wells Street
Milwaukee, WI 53202-3570

RE: Shuttle Services in Milwaukee

Dear Alderman Bohl:

On January 4, 2010 you sent me a letter asking that Airport Connection of Wisconsin, Inc d/b/a Go Airport Connection ensure compliance with city ordinances.

Based on Section 100-50-2b it is our understanding that our shuttle vehicles are exempt from the vehicle licensing requirements of Section 100-50:

100-50-2. EXEMPTIONS. *The following vehicles shall be exempt from the regulations of this subchapter:*

- a. *Vehicles licensed by the Wisconsin department of transportation as human service vehicles as described in ch. Trans 301, Wis. Adm.Code.*
- b. *Shuttle vehicles authorized by Milwaukee county to provide in-county shuttle service for General Mitchell International Airport under s. 4.05(4), Milwaukee county code.*

Please be assured that our luxury sedans are licensed in accordance with Section 100 as they are not exempt from this section of code.

We are diligent about ensuring that our all of our drivers are properly licensed by the City of Milwaukee. Those drivers working within the city limits are required by us to have a Public Passenger Vehicle (PPV) License from the City of Milwaukee. New hires who have not attained their PPV are not allowed to work within city limits and must attain a PPV in a reasonable time frame if they wish to remain employed with our company. We also record and track the expiration dates of our drivers' PPVs to make sure only licensed drivers are working in the city limits.

Airport Connection of Wisconsin, Inc. strives to run a high quality service for residents and visitors of the City of Milwaukee. This includes being in compliance with all local, state and federal regulations, requirements and licensing.

Sincerely,

Brian G. Dunn
President, Airport Connection of Wisconsin, Inc.

CC: Chief Edward Flynn
Police Sergeant Paul MacGillis



February 12, 2010

JAMES A. BOHL JR.
Alderman, 5th District

President Brian G. Dunn
GO Airport Connection Milwaukee
5140 South 3rd Street
Milwaukee, WI 53207

RE: Shuttle Services in Milwaukee

Dear Mr. Dunn:

Thank you for your response regarding your company's shuttle services in Milwaukee. I appreciate your stated position that Go Airport Connection is in compliance with relevant city ordinances pertaining to the shuttle service. Upon receiving your letter, I attempted to reach you for clarification on your company's service routes. I was forwarded to a Mike Schneider, who I understand is Vice President and General Manager of your company. In my conversation with Mr. Schneider, I was informed that Go Airport Connection not only provides shuttle service to and from General Mitchell International Airport, but also does so from the Milwaukee Intermodal Station.

According to section 100-50-2b of the city ordinance, vehicles exempt from the regulations include "shuttle vehicles authorized by Milwaukee County to provide in-county shuttle service for General Mitchell International Airport under s. 4.05(4), Milwaukee County code." Based upon Mr. Schneider's description of your company's service to/from the Milwaukee Intermodal Station, it would appear to me that your company is in violation of city code. I am again asking that you please review your business services in light of this matter, and take all steps necessary to comply with the city ordinance related to this issue.

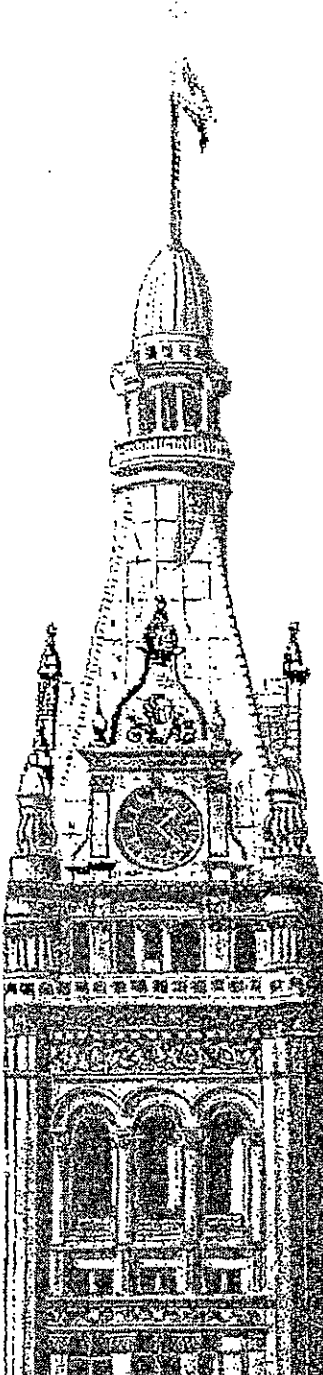
Thank you, and if you have any questions regarding this matter please contact me at 286-3870.

Sincerely,

A handwritten signature in black ink that reads "Jim Bohl".

Jim Bohl, Alderman
5th District
Chair, Taxicab Review Board

CC: Attorney John Finerty
Sergeant Paul MacGillis, MPD L.I.U.
Chief Edward Flynn
Rebecca Grill





FRIEBERT, FINERTY & ST. JOHN, S.C.

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LAWRENCE J. GLUSMAN

BRIAN C. RANDALL

CHRISTOPHER M. MEULER

M. ANDREW SKWIERAWSKI

JOSEPH M. PELTZ

March 1, 2010

VIA MESSENGER

Mr. James A. Bohl, Jr.

Alderman, 5th Aldermanic District

City of Milwaukee

Room 205, City Hall

200 East Wells Street

Milwaukee, WI 53202

Re: Airport Connection of Wisconsin, Inc. d/b/a Go Airport Connection/City
of Milwaukee – (Shuttle Services in Milwaukee)

Dear Alderman Bohl:

Thank you for talking to me a few weeks back when I asked you for some suggestions as to what the issues were in the above matter. I have had an opportunity to review the exchange of letters between you and Brian Dunn, President of GO Airport Connection ("GO"), including your letter of January 4, 2010, Mr. Dunn's January response, and your reply of February 12, 2010.

I am discussing a number of options with our clients that will keep both the City and the County happy, keep the GO shuttles operating, all without unnerving the taxi cab industry.

One option is an amendment to the City ordinance which exempts the countywide shuttle operated by GO under a Service Agreement with Milwaukee County so that the exemption only applies to actual airport shuttle operations and not to what might be called shared ride services or pre-reserved transportation. See, ¶ 100-50-2.b, *Milwaukee Code of Ordinances* ("Ord").¹

In addition, I believe an amendment is needed to accommodate the passenger capacity of the thirty to forty vans that GO currently operates, in the Milwaukee metropolitan area. Section 100-3-4-23-b.2, *Ord.*, requires a shuttle vehicle to have a passenger capacity of 11 or more excluding the driver. GO operates a fleet of 42 shuttles of which 40 shuttles are Ford 10 passenger capacity vans, excluding the driver, and, with the exception of being one passenger seat short, comply with all other requirements of Ch. 100, *Ord.*²

¹ This exemption was established by Common Council Resolution, File No. 990127, *A substitute ordinance relating to shuttle vehicles providing services to General Mitchell International Airport*, approved by the Milwaukee Common Council on May 11, 1999.

² At the time that the City set the 11 passenger limit, GO and other shuttle companies operated 11 passenger vehicles. Sometime after that, Ford redesigned its vans for 10 passengers to provide extra comfort and a little more room. The other truck and van manufacturers quickly followed suit. Accordingly in many cases, the 11 passenger capacity limit cannot be met if vans of certain manufacturers are used by a shuttle business.

James A. Bohl, Jr.
March 1, 2010
Page 2

If those amendments can be worked out, then GO would apply to the City, probably in phases of eight to ten vehicles per sequence, to have them inspected and licensed as City shuttles under Chapter 100, *Ord.*.

I already exchanged calls with Rebecca Grill to get her recommendations regarding procedures and I have discussed this with Sergeant Paul MacGillis at the Milwaukee Police Department, Licenses Investigations Unit, and Bruce Schrimpf, Assistant City Attorney, to let them know of our proposal.

Inasmuch as shuttle licensing review is now handled by the Committee on Public Safety, I am also forwarding a copy of this letter to Alderman Robert Donovan, Chair of that committee.

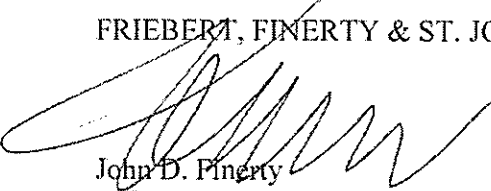
We look forward to working with both you and Alderman Donovan as well as City staff and the Milwaukee Police Department in resolving these matters so that all of GO's equipment will be in compliance with Chapter 100, *Ord.*, while at the same time maintaining the exemption granted by Chapter 100, *Ord.*, when GO is performing shuttle services for Milwaukee County to or from GMIA.

If you have any immediate questions or comments, please give me a call at your earliest convenience.

Thank you for your attention to this matter.

Very truly yours,

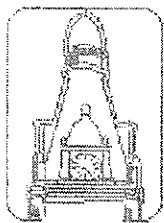
FRIEBERT, FINERTY & ST. JOHN, S.C.



John D. Finerty
jdf@lfsj.com

JDF/ier

cc: Alderman Robert Donovan, Chair, Committee on Public Safety – Via Messenger
Sergeant Paul MacGillis, MPD, L.I.U. – Via Messenger
Ms. Rebecca Grill, City License Clerk – Via Messenger
Bruce D. Schrimpf, Esq., Assistant City Attorney – Via Messenger
Brian C. Randall, Esq.



**City
of
Milwaukee**

*INTERDEPARTMENTAL CORRESPONDENCE
LEGISLATIVE REFERENCE BUREAU*

Memorandum

To: Ald. James A. Bohl, Jr., Chair
Taxicab Review Board

From: Richard Withers, Legislative Fiscal Analyst ext. 8532

Date: March 4, 2010

Re: Taxicab Review Board – Memo 10
Temporary Inspections

This memorandum provides background information to assist the Review Board in discussion of Agenda Item 4, "Discussion relating to establishing a temporary process for vehicle inspections," for the meeting of March 5, 2010.

The issue to be addressed involves lost revenue due to inspection date scheduling by the Department of Public Works when a taxicab or limousine must be taken out of service and the permit transferred to another vehicle. The proposal is to authorize the issuance of a temporary permit and to identify and authorize one or more qualified private service centers to conduct temporary inspections.

This can be accomplished by adoption of a resolution directing the Police Department (MPD) and the Department of Public Works (DPW) to prepare a policy or protocol for identifying and qualifying private inspectors and by minor ordinance changes.

The current language of s. 100-51-2 provides that inspections be conducted by "the police department or its designee." It appears that this language could be interpreted broadly to allow the designation of any agency or company. It could be clarified, however, to cover one or more designees. A definition of "temporary inspection" would be drafted in s. 100-3. A new subsection would be created after s. 100-51-8 providing details about the temporary inspection process. I suggest that it include the following:

A description of the process for identifying and qualifying inspectors and inspector service centers. This should likely involve the DPW mechanics who regularly conduct inspections. A list of qualified candidates should be provided to MPD for designation of one or more. A process would also be provided for removing the designation.

EXHIBIT

tabbles

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The period of time that a temporary inspection sticker would be in effect. This should be a time certain so that the expiration date would be on the sticker. Because the DPW may not always be able to conduct inspections on the regularly scheduled date (due to weather, illness or other issues), it appears appropriate to set a temporary period permit at 15 days.

The precise language of a new ordinance probably cannot be determined until a plan is received from the MPD and the DPW.

I have revised the previous draft language (Memo 9) suggested for a Common Council resolution directing the development of a temporary inspection plan. The revised language provides:

Whereas, The Department of Public Works has been designated by the Police Department to conduct inspections of public passenger vehicles under authority of s. 100-51-2 of the Milwaukee Code of Ordinances; and

Whereas, Resources available to the Department of Public Works for inspection of replacement taxicabs and limousines that must be taken out of service upon crash, mechanical malfunction or other disabling event are limited so that fixed periodic appointment dates are required; and

Whereas, Taxicabs and limousines replaced due to crash, mechanical malfunction or other disabling event, require new inspections and the potential loss in revenues to drivers and taxicab owners may be significant due to the periodic scheduling of inspections; and

Whereas, The short-term and temporary grant of a permit upon inspection by qualified mechanics and automobile service centers will protect the health, safety and welfare of the public; now therefore, be it

Resolved, That the Milwaukee Police Department and the Department of Public Works shall develop a plan for certifying one or more private automotive repair garages or individuals to conduct inspections of replacement taxicab vehicles when immediate inspection is not provided or available through the Department of Public Works; and be it

Further Resolved, that the Department of Public Works shall develop a program for temporary taxicab inspection to allow temporary 15-day authorization to operate under existing permits; and be it

Further Resolved, That a program for temporary inspection shall provide that costs associated with a temporary inspection and inspection sticker will be entirely the responsibility of the permittee, and further, that liabilities for negligent or faulty inspection will be the responsibility of the inspector or inspecting company; and be it

Further Resolved, That the Police Department and the Department of Public Works are directed to report the plan for certifying inspectors for temporary

taxicab and limousine permits and for a program of temporary taxicab and limousine permitting to the Common Council on or before June 1, 2010.

If this or a similar resolution should be introduced, I can assist in coordinating communication between MPD and DPW prior to adoption. I can also monitor the progress of plan development.

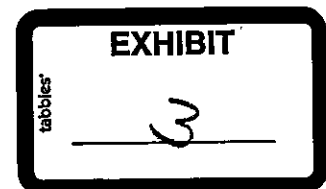
Please let me know if you have any questions or require further information.

LRB09041-Memo 10
RLW
3/4/2010

Public Passenger Vehicle Inspections, Process Improvement Proposal

City of Milwaukee,
City Clerk's Office-License Division

March, 2010



Overview, Current Performance and Goals

•Performance of key metrics

1. Rolled Throughput Yield = 60.9%.
2. Maximum period of out-of-service exposure = 1 week.
3. Annual City inspection labor hours = 399.5 hours (DPW)
4. Time to Close-Out period greater than 37 days.

•Metrics goals for success

1. Increase Rolled Throughput Yield to greater than 75%.
2. Decrease maximum period of out-of-service exposure to less than 3 days.
3. Cause no increase in City inspection labor hours.
4. Decrease Time to Close-Out period to less than 7 days.

•Voice of customer

Resources available to the Department of Public Works for inspection of replacement taxicabs upon crash, mechanical malfunction or other disabling event are limited to fixed appointment dates. When a taxicab must be replaced due to crash, mechanical malfunction or other disabling event, the potential loss in revenues to drivers and taxicab owners may be significant due to the regular scheduling of taxicab inspections.

--City of Milwaukee Taxicab Review Board

Problem and Objective Statements

Problem Statement

- The number of steps involved in the vehicle inspection process, the decentralized locations for step completion, and certain unclear or unneeded filing requirements attribute to 60% Rolled Throughput Yield.
- The restricted availability of City vehicle inspections exposes PPV operators to periods of out-of-service time of up to 1 week.
- It is difficult for PPV operators located outside Milwaukee metropolitan area to attend vehicle inspections within the one-hour City inspection period offered on one day each week.
- Additional department resources required when car changes occur at or around the time of filing renewal permit applications.

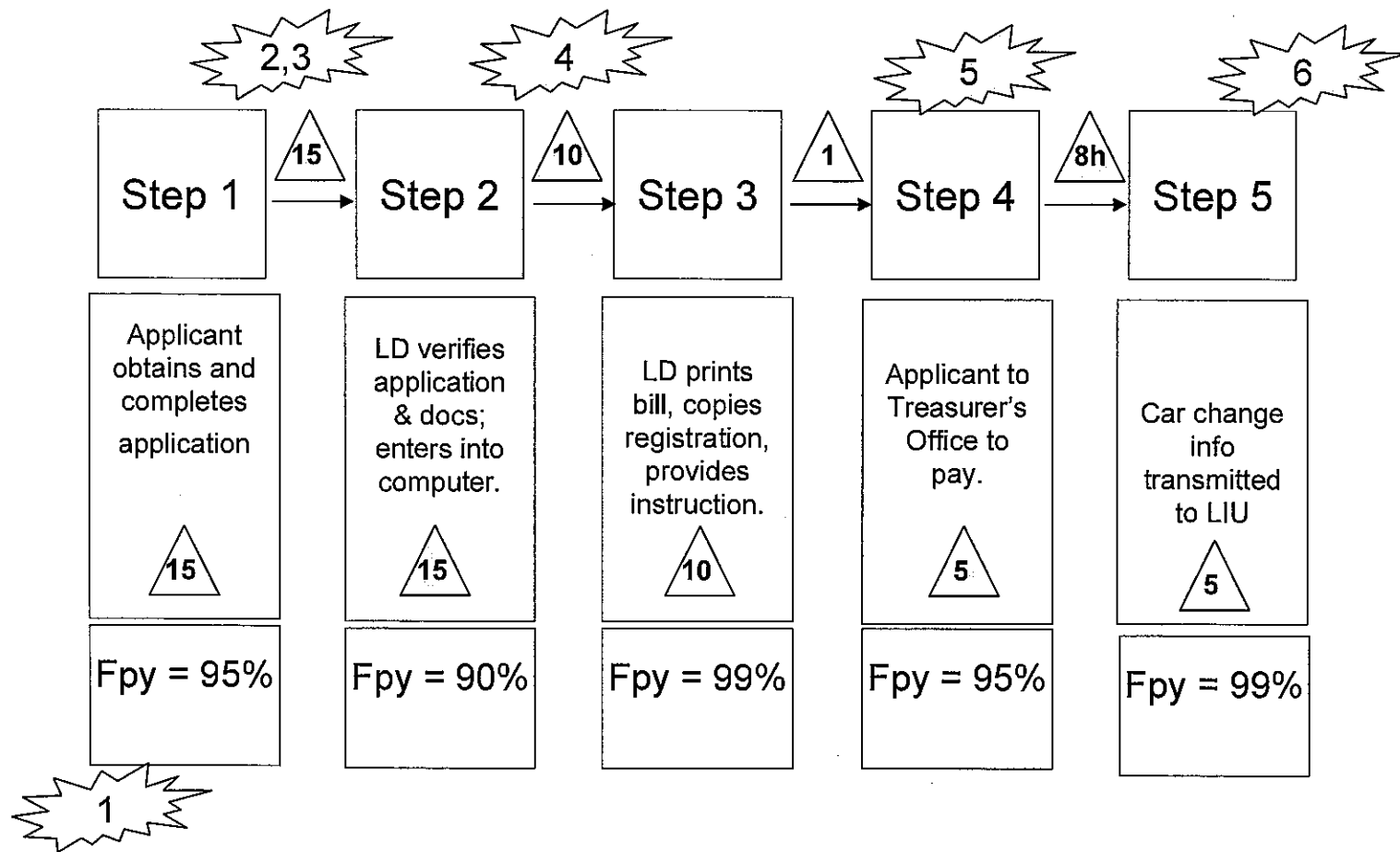
Objective Statement

- Reduce by 25% the number of steps in the vehicle inspection process.
- Reduce by 50% the maximum period of out-of-service time.
- Increase by 25% the Rolled Throughput Yield.
- Decrease Time to Close-Out period to less than 14 days.
- Experience no increase in City inspection labor hours.

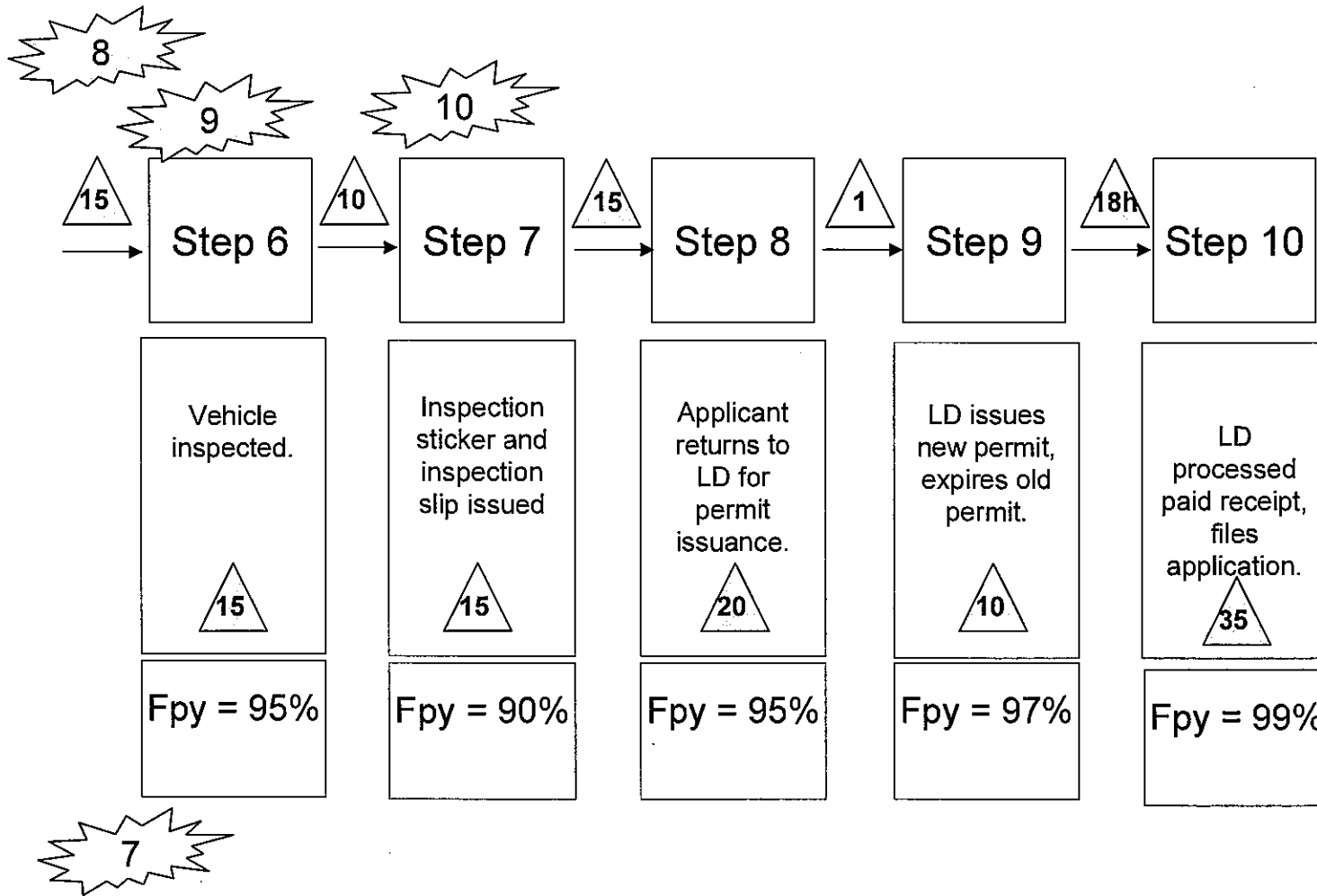
Scope

- Inspection process related renewal permits.
- Inspection process related to inspections during the license period.
- Entity conducting inspection or issuing inspection stickers.

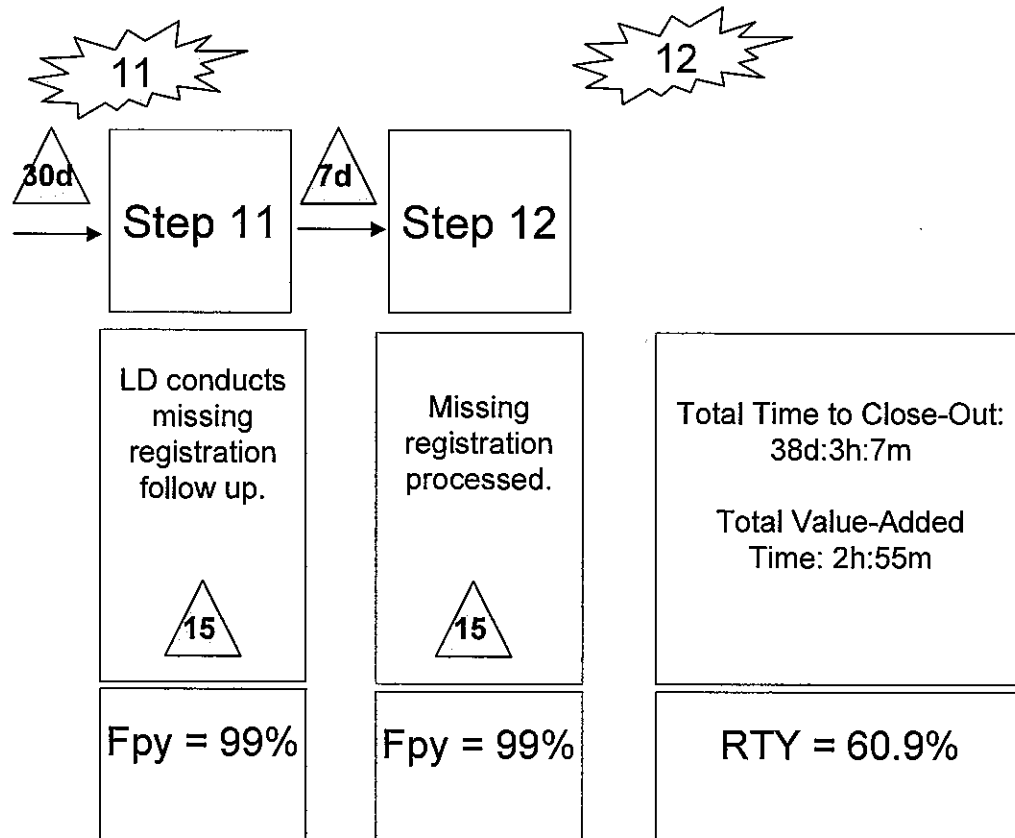
Current State, Process Map



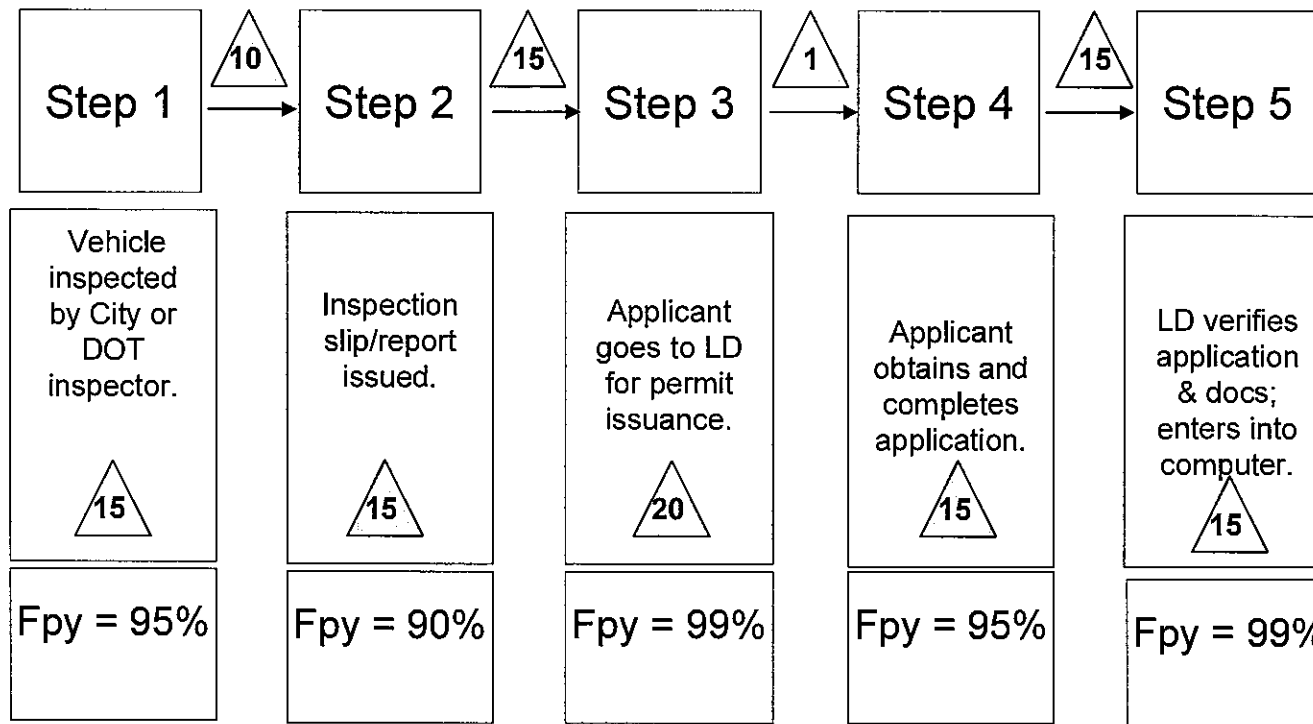
Current State, Process Map (continued)



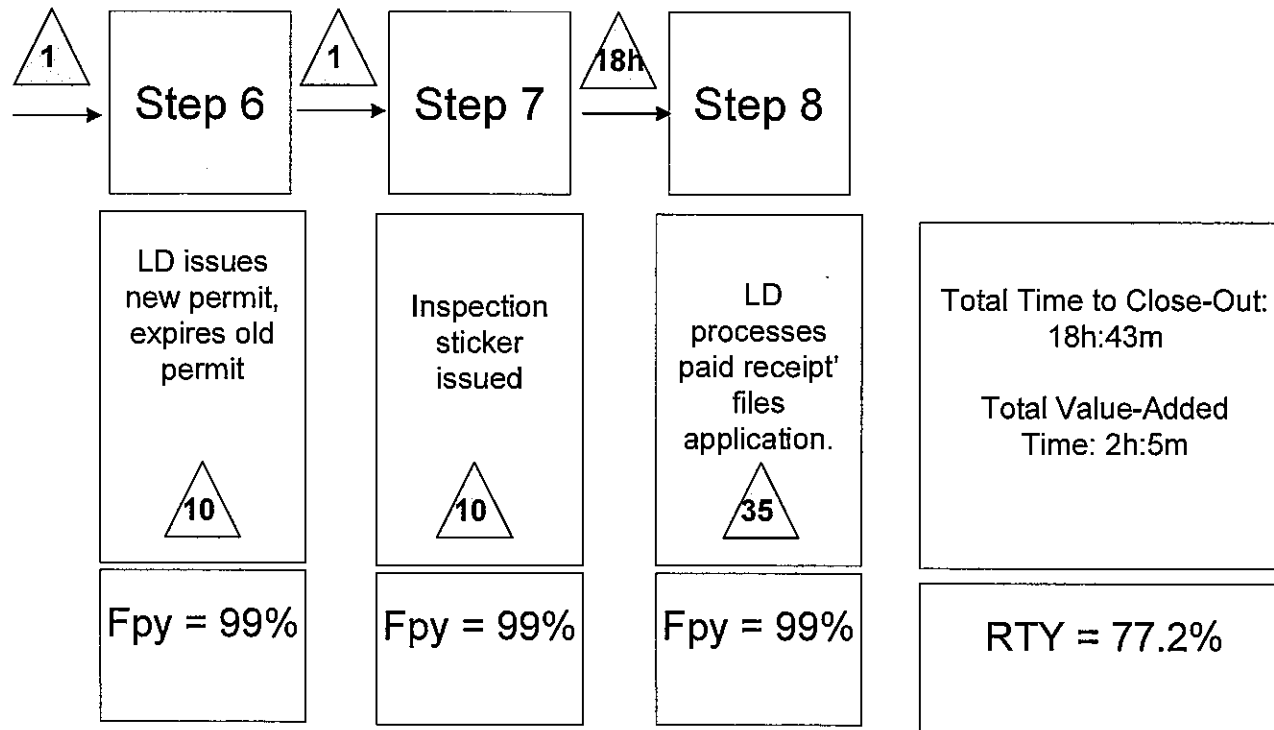
Current State, Process Map (continued)



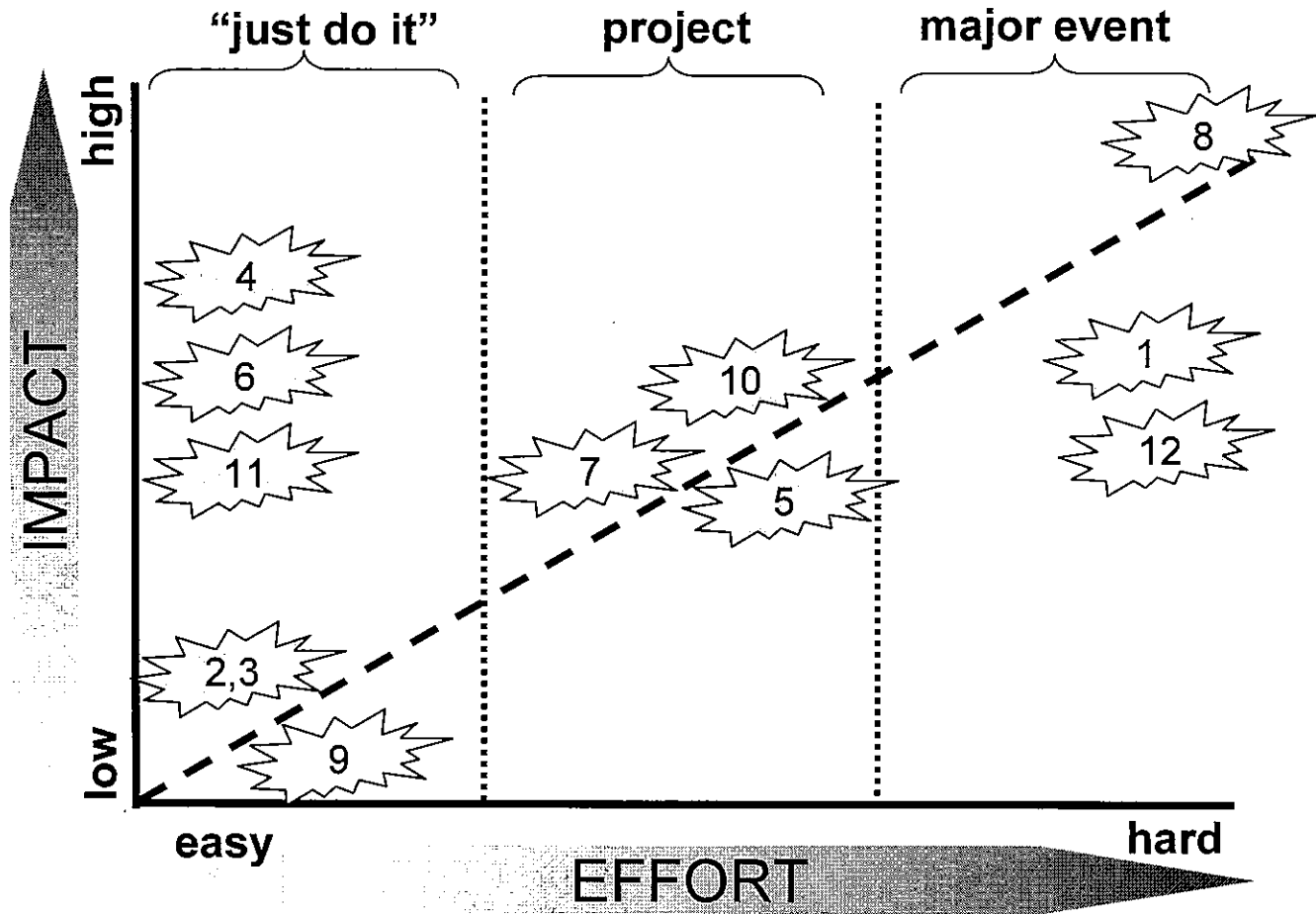
Future State, Process Map



Future State, Process Map (continued)



Effort / Impact Matrix



Key Problem Areas, Current State

1. Initiating or completing car change transactions in-person with the department is generally inefficient for staff and inconvenient for applicants.
2. Unauthorized persons on the behalf of permit holders often attempt to file car change applications.
3. New and old vehicle information is often transposed on car change applications.
4. Additional department resources are frequently spent when permits issued for the old vehicles are not producible to or otherwise not timely filed with the department by applicants as required.
5. Car change applicants submitting payments to and receiving stamped receipts from the Treasurer's Office seasonally experience long wait times.
6. Knowledge by applicants of the specific documents required to be presented to the inspecting officer at the time of vehicle inspection is periodically not clear.
7. The specific vehicle authorized to be inspected is periodically not clear to the inspecting officer.
8. The availability of City mechanics to conduct vehicle inspections has been restricted to only one hour on one day of each week.
9. Inspection stickers are sometimes issued to vehicles with invalid insurance coverage.
10. Car change applicants frequently fail to submit vehicle inspections slips to the department.
11. Additional department resources are frequently spent when copies of regular motor vehicle registrations issued by the State for the new vehicles are not timely filed with the department by applicants as required.
12. Additional department resources are frequently spent when car change applications are filed during the period of time beginning when renewal application packets are mailed to permit holders and ending with the last day of the annual vehicle inspection period.

PPV Inspection Key Problem Areas 1, 5, 7 & 10

Operation	Problem	Actions Proposed	Expected Results
<p>Vehicle Inspection Process</p>	<p>Number of steps involved in the vehicle inspection process, the decentralized locations for step completion, and certain unclear or unneeded filing requirements attribute to 60% Rolled Throughput Yield.</p>	<ul style="list-style-type: none"> •Reorder steps to change starting point of process and eliminate or combine steps to reduce by 33% the number of process steps. •Create custom inspection sticker. 	<p>Increase Rolled Throughput Yield to greater than 75%; time to close-out period reduced; printing costs reduced</p>
Current State		Future State	
<ol style="list-style-type: none"> 1. Total number of steps performed by either staff or PPV operator in order to complete car change process is 12. 2. PPV operator first files required documents with License Division, makes payment at Treasure's Office, travels to remote vehicle inspection site for inspection, then returns to License Division to complete processing. 3. PPV operators must bring each vehicle being licensed to City inspection site in order for standard City inspection sticker to be affixed to vehicle by inspector. 4. Separate taximeter inspection and annual license fee required from other City department. 		<ol style="list-style-type: none"> 1. Total number of steps performed by either staff or PPV operator in order to complete car change process is decreased to 8. 2. PPV operator first travels to remote vehicle inspection site for inspection, then returns to License Division to file payment and required documents and to complete processing. 3. Custom tamper-proof City inspection stickers issued directly to PPV operators to self-affix to vehicles. 4. Sticker printing costs reduced by an estimated 50% after first year equipment and software investment. 5. Separate taximeter inspection and separate fee for each and every inspection required from other City department. 	

PPV Inspection Key Problem Areas 1, 8 & 12

Operation	Problem	Actions Proposed	Expected Results
<p>Car Change Inspection, During License Period</p>	<p>The restricted availability of City vehicle inspections exposes PPV operators to periods of out-of-service time of up to 1 week.</p>	<ul style="list-style-type: none"> •Add 2nd City inspection day to each week by drawing resources from annual inspection process. •Make City inspections valid for period of 1 year from date of completion. 	<p>Reduce overall out-of-service exposure time by at least 50%; reduce number of City-conducted inspections; reduce labor hours</p>
Current State		Future State	
<ol style="list-style-type: none"> 1. City vehicle inspections conducted at City facility each week on Thursday afternoons for one hour only. 2. PPV operators making unplanned car changes due to vehicle damage or mechanical malfunction are exposed to periods of out-of-service time of up to 1 week, depending upon when during the week the vehicles are damaged or malfunction. 3. No additional City resources are available to increase the number of hours per day or days per week City vehicle inspections are conducted. 4. In addition to any City vehicle inspection conducted during the license period, new and renewal permit applicants must undergo annual vehicle inspections before permit issuance, unless the date of last inspection related to the same vehicle was within the last 30 days. 		<ol style="list-style-type: none"> 1. City vehicle inspections conducted at City facility each week on both Mondays and Thursdays for one hour each day; inspections held in mornings. 2. City resources expended for annual inspection period reassigned to provide for the addition of 2nd inspection day each week; labor hours for City inspectors reduced from 399.5 hours to 156 hours annually. 3. City vehicle inspection valid for period of one year from date of completion, rather than coterminous with annual license period. 4. Excepting for taxicabs, valid federal DOT inspections conducted by qualified inspectors accepted in lieu of City inspections; City inspection coterminous with DOT inspection. 	

PPV Inspection Key Problem Areas 1 & 8

Operation	Problem	Actions Proposed	Expected Results
<p>Vehicle Inspection, When Operator Not Local</p>	<p>Difficult for PPV operators located outside Milwaukee metropolitan area to attend vehicle inspections within the one-hour City inspection period offered on one day each week.</p>	<ul style="list-style-type: none"> •Add 2nd City inspection day to each week. •Accept valid DOT inspections in lieu of City inspections, except for taxicabs. •Create custom inspection sticker. 	<ul style="list-style-type: none"> •Unrestricted inspection availability, except for taxicabs. •Reduction in total City-conducted inspections.
<p>Current State</p>		<p>Future State</p>	
<ol style="list-style-type: none"> 1. City vehicle inspections conducted at City facility each week on Thursday afternoons for one hour only. 2. PPV operators regardless of business location must bring each vehicle being licensed to City inspection site in order for standard City inspection sticker to be affixed to vehicle by inspector. 3. No vehicle inspection conducted by any other entity is accepted in lieu of the City inspection. 4. PPV operators operating interstate are required to undergo at their own expense rigorous annual federal DOT inspections by qualified inspectors in addition to any annual City inspection required. 		<ol style="list-style-type: none"> 1. City vehicle inspections conducted at City facility each week on both Mondays and Thursdays for one hour each day; inspections held in mornings. 2. Excepting for taxicabs, valid federal DOT inspections conducted by qualified inspectors accepted in lieu of City inspections, regardless of business location of PPV operator or interstate operation. 3. Custom tamper-proof City inspection stickers issued directly to PPV operators to self-affix to vehicles. 4. PPV operators filing valid federal DOT inspections in lieu of City inspections still subject to City inspection upon complaint or random basis. 	

PPV Inspection Key Problem Area 12

Operation	Problem	Actions Proposed	Expected Results
Vehicle Inspection, Renewal Permits	Additional department resources required when car changes occur at or around the time of filing renewal permit applications.	<ul style="list-style-type: none"> •Add 2nd City inspection day to each week. •Make inspection valid for one year from date of completion. •Create custom inspection sticker. 	<ul style="list-style-type: none"> •Reduction in total City-conducted inspections. •Reduce labor hours, printing cost Reduce out-of-service exposure
Current State		Future State	
<ol style="list-style-type: none"> 1. In addition to any City vehicle inspection conducted during the license period, renewal permit applicants must undergo annual vehicle inspections before permit issuance, unless the date of last inspection related to the same vehicle was within the last 30 days. 2. Renewal inspections are held during a 2-week period in October for taxicabs, and a 2-week period in April for all other vehicle types. 3. Operators are assigned inspection times or entire days on which some or all of fleet must undergo inspection. 4. PPV operators regardless of business location must bring each vehicle being licensed to City inspection site in order for standard City inspection sticker to be affixed to vehicle by inspector. 		<ol style="list-style-type: none"> 1. City vehicle inspections conducted at City facility each week on both Mondays and Thursdays for one hour each day; inspections held in mornings. 2. City resources expended for annual inspection period reassigned to provide for the addition of 2nd inspection day each week; labor hours for City inspectors reduced from 399.5 hours to 156 hours annually. 3. City vehicle inspection valid for period of one year from date of completion, rather than coterminous with annual license period. City inspection coterminous with DOT inspection. 4. Custom tamper-proof City inspection stickers issued directly to PPV operators to self-affix to vehicles. 	

Performance Measure Tracker

METRIC	UOM	START	TARGET	PROJECTED	% CHANGE
Rolled Throughput Yield	%	60.9	75.0	77.2	+26.8%
Maximum out-of-service exposure	Days	7	3.5	3.5, taxicabs 1, all others	(50%) (85.7%)
City inspection labor hours (DPW mechanics only)	Hours	399.5	399.5	156	(60.9%)
Time to Close-Out period (car change process)	Days: hours: minutes	38d:3h:7m	14d:0h:0m	18h:43m	(98.0%)
Number of process steps (car change process)	Count	12	9	8	(33.3%)

Key Credit Card Transaction Issues

Operation	Problem	Actions Proposed	Expected Results
<p>Accepting Credit Cards in Payment of Fares</p>	<p>Surcharges and minimum charges are arbitrarily imposed on—or service is refused to—persons desiring to use a credit or debit card to pay a fare.</p>	<ul style="list-style-type: none"> •Establish ordinance provisions regulating the use of a credit card to pay a fare. •Clarification of rights to public. •Display of signage to public. 	<ul style="list-style-type: none"> •Reduction in total number of complaints related to credit card use; increase protection of the health, safety and welfare of the public.
<p style="text-align: center;">Current State</p> <ol style="list-style-type: none"> 1. Acceptance of credit cards in payment of taxicab fares is not required by ordinance. Drivers are imposing arbitrary surcharges upon the use of credit cards so that the total charge exceeds the legal rate of fair. 2. Drivers are imposing arbitrary minimum charges for the use of a credit card to pay a fare. 3. Service is being refused to persons desiring to use a credit card on the grounds that a trip will not exceed a minimum length or generate a minimum fare. 4. Riders who have verified in advance with dispatchers that the use of a credit card to pay a fare is accepted are often told by drivers that the use of a credit card is not accepted. 		<p style="text-align: center;">Future State</p> <ol style="list-style-type: none"> 1. Acceptance of credit cards in payment of taxicab fares is not required by ordinance. 2. Vehicles must display signage indicating whether and which credit or debit cards are accepted in payment of taxicab fares. 2. Either no surcharge or a regulated maximum service charge may be assessed on any payment of a fare by credit or debit card. 3. No minimum charge can be imposed for the use of a credit or debit card to pay a fare. 4. No service may be refused to any person desiring to use a credit card on the grounds that a trip will not exceed a minimum length or generate a minimum fare. 	