



City of Milwaukee

Taxicab Improvement Task Force

Issued March 2005



City of Milwaukee
Taxicab Improvement Task Force
Table of Contents

1. **Taxicab Task Force Resolution (1 & 2)**
2. **Taxicab Task Force Members**
3. **Task Force Recommendations**
 - A. Vehicle Cleanliness and Condition
 - B. Driver Regulation, Knowledge and Training
 - C. Mandatory Service Policies
 - D. Enforcing Regulations/ Sanctioning Violations
 - E. Safety/Miscellaneous
4. **Agendas**
5. **Minutes**
6. **Legislative Reference Bureau Memorandums**
 - A. Inspection Report
 - B. Summary of Taxicab Regulations
 - C. Survey of Certain Public Passenger Vehicle Regulations (12/20/2004)
 - D. Survey of Certain Public Passenger Vehicle Regulations (01/07/2005)
 - E. Survey of Certain Taxicab Training Courses, Passenger Feedback Cards Handling Processes and Taxicab Commission Powers
 - F. Authority to Restrict Operation of Taxicab Cooperatives
7. **Supporting Documents**
 - A. Taxi Meter Inspection (by Consumer Protection)
 - B. Taxicab Meter Compliance Efforts
 - C. Milwaukee Police Department Public Passenger Vehicle Inspection Permit Owner Checklist
 - D. Sample Test
 - E. Sample Feedback Forms
 - F. License Division Taxi Suggestions
 - G. Inspection checklist

..Number
040768
..Version
SUBSTITUTE 2
..Reference

..Sponsor
ALD. BOHL, HINES AND BAUMAN

..Title
Substitute resolution creating a task force to study the issues of taxicab vehicle and driver standards.

..Analysis
This resolution creates a 10-member Taxicab Improvement Task Force which is directed to study the issues of taxicab vehicle and driver standards and make recommendations related to specific actions and policies that can be taken or adopted to improve the provision of taxicab services in the city of Milwaukee. That Taxicab Improvement Task Force shall present a written report of its findings and recommendations to the Common Council by February 28, 2005, and, upon submission of the report, automatically be dissolved.

..Body
Whereas, Excellent taxicab service is an integral part of serving visitors coming to Milwaukee, and enhances the image of Milwaukee in the eyes of visitors; and

Whereas, A taxicab ride is often a visitor's first or last impression of the city, and, for that reason, efforts should be taken to make Milwaukee's taxicab services the best they can be; and

Whereas, To help ensure this goal is achieved, the development of taxicab vehicle and driver standards is needed relating to the areas of vehicle cleanliness and condition, driver hygiene and training, improving drivers' geography skills and knowledge of area attractions, providing taxicab services regardless of the length of trip or destination, and enforcing violations of regulations relating to public passenger vehicles; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that a Taxicab Improvement Task Force is created and shall consist of the following 10 members:

1. One Common Council member and one representative of the hotel industry who shall both be appointed and designated as co-chairpersons of the Task Force by the Common Council President.
2. 2 representatives of the taxicab industry, or the representatives' designees, appointed by the Mayor.
3. One representative of the downtown restaurant industry appointed by the Common Council President.
4. One representative of the business community who is experienced in the facilitation of corporate meetings appointed by the Common Council President.
5. The Manager of Parking and Ground Transportation for General Mitchell International Airport.
6. The Executive Director of the Milwaukee Downtown Business Improvement District #21.
7. The Service Director of the Marcus Center for the Performing Arts.
8. The President and Chief Executive Officer of the Greater Milwaukee Convention & Visitors Bureau, or his designee.

; and, be it

Further Resolved, That the Taxicab Improvement Task Force is directed to study the issues of taxicab vehicle and driver standards and make recommendations related to specific actions and policies that can be taken or adopted to improve the provision of taxicab services in the city of Milwaukee; and, be it

Further Resolved, That the Taxicab Improvement Task Force shall be staffed by personnel from the

Common Council-City Clerk's Office, the Legislative Reference Bureau and the License Division; and, be it

Further Resolved, That all City departments are authorized and directed to cooperate with and assist the Taxicab Improvement Task Force in carrying out its mission; and, be it

Further Resolved, That the Taxicab Improvement Task Force is further directed to present a written report of its findings and recommendations to the Common Council by February 28, 2005, and, upon submission of the report, automatically be dissolved.

..Drafter

LRB04364-3

RGP

09/27/04

City of Milwaukee

Office of the City Clerk

200 E. Wells Street

Milwaukee, Wisconsin 53202

Certified Copy of Resolution-Immediate Adoption

FILE NO: 041333

Resolution amending Common Council Resolution File Number 040768 relating to creating a task force to study the issues of taxicab vehicle and driver standards.

Whereas, On October 11, 2004, the Common Council adopted Resolution File Number 040768 relating to creating a task force to study the issues of taxicab vehicle and driver standards; and

Whereas, Common Council Resolution File Number 040768 established that the Taxicab Improvement Task Force is directed to present a written report of its findings and recommendations to the Common Council by February 28, 2005, and, upon submission of the report, automatically be dissolved; and

Whereas, It is necessary to amend the resolution in order to provide additional time for the task force to present a written report of its findings and recommendations to the Common Council; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that Common Council Resolution File Number 040768, as amended by File Number 041063 on November 23, 2004, is amended by deleting in the fourth "Further Resolved" clause the text "February 28, 2005" and inserting in lieu thereof: "March 31, 2005."



I, Ronald D. Leonhardt, City Clerk, do hereby certify that the foregoing is a true and correct copy of a(n) Resolution-Immediate Adoption passed by the COMMON COUNCIL of the City of Milwaukee, Wisconsin on February 1, 2005.

Ronald D. Leonhardt

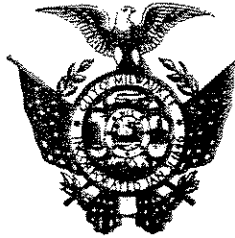
Ronald D. Leonhardt
City Clerk

March 17, 2005

Date Certified



WILLIE L. HINES, JR.



**COMMON COUNCIL PRESIDENT
ALDERMAN, 15TH DISTRICT**

October 26, 2004

To the Honorable, the Common Council
Of the City of Milwaukee
City Hall, Room 205

Dear Council Members:

This letter is to inform you that under the provisions of the Common Council File No. 040768, I am appointing from a list of candidates recommended by the Greater Milwaukee Convention and Visitors Bureau, the following individuals to the Taxicab Improvement Task Force:

James Bohl, Alderman of the 5th District, who serve as co-chair the of task force;

John Williams, General Manager, The Pfister Hotel, representing the hotel industry, and co-chair of the task force;

John Moore, manager of Parking & Ground Transportation, General Mitchell International Airport;

Tom Wachman, Owner, Eve/Kenadee's/Tangerine, representing the downtown restaurant industry;

Beth Nicols, Executive Director, Milwaukee Downtown BID #21;

Doug Neilson, President/CEO, Greater Milwaukee Convention and Visitors Bureau;

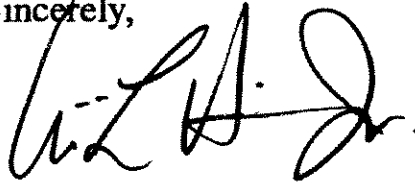
Jim Lavoid, Director of Meetings, Northwestern Mutual ;

Mark Barnes, Service Director, Marcus Center for the Performing Arts;

Taxicab Improvement Task Force
October 26, 2004
Page 2

These appointments will begin immediately and do not require
Common Council confirmation.

Sincerely,

A handwritten signature in black ink, appearing to read "Willie L. Hines, Jr.", written in a cursive style.

WILLIE L. HINES, JR.
15TH Aldermanic District
Common Council President

WLH:dh

Cc: Mayor Norquist
Ron Leonhardt, City Clerk
Alderman James Bohl, Task Force Co-chair
John Williams, Task Force Co-chair



Tom Barrett
Mayor, City of Milwaukee

October 29, 2004

To the Honorable, the Common Council
of the City of Milwaukee

Honorable Members of the Common Council:

I am pleased to inform you that I am appointing the following persons to the Taxi Cab Improvement Taskforce.

Mr. Mike Sanfelippo
646 South Second Street
Milwaukee, WI 53204

Ms. Barbara Miles
1840 North Martin Luther King, Jr., Drive
Milwaukee, WI 53212

Respectfully submitted,

A handwritten signature in cursive script that reads "Tom Barrett".

Tom Barrett
Mayor

Recommendations
City of Milwaukee Taxicab Improvement Task Force
March 21, 2005

A. Vehicle Cleanliness and Condition

1. Licensed public passenger vehicles (PPV) serving as taxis may not exceed 8 years of age and must be in good working order and of good physical condition. Replacement vehicles may not exceed 5 years of age and must be in good working order and of good physical condition.
2. It is the duty of the company/driver to inspect each vehicle for safety and cleanliness at the beginning of each shift. A monthly inspection log detailing required daily maintenance inspections should be maintained for each vehicle in service. These records must be kept for 60 days following the month's completion and be made available for city inspection immediately upon request.
3. A change should be enacted to require PPVs serving as taxis to be washed at least one time per week, or more frequently when conditions warrant.
4. The Common Council should enact a change to prohibit smoking in all licensed taxicabs.

B. Driver Regulation, Knowledge and Training

1. The Common Council should establish and require uniform taxicab training courses to encompass areas such as customer service/passenger assistance, city geography, taxi regulations and crime prevention, that must be taken prior to receipt of a PPV license.
2. A valid state issued photo I.D. verifying the applicants' identification should be required to take the public passenger vehicle license test.
3. The required PPV test should include questions relating to taxicab licensing laws, drivers code of conduct, cab stand and call procedures, taxicab fares, vehicle cleanliness and maintenance, and customer relations, in addition to questions on city geography, streets and attractions.

4. Drivers should be required to dress appropriately and be well groomed. Prohibited articles of clothing should include, but not be limited to: t-shirts, underwear worn as outerwear, tank tops, swimwear, jogging suits, body suits, shorts, cutoffs, trunks.
5. To better enforce the requirements that drivers proficiently read and speak the English language, the policy allowing translators to provide assistance to persons taking the PPV test should be eliminated.
6. The PPV license and vehicle license applications should each contain a notarized statement asserting prescribed penalties and disciplinary action that may be taken in instances of PPV code violations.
7. Drivers who have had in excess of four moving violation convictions within one licensing period may be required to retake and pass defensive driving and traffic safety courses, as prescribed by the Common Council.

C. Mandatory Service Policies

1. The maximum period of time it takes a taxicab to respond to a service request should not exceed 30 minutes.
2. Changes should be made to prohibit drivers and companies from declining service to those passengers who are disabled or those with service animals or wheelchairs, in compliance with federal ADA requirements.

D. Enforcing Regulations

1. The Milwaukee Police Department (MPD), either through its License Investigation Unit or another designated department, should establish the equivalent of at least one full-time position designated to the enforcement of regulations and current codes relating to PPVs.
2. The License Division (LD) of the City of Milwaukee should maintain a website containing the current listing of PPV drivers and owners whose licenses have been suspended or revoked.

3. The Common Council should make changes to the PPV inspection form as prescribed to the committee by the DPW vehicle technicians who administer the inspection (see Supporting Documents, 7F).
4. The Common Council should explore a change in state law to allow the city to register dispatch services for PPVs and enact penalties for violations (dispatching suspended cabs, unlicensed drivers, failure to provide service).
5. The Common Council should require that a certified copy of each PPV affiliation agreement be kept on file with the LD. If the affiliation changes, it shall be the responsibility of both the driver and company to properly amend the affiliation agreement with the LD prior to the driver taking the road under the new affiliation. Failure to comply could lead to adverse action (suspension, non-renewal or revocation of license) taken by the Common Council.
6. Taxi affiliations (companies/dispatch services) should be required to maintain records ensuring that all drivers serving their affiliation are properly licensed by state and city. These records are to be made available to random inspection by the City of Milwaukee. Failure to comply could lead to adverse action taken by the Common Council.
7. All drivers and vehicle owners shall comply fully with city officials conducting PPV inspections. Failure to comply with annual inspection within 30 days of inspection date, or with any random inspections as may be deemed necessary by the city, will cause the owner to have to appear before the appropriate Common Council committee.
8. If a driver has had his or her Wisconsin driver's license revoked or suspended, his or her PPV license must be turned in until such time that the driver's license is reinstated. Failure to do so could result in future adverse action being taken against a driver's PPV license.
9. If a vehicle license is suspended for more than 45 days due to lack of insurance, it will be called to appear before the appropriate Common Council committee.

E. Safety/Miscellaneous

1. The Common Council should designate a location where fair rate cards should be posted in every taxi. Failure to comply with this mandate could lead to the issuance of a citation and/or adverse action taken against the driver's PPV license or vehicle owner's license.
2. The Common Council shall require all PPVs to contain uniformly approved comment/complaint cards, which must contain the proper taxi number, company and driver of the vehicle, and have the cards properly addressed to the LD of the City of Milwaukee. The CC should also designate a location where these cards should be maintained in every taxi. Failure to comply with this mandate could lead to the issuance of a citation and/or adverse action taken against the driver's PPV license or against the vehicle owner's license
3. All PPVs serving as taxis must be equipped with working safety belts for every passenger. Those PPVs that have been licensed into service prior to the enactment of this change should be grandfathered for the duration of their use on the road.
4. No driver shall consume alcohol or other controlled substances, or drive under the influence of alcohol or other controlled substances while on duty. Violation of this requirement could lead to adverse action taken against the driver's PPV license by the Common Council.
5. City ordinances should outline specific exemptions from PPV license to include but not be limited to buses, handicapped vehicles licensed by State and courtesy rides from businesses, as prescribed by the LD.
6. Visit Milwaukee and Downtown BID #21 should establish a program to provide drivers with free tours of, or admission tickets to, Milwaukee area attractions to increase driver knowledge and understanding that can be shared with visitors of the city.

7. The Common Council should establish an advisory Taxicab Commission that would provide the Common Council with guidance on taxicab and PPV related matters. Representation should include members from city taxicab affiliations/companies, taxi drivers, the Milwaukee Police Department, Common Council, License Division and Department of Public Works, Visit Milwaukee, and Para-transit, among others.
8. The Common Council should explore future possibilities of a quasi-independent Taxicab Authority.
9. The Common Council should enact a change to require all licensed taxicabs to have working heating, defrosting and air conditioning systems. Existing licensed taxicabs should be grandfathered from the air conditioning provision for the duration of their legal service on the road.

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Jim Lavold, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

November 5, 2004

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **WEDNESDAY, NOVEMBER 17, 2004, at 8:00 A.M.**, in Room 301-A, City Hall, 200 East Wells Street, regarding:

1. Welcome and introduction of members
2. Current city ordinances/regulations of the taxi industry
3. Orientation by the City Clerk's staff
 - a. Goal of the task force
 - b. Proposed time line and meeting schedule
 - c. Common Council procedural rules
 - d. General discussion and questions
4. Overview of issues/topics to be reviewed by the task force
5. Setting the agenda and date for the next meeting.

Respectfully,



RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Jim Lavold, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

November 22, 2004

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, NOVEMBER 29, 2004**, at **1:30 P.M.**, in Room 301-A, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the November 17 meeting
2. Review and possible additions to the goals of the Task Force
3. Appearance by staff from the Safety Commission related testing of taxicab driver applicants
4. Appearance by Health Department staff related to meter check
5. Appearance by the Department of Public Works staff related to safety checks of taxicabs
6. Agenda items for the December 20th meeting

Respectfully,



RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Jim Lavold, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

November 30, 2004

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, DECEMBER 20, 2004, at 1:30 P.M.**, in Room 301-A, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the November 29 meeting
2. Suggestions from the License Division related to possible changes to chapter 100
3. Report from the Legislative Reference Bureau related to how other cities address non-safety complaints
4. Report from the Legislative Reference Bureau related to how other cities police independent taxi drivers
5. Agenda items for the January 10 meeting

Respectfully,

RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

December 22, 2004

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, JANUARY 10, 2005**, at **1:30 P.M.**, in Room 301-B, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the December 20 meeting
2. Any questions related to handouts from the December 20 meeting
3. Report from the Legislative Reference Bureau related to staffing levels of other cities for enforcement of their taxicab ordinances
4. Report from the Legislative Reference Bureau related to how other cities enforce any English-language proficiency requirements
5. Report from the Legislative Reference Bureau relating to feedback cards in taxicabs in other cities
6. Agenda items for the January 31 meeting

Respectfully,

RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

January 13, 2005

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, JANUARY 31, 2005, at 1:30 P.M.**, in Room 301-A, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the January 10 meeting
2. Report from the Legislative Reference Bureau related to training courses required by other cities and background of the instructors
3. Report from the Legislative Reference Bureau related to feedback forms in taxicabs in other cities
4. Report from the Legislative Reference Bureau related to taxicab commissions and their authority in other cities
5. Agenda items and date of the next meeting

Respectfully,



RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

February 2, 2005

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, FEBRUARY 21, 2005**, at **1:30 P.M.**, in Room 301-A, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the January 31 meeting
2. Report from the Legislative Reference Bureau and appearance by an Assistant City Attorney relative to taxicab company vs. co-op, accountability level and city/state legislation related to regulation of taxicabs
3. Discussion related to materials previously provided to the task force
4. Discussion of potential recommendations
5. Agenda items and date of the next meeting

Respectfully,



RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

Office of the City Clerk
City of Milwaukee

TAXICAB IMPROVEMENT TASK FORCE

Ald. James Bohl and John Williams, Co-Chairs
Mark Barnes, Barb Miles, John Moore,
Doug Neilson, Beth Nicols, Michael Sanfelippo and Tom Wackman

February 28, 2005

You are hereby notified that the meeting of the **TAXICAB IMPROVEMENT TASK FORCE** has been scheduled for **MONDAY, MARCH 21, 2005, at 1:30 P.M.**, in Room 301-B, City Hall, 200 East Wells Street, regarding:

1. Review and approval of minutes of the February 21 meeting
2. Input from the public related to the tentative recommendations
3. Approval of final recommendations

Respectfully,



RONALD D. LEONHARDT
City Clerk

PLEASE NOTE:

Due to the potentially large number of speakers, testimony may be limited to 3 minutes and solely to the recommendations.

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at 286-2231, (FAX) 286-3456, (TDD) 286-2025 or by writing to the Coordinator at Room 205, City Hall, 200 E. Wells Street, Milwaukee, WI 53202.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in Room 205, City Hall (City Clerk's Office).

TAXICAB IMPROVEMENT TASK FORCE

Minutes

11/17/04

Members present: Mark Barnes, Barb Miles, Mike Sanfelippo, John Williams and Jim Bohl, Co-Chair, Doug Neilson, Beth Nicols

Members Excused: Jim Lavold, John Moore and Tom Wackman

Meeting Convened: 8:05 a.m.

1. Welcome and introduction of members

Members introduced themselves.

2. Current city ordinances/regulations of the taxi industry

Members received a memo from the Legislative Reference Bureau dated November 4, 2004 related to taxicab regulations (Chapter 100, Milw. Code of Ordinances) (Exhibit 1). Ald. Bohl went over some sections of the Chapter which related the most directly to the role of the task force. Mr. Copeland from the License Division and Sgt. John Hogan from the Milwaukee Police Department answered questions related to vehicle complaints from customers. Ms. Nicols pointed out that the cosmetic complaints are important to their customers and both representatives from the cab companies spoke on how they deal with those type of complaints. One of the main problems related to cosmetic complaints is that independents really have no governing body, except the individual owners.

The Legislative Reference Bureau should research how other cities ensure that cosmetic complaints are addressed by taxicabs, particularly independents, in a timely manner.

The Utilities and Licenses Committee currently does not receive a police department report related to taxicabs, as required by s. 100-51-15. The License Division, however, does receive this report. The report can be introduced and referred to the Committee.

The Task Force would like to have a member of the Safety Commission attend the next meeting, with a copy of the map test, so the Task Force can review the test and question how the process works. Mr. Sanfelippo noted that the testing is very loose in terms of verifying if the applicant alone has done the test. Mr. Sanfelippo is not aware of how, or if, an individual's knowledge of English is tested as required by the Milwaukee Code. The Legislative Reference Bureau is also being requested to research how other cities test knowledge of the city and English proficiency.

3. Orientation by the City Clerk's staff

Currently the City Clerk's Office is short-staffed, which may affect the Task Force's deadlines.

a. Goal of the task force

The overall goal is to give the best impression of the City that is possible. Members will receive a copy of the legislation which created this Task Force from the Staff Assistant. The goals are: vehicle cleanliness, driver hygiene, vehicle condition/age, knowledge of city and county attractions, driver training/geography skills, guaranteed service and enforcement of license violations.

There is also the possibility of a permanent body created to deal with taxicab issues.

b. Proposed time line and meeting schedule

The timeline may need to be pushed back to spring, rather than the end of February.

c. Common Council procedural rules

Robert's Rules of Order will be followed, with the Task Force meeting generally every 3 weeks.

d. General discussion and questions

Ms. Nicols noted the Downtown Collaborative Group has, consistently, over the past 2 years, received numerous complaints related to taxis.

4. Overview of issues/topics to be reviewed by the task force

5. Setting the agenda and date for the next meeting

Monday afternoons seemed to be the best for all members.

The next 4 meetings are set for Monday, November 29th, December 20th, January 10th and January 31st at 1:30.

The next agenda should include:

An appearance by someone from the Safety Commission, with a copy of the map test, to discuss its testing of individuals

Review and possible additions to goals for the Task Force (this will be the first item)

Attendance by staff from Health Department, who do meter checks and from the Department of Public Works, who perform safety checks

A copy of all the minutes will be provided to each of the Commissioners of the departments who are being asked to appear at the next meeting.

Possible items for the December agenda includes:

* Suggestions from the Licensing Division on changes to Chapter 100

* Report from the Legislative Reference Bureau and the Greater Milwaukee Convention & Visitors Bureau related to how other cities address cosmetic complaints related to taxis

Meeting adjourned: 9:20 AM

Linda M. Elmer
Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

11/29/04

Members present: Mark Barnes, Barb Miles, Mike Sanfelippo, John Williams and Jim Bohl, Co-Chairs, Doug Neilson, and John Moore

Members Excused: Jim Lavold, Beth Nicols and Tom Wackman

Meeting Convened: 1:34 p.m.

1. Review and approval of minutes of the November 17 meeting

Mr. Williams moved, seconded by Mr. Neilson, for approval of the minutes.

2. Review and possible additions to the goals of the Task Force

The list from the November 17th meeting was approved without any changes, although it can be changed in the future if needed.

3. Appearance by staff from the Safety Commission related to testing of taxicab driver applicants

Bob Wagler and Florence Dukes from the Safety Commission appeared before the Task Force. The Legislative Reference Bureau created a sample test (Exhibit 1) which was handed out. The Safety Commission also handed out a brochure (Exhibit 2) and reviewed what type of exam public passenger vehicle drivers take. Concern was expressed by a couple of task force members if identification could be required at the time the driver takes the test. Ms. Dukes noted that a legal opinion could be requested to see if a picture identification could be required at the time the test is taken. Mr. Wagler said that individuals can miss up to 6 of the 20 questions and still pass. The test is updated as hotel/building names change to reflect what the reality is. Applicants are given 55 minutes to answer the 20-question map test. Applicants can take the test as many times as need to in order to pass. About 400 individuals per year take the test, which is only required once; there are no re-testing requirements. Members will receive copies of the handouts from the Safety Commission.

Mr. Williams thought that there should be more questions on the test, as did other members. Ms. Miles would like to see a few questions relevant for Milwaukee residents, rather than tourists. Mr. Sanfelippo suggested having more 100-block questions and letting the drivers take in the orange book to use, since many drivers do not know how to use that book. Perhaps the Greater Milwaukee Convention and Visitors Bureau could be involved in creating some of the questions related to tourist destinations.

4. Appearance by Health Department staff related to meter check

Mark Evinrude of the Health Department handed out 2 documents (Exhibit 3 and Exhibit 4). The department tests for 5 things: that the meter rates are posted, that the customer can see the meter, the meter must be approved for commercial use, there is a means of fastening a wire to the meter to ensure that the meter has not been tampered with and testing of the timer and the distance measure for accuracy. The department has had no problems with meter-tampering and receives few customer complaints. Although the Milwaukee Code of Ordinances does note where the rate chart should be located in a taxicab, that is not always followed in practice. During the normal testing time, half of the vehicles will come in with no seal on the meter, as the vehicles are being replaced at a fairly high rate (a minimum of 60 cars per year out of the 180 operated by American United are replaced). One problem is that the meters are not fastened to the vehicle, so meters can be swapped among different vehicles. Currently meters are checked annually, with no provisions set up for random inspections.

Ms. Miles and Mr. Sanfelippo were both supportive of enforcing the current laws. One problem with that is that the complainant actually needs to be present, rather than merely writing a letter, so that he or she can be cross-examined.

5. Appearance by the Department of Public Works staff related to safety checks of taxicabs

Patrick Bruschafer and Roger West appeared for the Department. The Department checks to make sure that the vehicle is safe (Exhibit 5). A vehicle is "red tagged" if something is found that is hazardous and the vehicle cannot be used to carry passengers. The red tag is actually a sticker, which is cut into sections with a knife, so if the driver attempts to remove the tag, it will come off in pieces and cannot be reattached prior to the return inspection. If the vehicle has no problems, an inspection will take 5-10 minutes. All taxis are safety-inspected once a year, or if the vehicle is replaced by another vehicle or if the vehicle is red tagged. There is no date-specific requirement to fix non-hazardous defects, but the inspectors generally tell the drivers to fix the problem within a "reasonable amount of time" (which the inspectors generally consider to be within 2 weeks). If the drivers do not comply within 2 weeks, there currently are no enforcement measures, other than writing a letter to which the driver may or may not respond. Only about 5% of all drivers fail to get these repairs taken care of in a timely manner. Next year, the Department will work on actually suspending their licenses through the License Division. The problem is that with the independents, there is no oversight to ensure that the driver is not still using the vehicle.

Mr. West noted that the list does not include ABS brakes, check-engine lights or holes in the floor. The major companies tend to be pretty good at policing their own vehicles; the problems tend to be more with the independents. Members will receive a copy of the check-sheet (Exhibit 5) provided by Mr. West.

Not all taxicabs having air conditioning and other cabs may have other amenities.

6. Agenda items for the December 20th meeting

Suggestions coming from the Licensing Divisions related to potential changes to Chapter 100.

Research by the Legislative Reference Bureau on how other cities handle cosmetic complaints related to taxicabs.

How do other cities police the actions of the independent taxicabs? Ald. Bohl and the Greater Milwaukee Convention and Visitors Bureau will share the information they have related to this issue with the Legislative Reference Bureau staff.

For the January meeting, an agenda item could be a survey on other cities' requirements for vehicle condition/age/mileage and ensuring English-language skills of the drivers.

Meeting adjourned: 3:25 p.m.

Linda M. Elmer

Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

12/20/04

Members present: Mark Barnes, Barb Miles, Mike Sanfelippo, Jim Bohl (Co-Chair), Tom Wackman and Beth Nicols

Members Excused: John Williams, Doug Neilson and John Moore

Meeting Convened: 1:32 p.m.

1. Review and approval of minutes of the November 29 meeting

Ms. Nicols moved, seconded by Mr. Barnes, for approval of the minutes.

2. Suggestions from the License Division related to possible changes to Chapter 100

Mr. Copeland handed out a memo listing complaints and issues he's received over the years (Exhibit 1). It was noted that applicants are not tested on their reading or understanding of Chapter 100, Milw. Code of Ordinances, to ensure that applicants have read and understand the legislation which governs them. Mr. Copeland went over some of the issues on the memo and members asked questions related to testing and licensing of taxicab drivers.

Mr. Barnes brought in a copy of a feedback form created by Yellow Cab in Broward County, Florida (Exhibit 2). The City only requires that a rate sheet be in the cab, not a feedback form. A problem encountered by the License Division when trying to follow-up with complainants is that the City Attorney's Office requires that complainants appear in person to be available for cross-examination.

The Police Department does not currently have the staff to enforce the ordinances as a high priority. There are non-licensed individuals acting as taxicabs (Johnny Cabs), particularly out of the Greyhound station downtown. This causes problems for the legal operations as customers think that they are legitimate cabs. A copy of the memo will be e-mailed to all members not currently present.

3. Report from the Legislative Reference Bureau related to how other cities address non-safety complaints

Richard Pfaff from the Legislative Reference Bureau did a survey of 10 cities (both tourist destination and rust-belt cities) and prepared a memo (Exhibit 3). Mr. Pfaff was concerned that there always exists a lag time between a complaint and an investigation of that complaint. Even if a cab is found in violation, there are no immediate enforcement measures taken, other than a reinspection. A cab driver never actually receives a citation for violations, but merely the requirement to report for additional reinspections (which never become a part of one's record and therefore no official action is ever taken against habitual offenders).

Although the standards of the City are not lower than those of other cities, the problem comes down to enforcement of the ordinances, the requirement for more-timely inspections and sections of the code which need to be clarified. At least half of the municipalities surveyed do have standards related to age of the vehicles and create a mandatory retirement age for vehicles or a defined term of time that a vehicle may function as a taxicab. Standards related to vehicle age, mileage or setting a defined term of time that a vehicle may function as a taxicab may be viewed by taxicab operators as a way to limit new licensees and may be seen to be too onerous to independent operators.

4. Report from the Legislative Reference Bureau related to how other cities police independent taxi drivers

Richard Pfaff from the Legislative Reference Bureau did a survey of 10 cities (both tourist destination and rust-belt cities) and prepared a memo (Exhibit 3). No cities had more stringent regulations for independent operators, although some cities do require that no new independent operators be licensed. In those cities, although current independent operators were grandfathered in, no new independents were licensed. Other cities require that operators have a minimum number of vehicles, such as 10 or 20. Two of the 10 cities surveyed required that drivers be associated with a company, cooperative or association.

Both taxicab-affiliated members of the Task Force agreed that there is no need to increase the number of licensed taxicabs; operators are fighting for fares as it is.

5. Agenda items for the January 10 meeting

For the next meeting, the Co-Chair would like information on staffing levels for enforcement of the ordinances

Any questions related to the materials provided today.

Any testing related to English-language proficiency requirements.

Do other communities have feedback forms in the taxicabs?

The Task Force will request a legal opinion related to requiring that all taxicabs be affiliated with a company, cooperative or association. Could such a change be grandfathered in?

Meeting Adjourned: 3:01 PM

Linda M. Elmer

Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

1/10/05

Members present: Ald. Jim Bohl and John Williams – Co-Chairs, Barb Miles, Doug Neilson, Tom Wackman, Mark Barnes and Mike Sanfelippo

Members excused: John Moore and Beth Nicols

Meeting convened: 1:35 PM

1. Review and approval of minutes of the December 20 meeting

Mr. Williams moved, seconded by Mr. Neilson, for approval of the minutes.

2. Any questions related to handouts from the December 20 meeting

Ald. Bohl had questions related to replacement of cars during the inspection period and security of cash and the driver. According to Mr. Sanfelippo, there have been approximately 80 robberies of cab drivers in the past 5 years.

3. Report from the Legislative Reference Bureau related to staffing levels of other cities for enforcement of their taxicab ordinances

Mr. Pfaff provided copies of his memo to all members (Exhibit 1). The ratio, overall, between employees and the number of taxicabs is 1:248, with cities having 400-600 taxicabs, having a ratio of approximately 1:206. The City of Milwaukee notifies the owners of any complaints received from the public, but has no employee whose job it is to follow-up on complaints. Some of the cities had enforcement by the police department, others by a commission or authority or, in other instances, a city department. Mr. Neilson noted that the cities that Milwaukee competes with for tourist money do have individuals who act as enforcement agents.

4 Report from the Legislative Reference Bureau related to how other cities enforce any English-language proficiency requirements

Only 2 of the 12 cities actually have an English-language proficiency exam. The other cities have a similar geographic test to ours or screen applicants while having them fill out the applications. Chicago, Minneapolis and San Francisco have requirements that an applicant take a required driving course which covers geographic training, customer service skills, regulatory provisions and safety issues. These 3 cities required that these courses be taken and these courses may take anywhere from 20-28 hours to complete, depending upon the city. Other cities also have essay or longer-answer questions as part of their geographic tests. The cities generally included costs of these tests as part of their city application fees if the tests were administered through the city.

Mr. Neilson was supportive of having applicants fill out the applications while in the License Division office, to use that as a means to judge their level of English-language proficiency. Mr. Pfaff will get copies of the syllabuses of those cities that require a driving course and find out which entities administer these tests. Mr. Copeland would like to know what qualifications the instructors have as well. There didn't seem to be a lot of complaints received by the taxicab industry or the city related to drivers who were not fluent in English.

5. Report from the Legislative Reference Bureau relating to feedback cards in taxicabs in other cities

Mr. Williams had concerns that there really is no simple way for customers to complain about individual cabs/drivers, such as an 800 phone number. Mr. Copeland noted that he is getting more complaints about derogatory language, specifically aimed at minorities and women. Mr. Neilson noted that even having paper available to the passenger would be helpful; an individual might have a pen or pencil, but nothing to write on. Ald. Bohl said that it would be very beneficial if the License Investigation Unit of the Milwaukee Police Department were to randomly review cabs on the streets.

Mr. Copeland had concerns about how other cities investigate complaints; there is a need to have either a citizen or a police officer present so that the individual can be cross-examined. Ald. Bohl suggested targeted inspections of vehicles and drivers against whom a number of similar complaints have been filed, as well as the ability of the Utilities and License Committee to bring drivers before the Committee. Mr. Neilson suggested looking at how other cities are targeting their inspections.

Mr. Pfaff noted that only 2 of the 12 surveyed cities were required to have feedback cards in the taxicabs. In Indianapolis, the majority of the cards are from drivers reporting on other drivers, as sometimes just the same driver reporting on other drivers. Mr. Neilson noted that he often sees drivers arguing amongst themselves. For both cities, the cards were sent back to the cities, with copies provided by the cities to the taxicab companies. Ald. Bohl asked that Mr. Pfaff of the Legislative Reference Bureau obtain sample copies and find out how the cities enforce any actions once the cards are received.

6. Agenda items for the January 31 meeting

Training courses

Feedback forms in the taxicabs

Taxicab commissions and their authority (with Legislative Reference Bureau researching all of the proposed agenda items)

Mr. Copeland from the License Division said that he was informed by the City Attorney's Office that a change in state law would be needed to create such a commission unless it were solely a city agency.

The meeting after the January 31 meeting will be for the creation of recommendations by the Task Force.

Meeting adjourned: 3:00 PM

Linda M. Elmer

Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

1/31/05

Members: Ald. Jim Bohl, Mark Barnes, Beth Nicols, Peter Tsounis (attending for Barb Miles), John Williams and Doug Neilson

Members excused: John Moore, Michael Sanfelippo and Tom Wackman

Meeting convened: 1:35 PM

1. Review and approval of minutes of the January 10 meeting

Ms. Nicols moved, seconded by Mr. Williams, for approval of the minutes

2. Report from the Legislative Reference Bureau related to training courses required by other cities and background of the instructors

Mr. Pfaff reviewed highlights of his memo (Exhibit 1) noting that total training times ranging from 68 hours (Chicago) to 15 hours (Minneapolis). Instructors tend to be professionals in each topic area which is being taught at that time. Cost of the courses range from \$125 to \$200. The City of Chicago has a contract with the Harold Washington College to provide training tailored to the city's needs. Chicago also requires that an English-language test be taken prior to taking the taxicab test. If an applicant does not pass the language test, he or she is required to take an additional course besides the regular curriculum. Chicago uses the test as a punitive measure, but Minneapolis only requires that the test be taken once. Passage of the course is a prerequisite to applying for a license. San Francisco is also looking at increasing the number of class hours required. One of the cities does offer a probationary license in case a required course is not offered and the person is otherwise qualified to drive.

The city could require that courses be taken as part of the renewal process. The city may have a problem requiring that classes be taken because the city licenses comparatively few licensees compared to other cities. An alternative might be to have private companies offer classes to American United or Yellow Cab Co-op drivers on a monthly basis. Mr. Neilson sees a definite need to increase the training offered, as well as the enforcement of the current legislation. Mr. Tsounis has noticed that even drivers who have been driving for 20 years don't meet basic customer satisfaction levels. In Chicago, if a driver gets a defined number of complaints, he/she will be required to attend a remedial course.

3. Report from the Legislative Reference Bureau related to feedback forms in taxicabs in other cities

San Francisco uses generic forms while Indianapolis has a more-personalized form (because the city provides the form, while San Francisco does not). In San Francisco,

drivers must pay for the forms, rather than the city, which is done for drivers in Indianapolis. There is an initial level of screening to determine if a complaint is legitimate; an investigator will contact the driver concerning details of the incident. Not all investigations result in formal actions, but might be more conciliatory in action. Even if no formal action is taken, a car or driver might be targeted for additional inspections if a number of complaints are received. If the complaint is serious enough and can be independently verified, formal action may proceed without the complainant. The role of the investigators seem to be allow the customers a chance to complain and leave a favorable impression regarding the city in that the city does care about following up on complaints.

4. Report from the Legislative Reference Bureau related to taxicab commissions and their authority in other cities

Members are appointed with broad authority to establish taxicab regulations. The commissions set rates, fees, testing requirements, increasing or limiting the number of taxicabs, etc. A possibility for Milwaukee is to create a board which would report to the Utilities and Licenses Committee or an independent commission if there is political support for such. Approximately 20% of the surveyed cities have a commission, with the remaining 80% handling matters administratively through a city department.

5. Agenda items and date of the next meeting

Monday, Feb. 21st at 1:30 pm

General discussion related to materials previously provided

Company vs. Co-op and how that affects accountability (report from LRB on Milwaukee vs. other city's - ask the Mr. Schimpf attend this meeting, which will be the first item on the agenda)

Proposed recommendations

Meeting adjourned: 2:52 pm

Linda M. Elmer

Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

2/21/05

Members: Ald. Jim Bohl, Mark Barnes, Beth Nicols, Vikramjit Singh (attending for Barb Miles), John Williams and Doug Neilson

Members excused: John Moore, Michael Sanfelippo and Tom Wackman

Meeting convened: 1:35 PM

1. Review and approval of minutes of the January 31 meeting

Mr. Neilson moved, seconded by Ms. Nicols, for approval of the minutes.

2. Report from the Legislative Reference Bureau and appearance by an Assistant City Attorney relative to taxicab company vs. co-op, accountability level and city/state legislation related to regulation of taxicabs

Assistant City Attorney Bruce Schrimpf appeared before the Task Force. The City Attorney's Office is currently working on an opinion related to city regulation of dispatch services and co-ops. One question that is currently being addressed is whether there is a limit on the number of taxicab licenses that can be held by one individual.

Ms. Nicols moves to seek an opinion from the City Attorney's Office regarding the legality of requiring that any licensed taxicab drivers become part of a business, rather than a co-op. The Legislative Reference Bureau, through Richard Pfaff, will provide Co-Chair Bohl with the information related to the type of businesses in the two other cities which prohibit co-operatives. Mr. Schrimpf cautioned the Task Force that the City Attorney's Office will also be reviewing any recommendations once they are put into legislative form. Co-Chair Bohl cautioned the Task Force that any opinion solicited from the City Attorney's Office would probably be received past the deadline for the termination of this Task Force. He is supportive of creating a standing Advisory Committee, which might address this issue as this would be a major change from the current status quo.

Ms. Nicols questioned Assistant City Attorney Schrimpf if an opinion needed to be requested related to creation of a standing body to deal with taxicab issues. The Legislative Reference Bureau will provide related research

Co-Chair Bohl will request a legal opinion on both of these issues. Ms. Nicols withdrew her motion as Co-Chair Bohl will request both of these opinions in his role as alderman.

Richard Pfaff, Legislative Reference Bureau, provided the Task Force with a memo dated February 14, 2005 (Exhibit 1), which relates to the opinions which will be requested by Co-Chair Bohl.

3. Discussion related to materials previously provided to the task force

The Task Force had no questions related to prior materials.

4. Discussion of potential recommendations

There have been minor changes to the recommendations, so the Task Force now has the most recent version (Exhibit 2).

Mr. Justice Khalsa, who has been a taxicab driver for 7 years, noted that taxicabs travel 80,000-100,000 miles per year, with a driver earning approximately \$10,000-\$20,000 per year. He also stated that the majority of taxicabs are bought used, generally through police auctions, with typically 125,000 miles on the odometer at the time of purchase. He said that many owners replace all systems in the vehicle within 2 years of purchase. He would like to have inspections performed more than once a week for an hour, such as 3 times a week for 2-3 hours at a time. He stated that drivers take 8-10 calls per day.

Ms. Nicols pointed out that if the Task Force does not have definite criteria (such as defined age or mileage), but the city relies upon the discretion of the inspector, then there needs to be more inspections than solely an annual one. Ald. Bohl noted that with the decreased city staff, it may not be practical to require more inspections.

Ms. Nicols moved to amend recommendation #1 in Section A to remove the mileage language, limit the age of vehicles to 8 years and keep the language which requires that replacement vehicles be 5 years or less, seconded by Mr. Neilson. There were no objections.

Mr. Neilson moved to amend recommendation #4 in Section A to prohibit smoking in taxicabs by either the passenger or driver, seconded by Ms. Nicols. There were no objections.

Ms. Nicols moved to amend recommendation #7 in Section B to note that the individual must be **convicted** in excess of 4 moving violations, seconded by Mr. Barnes. There were no objections.

The Task Force noted that recommendations #4 and #5, in Part D, were redundant. Recommendation #4 will be eliminated.

Ms. Nicols moved that a recommendation be added in Part D to increase the current annual inspection to two inspections per year. Withdrawn.

Mr. Copeland asked that recommendation #2 in Part D be amended to add owners to the listing. Ms. Nicols moved to amend recommendation #2 in Part D to add owners to the listing, seconded by Mr. Neilson. There were no objections.

The Legislative Reference Bureau will research amending the ordinances so that the driver's home address is not listed on his or her license.

Mr. Khalsa suggested that the colors be standardized and that the name of the city in which the vehicle is licensed be noted on the body of the vehicle and that a top-light be required on each vehicle.

Ms. Nicols moved to accept the tentative recommendations, as amended, to be forwarded to the public hearing, seconded by Mr. Barnes. There were no objections.

5. Agenda items and date of the next meeting

The public hearing will be the next meeting.

The next meeting will be Monday, March 21 at 1:30 p.m.

The public will be provided with structure related to this hearing.

Meeting adjourned: 3:18 p.m.

Linda M. Elmer
Staff Assistant

TAXICAB IMPROVEMENT TASK FORCE

Minutes

3/21/05

Members: Ald. Jim Bohl, Mark Barnes, Beth Nicols, Justice Khalsa (attending for Barb Miles), John Williams, Michael Sanfelippo, Tom Wackman and Doug Neilson

Members excused: John Moore

Meeting convened: 1:38 PM

1. Review and approval of minutes of the February 21 meeting

Ms. Nicols moved, seconded by Mr. Williams, for approval of the minutes

2. Input from the public related to the tentative recommendations

Speakers from the public:

Linda Jackson Cocroft – 4605 N. 108th St. – independent owner

Gene Stark – 9702 S. Chicago Rd. – independent owner

Donald Kraft – 12723 W. Honey Lane, New Berlin – independent owner

Brother of Osama Assaf - PO Box 511193

James Dixon – 6425 W. Norwich – independent owner

Alex Friedman – 4971 N. Iroquois, Glendale - independent owner

Mr. Williams moved, seconded by Ms. Nicols, to make the signed petition from Mr. Friedman part of the record. Prevailed. (Exhibit 1)

Clinton Orugbani – 5434 N. Cherry St. – independent owner

Leon Vasserman – 7430 N. Bethmaur Lane – independent owner

Willie Jackson - independent owner

Peter Tsounis – 2828 E. College, Cudahy - independent owner

Surinder Singh – 4567 S. Witnall Dr., St. Francis - independent owner

Emad Elkhaufa – Brown Deer – cab driver for American United

Elbert Williams, Jr. – 4957 N. 19th Pl. – independent owner

Khadar Dweaale – 5041 50th St. – driver

Rakesh Dhiman – independent owner

Michael McKillip – independent owner

Ms. Nicols moved, seconded by Mr. Williams, to close the public hearing section of this meeting. Prevailed.

3. Approval of final recommendations

Ald. Bohl moved, seconded by Ms. Nicols, that the proposed recommendations be amended in section E-9 by adding a requirement for heating and air conditioning in each vehicle, but with the provision that current vehicles be grand fathered in. Prevailed.

Mr. Khalsa, speaking with various drivers, noted that many would like to wear shorts in the summer due to the heat (section B-4). He also said that he has concerns about requiring proficiency in the English language for drivers. Ald. Bohl noted that this requirement is aimed at testing individuals' ability to speak and read in order to pass the test.

Mr. Khalsa moved, seconded by Ms. Nicols, to remove "shorts" from section B-4 (allowing drivers to wear shorts) Failed. 4-4 (Mr. Barnes, Ald. Bohl, Mr. Sanfelippo and Mr. Neilson voting "no")

Mr. Khalsa moved, seconded by Ms. Nicols, to remove the age limitations in section A-1, leaving vehicles to be in good working order and good physical condition. Failed. 4-4 (Mr. Sanfelippo, Mr. Wackman, Ald. Bohl and Mr. Williams voting "no")

Ms. Nicols moved, seconded by Mr. Neilson, for approval of the recommendations as amended and forwarding them to the Common Council. Prevailed.

Meeting adjourned: 4:10 p.m.

Linda M. Elmer

Staff Assistant



Police Department

Nannette H. Hegerty
Chief of Police

October 18, 2004

Jim Copeland
Manager
License Division
200 E Wells St
Milwaukee WI 53233

Dear Mr. Copeland:

The annual fall Public Passenger Vehicle Inspection was held Monday October 4, 2004 through Friday October 15, 2004 at 2100 W Canal St. This is required by City of Milwaukee Ordinance 100-51.

The following is the result of this inspection.

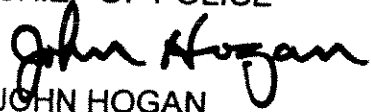
Total Vehicles appearing.....315
Total Vehicles passing.....315
Total vehicles Red Tagged.....24
Total vehicles Failing to appear.....6

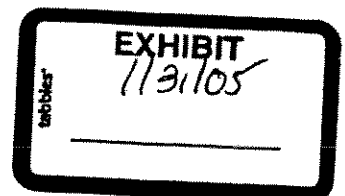
The following vehicles failed to appear at the required fall inspection.

X-055, X-133, X-220, X-479, X-715, X-790

Sincerely,

NANNETTE H. HEGERTY
CHIEF OF POLICE


JOHN HOGAN
SERGEANT
LICENSE INVESTIGATION UNIT



ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-021	10/05/2004	x	
X-023	10/05/2004	x	
X-024	10/12/2004	x	
X-025	10/05/2004	x	
X-026	10/04/2004	x	
X-027	10/12/2004	x	
X-028	10/14/2004	x	
X-029	10/11/2004	x	
X-030	10/11/2004	x	
X-032	10/05/2004	x	
X-033	10/04/2004	x	
X-034	10/12/2004	x	
X-035	10/11/2004	x	
X-036	10/14/2004	x	
X-039	10/04/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-062	10/14/2004	x	
X-063	10/13/2004	x	
X-065	10/05/2004	x	
X-066	10/04/2004	x	
X-067	10/06/2004	x	
X-069	10/13/2004	x	
X-070	10/15/2004	x	
X-071	10/06/2004	x	
X-072	10/11/2004	x	
X-073	10/14/2004	x	
X-074	10/05/2004	x	
X-075	10/08/2004	x	
X-076	10/13/2004	x	
X-078	10/05/2004	x	
X-081	10/15/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

		PLEASE CHECK ONE:	
PERMIT #	DATE	PASSED	FAILED
X-105	10/08/2004	x	
X-107	10/15/2004	x	
X-108	10/13/2004	x	
X-109	10/06/2004	x	
X-110	10/04/2004	x	
X-111	10/07/2004	x	
X-112	10/15/2004	x	
X-113	10/11/2004	x	
X-115	10/05/2004	x	
X-118	10/06/2004	x	
X-122	10/05/2004	x	
X-124	10/04/2004	x	
X-126	10/15/2004	x	
X-127	10/13/2004	x	
X-128	10/06/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-149	10/05/2004	x	
X-151	10/13/2004	x	
X-152	10/07/2004	x	
X-153	10/05/2004	x	
X-154	10/04/2004	x	
X-155	10/15/2004	x	
X-156	10/07/2004	x	
X-158	10/11/2004	x	
X-159	10/05/2004	x	
X-161	10/14/2004	x	
X-162	10/05/2004	x	
X-163	10/04/2004	x	
X-165	10/05/2004	x	
X-166	10/11/2004	x	
X-167	10/04/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-188	10/05/2004	x	
X-189	10/04/2004	x	
X-190	10/13/2004	x	
X-192	10/08/2004	x	
X-194	10/07/2004	x	
X-199	10/05/2004	x	
X-200	10/06/2004	x	
X-201	10/05/2004	x	
X-207	10/04/2004	x	
X-209	10/05/2004	x	
X-211	10/04/2004	x	
X-213	10/06/2004	x	
X-214	10/11/2004	x	
X-215	10/04/2004	x	
X-218	10/11/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-270	10/05/2004	x	
X-272	10/05/2004	x	
X-275	10/06/2004	x	
X-276	10/05/2004	x	
X-277	10/04/2004	x	
X-280	10/05/2004	x	
X-281	10/04/2004	x	
X-282	10/04/2004	x	
X-288	10/05/2004	x	
X-289	10/11/2004	x	
X-290	10/04/2004	x	
X-291	10/04/2004	x	
X-293	10/05/2004	x	
X-301	10/12/2004	x	
X-302	10/07/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-344	10/04/2004	x	
X-351	10/04/2004	x	
X-352	10/04/2004	x	
X-353	10/05/2004	x	
X-355	10/11/2004	x	
X-358	10/08/2004	x	
X-360	10/14/2004	x	
X-362	10/05/2004	x	
X-369	10/14/2004	x	
X-371	10/06/2004	x	
X-372	10/14/2004	x	
X-375	10/06/2004	x	
X-376	10/06/2004	x	
X-377	10/08/2004	x	
X-381	10/04/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-436	10/13/2004	x	
X-437	10/04/2004	x	
X-442	10/13/2004	x	
X-443	10/05/2004	x	
X-444	10/08/2004	x	
X-445	10/11/2004	x	
X-446	10/14/2004	x	
X-447	10/12/2004	x	
X-448	10/12/2004	x	
X-449	10/11/2004	x	
X-450	10/12/2004	x	
X-451	10/13/2004	x	
X-452	10/04/2004	x	
X-453	10/11/2004	x	
X-454	10/11/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-503	10/14/2004	x	
X-531	10/14/2004	x	
X-533	10/11/2004	x	
X-534	10/05/2004	x	
X-535	10/04/2004	x	
X-542	10/04/2004	x	
X-546	10/04/2004	x	
X-549	10/14/2004	x	
X-551	10/14/2004	x	
X-553	10/11/2004	x	
X-556	10/14/2004	x	
X-557	10/04/2004	x	
X-561	10/14/2004	x	
X-565	10/08/2004	x	
X-573	10/05/2004	x	

ANNUAL TAXICAB VEHICLE INSPECTION

FALL 2004

PERMIT #	DATE	PLEASE CHECK ONE:	
		PASSED	FAILED
X-705	10/04/2004	x	
X-710	10/11/2004	x	
X-714	10/08/2004	x	
X-716	10/08/2004	x	
X-727	10/06/2004	x	
X-730	10/06/2004	x	
X-732	10/05/2004	x	
X-735	10/07/2004	x	
X-737	10/13/2004	x	
X-740	10/08/2004	x	
X-742	10/12/2004	x	
X-756	10/05/2004	x	
X-757	10/04/2004	x	
X-762	10/11/2004	x	
X-765	10/11/2004	x	

M E M O

TO: Ald. James A. Bohl, Jr.

FROM: Richard Pfaff, Legislative Research Analyst-Senior

DATE: November 4, 2004

RE: Summary of Taxicab Regulations, Chapter 100, MCO.

You had requested that the Legislative Reference Bureau provide information relating to the provisions of the Milwaukee Code of Ordinances related to taxicab vehicle and operating regulations. Please find attached a copy of chapter 100 of the code relating to public passenger vehicle regulations, and a copy of section 101-23-8 related to regulations for taxicab stands. The sections of chapters 100 and 101 which relate to taxicabs have been summarized in the table below.

Table. Summary of Taxicab Vehicle and Operating Regulations.

100-50	Vehicle owners to obtain public passenger vehicle permits.
100-51	Vehicles to be inspected annually by the police department.
100-52	Maximum taxicab meter rates and zone fare regulations.
100-53	Operators to demonstrate financial responsibility.
100-54	Vehicle operators to obtain public passenger vehicle driver's licenses.
100-59	Operating regulations for all public passenger vehicles.
100-60	Operating regulations for meter fare taxicabs.
100-67	Regualtions relating to means of hiring vehicles, occupancy, and routes and schedules.
100-68	Revocation or suspension of licenses or permits.
100-70	Forfeitures for violations of regualtions.
101-23-8	Taxicab stand regulations.

Source: Ch. 100 and 101, MCO.

Attachments

LRB04450

CHAPTER 100
PUBLIC PASSENGER VEHICLE REGULATIONS

SUBCHAPTER 1
GENERAL PROVISIONS

100-1	Authority; Title
100-2	Purpose
100-3	Definitions
100-4	Licensing Committee

SUBCHAPTER 2
VEHICLE REGULATIONS

100-49	Purpose
100-50	Public Passenger Vehicle Permits
100-51	Vehicle Inspection
100-52	Rates Established
100-53	Financial Responsibility

SUBCHAPTER 3
DRIVER'S LICENSE

100-54	Driver's License
--------	------------------

SUBCHAPTER 4
OPERATING REGULATIONS

100-58	Purpose
100-59	Operating Regulations for all Public Passenger Vehicles
100-60	Meter Fare Taxicabs
100-61	Horse and Surrey
100-62	Pedicabs
100-63	Zone Fare Taxicabs
100-64	Handicapped-Elderly Vehicles
100-65	Shuttle Vehicles
100-66	Luxury Limousines
100-66.5	Motorcycle with Sidacar
100-67	Driver Operating Activity
100-68	Revocation or Suspension of License or Permit
100-70	Penalty

SUBCHAPTER 1
GENERAL PROVISIONS

100-1. Authority; Title. This chapter is adopted under ss. 62.11(5) and 349.24, Wis. Stats., and shall be cited as "The City of Milwaukee Public Passenger Vehicle Regulations".

100-2. Purpose. The purpose of this chapter is to:

1. Provide for safe, convenient and efficient transportation for the general public.
2. Enhance the image of the city and to more effectively serve visitors.
3. Enhance the role of the private sector in public transportation.
4. Protect consumers from hazardous conditions or overcharging for service.
5. Encourage innovation in the provision of taxicab and paratransit services.
6. Eliminate conflict and confusion among users between different types of services.

100-3. Definitions. In this chapter:

1. COLOR means any hue named in the Inter-Society Color Council as it has been developed at the National Bureau of Standards (ISCC-NBS circular 553).
2. CONTRACT FOR HIRE means acceptance of a passenger for transportation.
3. CRUISING means driving along public ways soliciting passengers for hire, and includes stopping wherever parking is permitted and at any cabstand or private property where permitted by the owner.
4. DOUBLE LOADING means accepting additional fares after being hired by one fare paying passenger.
5. DRIVER'S LICENSE means a license issued under this chapter by the common council to drivers of public passenger vehicles.
6. EXCLUSIVE means the persons hiring a vehicle have its exclusive use, with no ride sharing.
7. HANDICAPPED-ELDERLY VEHICLE means a vehicle for hire, other than a taxicab or public mass transportation vehicle, which is especially suited for the transportation of handicapped or elderly persons who by reason of physical or mental infirmity or age cannot be transported on public mass transportation vehicles.

27. **TAXICAB, ZONE FARE** means a vehicle designated a zone fare taxicab on its permit and which charges fares based on a series of geographically defined zones.

28. **TAXIMETER** means a device by which the charge for hire of a taxicab is calculated, either for distance traveled or for waiting time, or for both, and upon which such charge is indicated by means of numbers.

100-4. Licensing Committee. 1. AUTHORITY. The licensing committee, subject to the approval of the common council, shall supervise and regulate public passenger vehicles and keep the rates within the limits established by the common council, and determine the adequacy of the service furnished.

3. **REGULATIONS; ORDERS.** The committee may prescribe regulations and issue orders, in conformity with this chapter, applicable to operators of public passenger vehicles. The committee may require the filing of reports, schedules and other data by the operators of public passenger vehicles so that the provisions of this chapter may be carried out. Any permittee, lessee or driver who does not comply with the regulations or orders of the committee shall be subject to the penalty provisions of this chapter.

4. **ADMINISTRATIVE OFFICIAL.** The city clerk shall administer all regulations and orders adopted or issued by the committee and shall keep a register of the names of each permittee, together with the permit number and record of financial responsibility as provided in this chapter and the description, make and year of such vehicle, with the date and the complete record of inspection made of the vehicle. These records shall be open to public inspection at all reasonable times and shall be public records, extracts of which may be certified for use as evidence by the chief of police.

SUBCHAPTER 2
VEHICLE REGULATIONS

100-49. Purpose. The purpose of this subchapter is to provide uniform regulations to require every permittee and driver to furnish reasonably safe and adequate service at just and reasonable rates to assure adequate accommodations to the public.

100-50. Public Passenger Vehicle Permits.

1. REQUIRED BY VEHICLE OWNER.

a. No public passenger vehicle may operate for hire upon the streets of the city without first obtaining a permit from the common council, and a current inspection sticker.

b. Exemptions. The following vehicles are exempt from the provisions of this subchapter:

b-1. Vehicles licensed by the Wisconsin department of transportation as human service vehicles as described in ch. Trans 301, Wis. Adm. Code.

b-2. 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.

2. NEW PERMIT. a. Filing. Application for new luxury limousine, pedicab, shuttle, horse and surrey, motorcycle used for tours, motorcycle with a sidecar used for tours and handicapped-elderly vehicle permits shall be filed with the city clerk. The application shall be accompanied by the permit fee specified in ch. 81, the refundable portion of which shall be returned to the applicant if the application is not approved. The application shall contain the name and address of the applicant, the kind of vehicles the applicant intends to employ, the current state registration for each motor vehicle, naming the applicant as sole title holder and not as lien holder, evidence of financial responsibility as required by s. 100-53, issued to and covering the applicants, the name of the partnership or corporation, whether the applicant has a dispatch service, whether the applicant has been convicted of any felonies or misdemeanors, and such other information as may be required by the licensing committee. All individual applicants, partners of a partnership, agents and officers of a corporation shall be considered applicants under this section, and as applicants shall

comply with s. 100-54-2-h-0, h-2 to h-4, k and L. If the applicant cannot satisfy the provisions of this paragraph at the time of filing, relative to vehicle ownership or financial responsibility, the applicant shall file, with the application, a letter addressed to the licensing committee outlining his or her intentions of satisfying all the requirements of this chapter prior to issuance of the applicable permit.

b. Taxicab Permits. Effective January 1, 1992, no new public passenger vehicle permits for taxicabs may be issued, except under either of the following conditions:

b-1. When a permittee applies to change his or her form such as by incorporating or forming a partnership.

b-2. When a permittee applies to transfer a permit to another person.

c. Sale or Transfer of Permit. Prior to issuance of a new permit under par. b, the holder of an existing permit shall surrender the permit to the city clerk.

d. Horse and Surrey Permit Applications. Every applicant for a horse and surrey livery permit shall provide the following information on the permit application:

d-1. The name and address of a licensed veterinarian whom the applicant attests will be kept on call to administer veterinary services to the applicant's horses at any time when the horse and surrey livery service is operating.

d-2. The telephone number or numbers at which the licensed veterinarian can be reached 24 hours a day.

d-3. The manufacturer's specified seating capacity of the surrey. In the event that the manufacturer has not specified the seating capacity of the surrey, the chief of police shall establish the seating capacity.

e. Corporate Stock. Each corporate applicant applying pursuant to par. b., shall file with its application for a permit a statement by its officers showing the names and addresses of all persons who individually hold 10% or more of the corporation's total or voting stock, or proxies for that amount of stock, together with the amount of stock or proxies held by each person. Any person holding 20% or more of the corporation's total voting stock or proxies for that amount shall be fingerprinted by the police department. It shall be the duty of the corporate officers to file with the city clerk a statement of the sale or transfer of any

7. RENEWAL. a-1. The licensing committee shall, without a hearing, recommend to the common council the granting of applications for renewal of public passenger vehicle permits to a permittee, provided:

a-1-a. That individuals or all partners in a partnership and, in the case of a corporation, all agents, officers, directors and stockholders owning 20% or more of the corporate stock comply with s. 100-54-2-h-0, h-2 to h-4, k and L.

a-1-b. That the city clerk has received a timely-filed application for renewal.

a-1-c. That all applicable fees have been paid.

a-2. When the police department determines that a permittee, or any officer, agent, director or applicable stockholders of a corporation, or any partner of a partnership has failed to comply with any provision of s. 100-54-2-h-0, h-2 to h-4, k and L, or there is an objection to the renewal of the permit by any interested person, the licensing committee shall conduct a hearing on the application and thereafter make a recommendation to the common council.

a-3. No permit shall be renewed unless, at the time of such renewal application, the applicant:

a-3-a. Has a current state vehicle registration naming the applicant as sole title holder and not as lien holder.

a-3-b. Has, if the vehicle is leased, an approved lease consistent with the provisions of ch. 100 as a handicapped-elderly vehicle, luxury limousine or shuttle vehicle.

a-3-c. Has a current inspection sticker for the vehicle.

a-3-d. Demonstrates financial responsibility in accordance with s. 100-53.

a-3-e. Presents a city treasurer's receipt for payment of the permit fee.

b. Any permittee who fails to apply for renewal prior to the expiration of his or her permit shall have the permit terminated on its expiration date. Any application filed after the expiration date shall be considered as a new permit application and be subject to the requirements for an original permit provided in sub. 2.

8. REPLACEMENT OF VEHICLE. No permit may be transferred to any other vehicle unless the owner or lessee of the vehicle is also the permittee, demonstrates financial

responsibility for the vehicle, the vehicle has a current inspection sticker and the owner has paid the required vehicle replacement fee. The city clerk shall be notified of all vehicle replacements.

9. NONUSE OF PERMITS.

a. Permission of Committee Required. Permits may be suspended or revoked by the licensing committee any time the permittee fails to make a reasonable effort to operate any vehicle licensed by the city. A permittee may remove a vehicle from service between May 1 and November 1 by notifying the city clerk of the action. A vehicle removed from service shall not be operated on the streets for hire or shall have its decals or designation as a public passenger vehicle removed or have the words "not in service" placed on each side of the vehicle in at least 5 inch high letters.

b. Retirement of Vehicles. Any permittee who retires a vehicle from service and does not replace it shall immediately notify the city clerk of the action, indicating which retired vehicle will not be replaced. The committee shall determine whether the permit for the retired vehicle shall be suspended until the vehicle is replaced, or revoked. Vehicles retired from service shall have all decals permanently removed or obliterated.

10. TRANSFERABILITY. a. If a permittee dies or becomes disabled, the permit may be transferred, upon notification of the city clerk by the claimant, to the surviving spouse, and if there is no surviving spouse, to the legal representative of the permittee or the estate, who would be eligible for the operation or lease of the vehicle for the remainder of the permit period. A permit may also be transferred with the permittee's consent to a spouse for good cause and upon approval of the licensing committee.

b. Upon expiration of the permit, the surviving spouse or legal representative may apply for the permit in his or her own name. Such applications shall not result in an increase in the number of permits in existence.

11. RESPONSIBILITY OF PERMITEE.

a. All Permittees. Every permittee shall be responsible for the operation of the vehicle for which the permit has been granted without regard to the legal relationship between the permittee and the driver.

b. Fleet Parking. Fleet permittees shall be responsible for providing and using suitable off-street parking for their vehicles.

b. Applicants for transfer under s. 100-50-2-b-2 and licensees replacing a vehicle under s. 100-50-8 who cannot obtain a certificate of vehicle registration, because of a waiting period imposed by the Wisconsin department of transportation, may present an application showing proof of receipt of the application by the Wisconsin department of transportation and payment of the registration fee. Licensees providing the proof of application shall present the certificate of vehicle registration to the city clerk as soon as it is issued.

7. GENERAL REQUIREMENTS. Each vehicle shall comply with state statutes and all following applicable inspection criteria:

a. The body colors designated for affiliated taxicabs shall be as follows:

- a-1. Blue - All City Veteran Taxi.
- a-2. Yellow - Yellow Cab Co-op.
- a-3. Orange - Brew City Cab Cooperative.
- a-4. White - Mitchell International Taxicab Association.
- a-5. Red - American United Cab Company, Inc., a taxicab radio dispatch service.

a-6. The color black, brown, green and gray shall be reserved for taxicab owners not affiliated with the 5 taxicab entities specified in pars. a-1 to 5.

b. Each motor vehicle shall have clearly and permanently marked on the right and left sides of the vehicle the word "Milwaukee" as well as the permit number, the type of permit and the name of the owner of the vehicle or the trade name under which the vehicle is operated, placed on the front or rear doors with the permit number at least 5 inches high in a color to contrast with the auto body color. The permit number shall be similarly marked on the trunk or door at the rear of the vehicle. The permit number shall also be clearly displayed on the back of the driver's seat. Vehicles with shuttle permits shall have the word "shuttle" permanently marked in similar 5 inch letters on the left and right side of the vehicle. The licensing committee may require vehicle marking other than as required by this paragraph for specified types of vehicles.

d. Each vehicle shall have posted in the passenger compartment in a conspicuous place plainly visible to all occupants of the vehicle, a rate-complaint placard provided by the city, in substantially the following form:

City of Milwaukee

This vehicle is licensed as a _____.
The license number is _____.

The Rates of Fare are:

Fill in with approved rates and zone map if required.

NOTICE TO PASSENGERS

Complaints regarding service may be addressed to:

Owner
Address
Telephone
or the Chief License Clerk, City Clerk's Office,
Room 105, City Hall, 200 E. Wells St.
Telephone 286-2238, 8 A.M. to 4:45 P.M.

e. Each vehicle shall have a Milwaukee area street map or street guide.

f. All headlamps, tail lights, emergency blinkers and turn signals shall be operable and in good working condition.

g. Each taxicab shall be equipped with a dome light mounted above the top line of the windshield.

h. Each motor vehicle shall have a heater and defroster that is in good working condition.

i. The spare tire, if standard equipment, shall be securely attached and properly inflated.

j. All hood, trunk and door latches shall be in proper working order.

k. All windows shall be in proper working order and free of unsafe chips and cracks. No vehicle shall operate with curtains, shades or other means which hide its occupants from outside view. There shall be no obstructions to normal vision by the driver.

L. Each motor vehicle shall be properly equipped with operable and easily accessible safety belts for use by each person in the motor vehicle.

m. The windshield wipers shall be in proper working order and the blades shall be free of defects.

n. The horn shall be in sound working condition and be of the standard type for each motor vehicle.

14. **PEDICAB.** A pedicab shall be in a thoroughly safe condition for the transportation of the public.

15. **POLICE REPORT.** The police department shall report to the licensing committee, in writing, at the end of each inspection period. The report shall include, but not be limited to, vehicles appearing for inspection, vehicles passing inspection, vehicles issued a current violation citation, vehicles red-tagged, and vehicles failing to appear for inspection. The police department shall also notify the committee of any vehicles receiving more than 2 red tags in any 12 month period.

100-52. **Rates Established.** 1. **RATES.** No person owning, operating or controlling any public passenger vehicle shall charge to exceed the rates in this section.

2. **RATE INCREASES.**

a. Application for an increase in the fares may be made to the licensing committee by any fleet permittee, or by at least 10% of the individual classification of permittees. The committee upon request for a rate increase may recommend to the common council that any of the regulations controlling fares be revised.

b. On or before July of each even-numbered year, the legislative reference bureau shall provide to the common council information derived from the international taxicab and livery association or other sources with respect to taxicab meter rates and operating costs.

3. **METER FARE TAXICAB.** a. No person owning, operating or controlling any motor vehicle licensed as a meter fare taxicab and operating within the area bounded by Lake Michigan on the east and 22000 block west on the west, 12000 block north on the north and 11100 block south on the south shall charge not to exceed the following rates:

a-1. For the first 1/7 mile or fraction of a mile, for one or more persons, \$1.75. Effective January 1, 2003, the first 1/8 mile or fraction of a mile, for one or more persons, \$1.75.

a-2. For each succeeding 1/7 mile or fraction of a mile, for one or more persons, additional \$0.25. Effective January 1, 2003, each succeeding 1/8 mile or fraction of a mile, for one or more persons, \$0.25.

a-3. For each minute of waiting time, \$0.25. In this subdivision "waiting time" includes the time when the meter fare taxicab

is not in motion beginning 5 minutes after the specified time designated by the passenger as the time of arrival at the place to which the meter fare taxicab has been called or the time consumed while standing at the direction of the passenger, but no charge shall be made for the time lost for inefficiency of the meter fare taxicab or its operator or time consumed by premature response to a call.

a-4. For each additional passenger over the age of 12 years, \$0.75.

a-5. For each grocery bag (17"x12"x7") and suitcase (21" overnigher or larger) handled by the taxicab driver, \$0.10.

b. Rates are to be determined by the taximeter after the customer is seated in the cab. The owner, operator, driver or person in control of the meter fare taxicab shall use the shortest practical route.

c. All fares computed from General Mitchell International Airport shall include any fees imposed by Milwaukee county for use of airport facilities and grounds. The minimum fare from the airport terminal to any part of this city shall be \$6.

4. **ZONE FARE TAXICAB RATES.**

a. Application. All persons applying for a zone fare taxicab permit shall provide the licensing committee with the information required by this chapter and the following:

a-1. A map, suitable for reproduction by the committee, which shows the area the applicant proposes to serve and the system of zones the applicant proposes to use in calculating fares.

a-2. A fare table showing the fares the applicant proposes to operate the service.

a-3. A written statement as to how the applicant proposes to operate the service, including a statement as to whether the applicant proposes to offer ride sharing and how the service is to be dispatched.

b. Adoption of Zone Map and Rates of Fare. If the common council determines that a zone fare taxicab permit is to be granted to the applicant, the common council shall adopt the map and fare table contained in the application as part of this section. This action shall not be required if the application is solely for additional permits to be used in a service already described in this section. Maps and fare tables adopted by the common council can be found in the common council proceedings and the official record on file in the city clerk's office.

operated by any such person to the same extent as in this section set forth. Such bonds shall be continuing liabilities notwithstanding recovery thereon and such policies of insurance shall always remain in force. Provided, further, in lieu of the \$10,000 insurance policy covering property damage, any permittee person may file bond in the sum of \$10,000. The filing of a certificate of insurance, in lieu of a policy, shall be deemed to be in compliance with this section. Affidavits of no interest shall not be required for taxicab insurance policies obtained through the Wisconsin automobile insurance plan.

c. **Deposit in Escrow.** In lieu of the liability and property damage bonds or insurance policies in par. a or b, any person owning a public passenger vehicle may deposit the sum of \$100,000 or its equivalent in negotiable direct obligations of the United States government, the county of Milwaukee, or the city of Milwaukee to cover liability to others for each. Such cash sum or its equivalent in direct obligations shall be deposited in escrow with the city clerk under an escrow agreement to be approved of by the city attorney. The terms of the agreement shall be that the money or direct obligations of the United States government, the county of Milwaukee, or the city of Milwaukee deposited shall be applied in payment of any final judgment rendered against such person arising out of injury to person or property due to the operation of such vehicles. Such cash sum or its equivalent shall at all times be maintained at the amounts required, and in case such fund is not maintained, or it is depleted for any purpose whatsoever, or the money or its equivalent in such direct obligations withdrawn, the license to operate such vehicle shall be revoked.

d. **Self-insured.** A certificate of self-insurance evidencing the ability to pay judgments to the limits stated in this subsection issued by the Wisconsin secretary of transportation.

2. **NOTICE OF CANCELLATION.** The surety bond, direct obligations or insurance policy required by this section shall be deposited with the city clerk before a permit shall be issued, and shall contain a clause by which the person issuing the bond or policy, or the secretary of state issuing the certificate of self-insurance shall be required to notify the

city clerk and by registered mail or by personal service of the cancellation of the bond or policy. The notice of cancellation shall be received by the city clerk at least 30 days prior to the effective date of cancellation of the surety bond or insurance policy of any permittee, otherwise the bond or policy shall remain in full force and effect. If the vehicle owner fails within the period specified in the notice of cancellation to provide new surety bonds, direct obligations, insurance policies, or cash sufficient to comply with the requirements of this section, the permit and plate issued for the taxicab affected by the cancellation shall be returned to the city clerk no later than 9 a.m. on the day the bond or policy ceases to be in effect. If the permit and plate are not returned to the city clerk's office by the specified time, the permit will be automatically suspended by 9 a.m. on the day the bond or policy ceases to be in effect. The permit and plate will be reinstated upon presentation of documentation evidencing insurance coverage required in this section by operation of law.

3. **BOND APPROVAL.** a. This section does not prevent any person operating a public passenger vehicle from providing any combination of cash, surety bonds, direct obligations and insurance policies which will provide financial responsibilities to carry out the intents and purposes of this section. However, any combination of cash, surety bonds, direct obligations and insurance policies must be approved as to form, execution, contents and amounts of security by the city attorney and city clerk, and no combination of cash, surety bonds, direct obligations and insurance policies shall be approved unless the total limit of security equals the limits of security specifically provided in this section.

b. All surety bonds and insurance policies, as nearly as practicable, shall be written for a term of at least one year.

4. **EXCESS LIABILITY.** Insofar as the requirements for excess liability insurance coverage are concerned, if any person owning a public passenger vehicle is unable to obtain a policy of excess liability insurance in a company licensed to do business in the state of Wisconsin, then such person may procure a policy of excess liability insurance in an insurance company not licensed to do business in the state of Wisconsin. Such company, however, shall be approved as to financial responsibility by the city clerk and the city attorney.

**SUBCHAPTER 3
DRIVER'S LICENSE**

100-54. Driver's License. 1. REQUIRED. Every person driving a public passenger vehicle, excepting motor buses operated by a transportation company, within this city must be licensed as such. No permittee may allow their vehicle to be operated by anyone who has not met the qualifications of this section and paid the required license fee as provided in s. 81-44.7. Any person driving a vehicle used for the transportation of elderly or handicapped persons, regardless of whether the vehicle of such organization is licensed or otherwise regulated by the state of Wisconsin as a human service vehicle for the transportation of elderly or handicapped persons, shall be required to possess a driver's license as set forth in this section.

2. QUALIFICATIONS AND APPLICATION. Each applicant for a driver's license shall pay a fee as provided in s. 81-44.7 and shall:

- a. Be at least 18 years of age.
- b. Possess a valid state of Wisconsin motor vehicle driver's license, excluding occupational permits. An applicant desiring to operate a motorcycle or motorcycle with a sidecar for tours within the city shall possess a valid state of Wisconsin motorcycle driver license for the operation of "Class M" vehicles under ch. 343, Wis. Stats., and shall be licensed as a public passenger vehicle driver by the city of Milwaukee.
- c. Have successfully completed a defensive driving course approved by the police department within 3 years prior to the date of application. The defensive driving course requirement is waived for a nonmotorized vehicle driver.
 - d-1. Drivers of a handicapped-elderly vehicle shall have successfully completed a training program in passenger assistance techniques in programs approved by the commissioner of health.
 - d-2. Drivers of handicapped-elderly vehicles shall have successfully completed a program approved by the chief of police with respect to the requirements of par. e or complied with testing provisions in par. e.
- e. Be able to read, write and speak the English language to the extent necessary to operate a public service vehicle licensed by the city. In order to satisfy this requirement,

applicants must pass a test regarding knowledge of city streets, major buildings, facilities and city regulations regarding public passenger vehicles. Alternate tests shall be available for those applicants who possess limited ability to read the English language.

f. Be of sound physique, with good eyesight, and not subject to epilepsy, vertigo, heart trouble or any other infirmity of body or mind which might render a person unfit for the safe operation of a public passenger vehicle.

g. Be clean in dress and person.

h. Fill out upon a form approved by the chief of police a statement giving the applicant's full name, residence, age, color, height, weight, color of eyes and hair, place of birth, whether married or single, whether there have been any convictions for felonies or misdemeanors, whether the applicant has previously been licensed as a public passenger vehicle driver, and whether the license to drive any kind of vehicle has ever been revoked and for what cause. The application shall be sworn to or affirmed by and signed by the applicant.

i. Submit with the application form a separate document bearing all 10 fingerprints of each applicant, or if the applicant has less than 10 fingers, the record shall so indicate, together with any other information required of the chief of police.

3. PHOTOGRAPH OF APPLICANT. Each applicant for a driver's license shall file with the application 2 recent suitable photographs, of a size which may be easily attached to the license when issued. The other photograph shall be filed with the application with the city clerk.

4. ISSUANCE. a. Applications shall be referred to the chief of police who shall cause an investigation to be made and report his or her findings to the city clerk. If the police chief files no objection to an application, the city clerk shall issue the license. If the police chief files an objection to an application, the license shall be forwarded to the licensing committee for its recommendation as to whether or not each license should be issued.

b. If there is a possibility of denial, no hearing shall be heard unless the city clerk's office has provided written notice to the applicant. The notice shall be served upon the applicant so that the applicant has at least 3 days' notice of the hearing. The notice shall contain:

b-2-e. A statement that the applicant may be represented by an attorney of the applicant's choice at the applicant's expense, if the applicant so wishes.

c. Hearings. All hearings held and committee recommendations prepared pursuant to this subsection shall be conducted as set forth in sub. 7.

d. Disqualification. Whenever any license is denied renewal, it shall be entered on the record by the city clerk and no public passenger vehicle license shall be granted to the same person for a period of 12 months following the date of non-renewal.

e. Surrender. When any license is surrendered in lieu of a pending non-renewal proceeding, no public passenger vehicle driver's license shall be granted to the same person for a period of 12 months following the date of its surrender.

6. REVOCATION OF LICENSES.

a. Any license issued under this section may be revoked for cause by the common council after notice to the licensee and a hearing.

b. Revocation proceedings may be instituted by the licensing committee upon its own motion, or upon sworn written charges made and filed with the city clerk by the chief of police or upon a sworn written complaint filed with the city clerk by any city resident.

c. Whenever either sworn written charges or a sworn written complaint are filed with the city clerk setting forth specific charges against a licensee involving conduct which would violate ordinances that are grounds for revocation of a license, the city clerk shall issue a summons, as authorized by Wisconsin statutes, demanding that the licensee appear before the licensing committee, not less than 3 days nor more than 10 days from the date of issuance, to show cause why the license should not be revoked. A police officer shall serve the summons upon a licensee in accordance with Wisconsin statutes, and shall also serve a copy of the complaint with a copy of this subsection upon the licensee.

d. Upon receipt of evidence that the summons has been served, the licensing committee shall convene at the date and time designated in the summons for the purpose of

taking evidence and making findings of fact and conclusions of law and a recommendation to the common council in connection with the proposed revocation.

e. If the licensee appears before the committee at the time designated in the summons and denies the charges contained in the complaint, an evidentiary hearing in connection with the revocation shall be conducted by the committee at that time. If the licensee does not appear, or appears but does not deny the charges contained in the complaint, the complaint shall be taken as true and the committee shall hear the arguments of the complaints and the licensee in connection with the revocation.

f. All hearings held and committee recommendations prepared pursuant to this subsection shall be conducted as set forth in sub 7.

7. HEARING PROCEDURE.

a. Authority of Licensing Committee. The licensing committee shall conduct hearings with respect to the non-renewal or revocation of a license pursuant to this subsection. The chair of the committee shall be the presiding officer.

b. Committee Hearing Procedure.

b-1. The chair shall direct that oaths be administered and subpoenas issued upon request of either side.

b-2. The chair shall ensure that an orderly hearing is conducted in accordance with the requirements of this subsection.

b-3. The chair shall rule on objections to the admissibility of evidence. Any ruling of the chair shall be final unless appealed to the committee, and the committee shall reverse such ruling only upon the vote of a majority of its members.

b-4. At all stages of the proceedings before the committee or before the common council, the licensee shall be entitled to appear both in person and by an attorney.

c. Record. A stenographic record shall be made of all proceedings before the committee and before the common council when written exceptions have been filed. Any interested party may at any stage of the proceedings order a copy of the transcript of the record or portions thereof at his or her own expense.

8. REQUEST TO SURRENDER A LICENSE. If a licensee wishes to surrender his or her license after receiving a notice for a hearing on non-renewal or revocation, the licensee must request, in writing, permission from the licensing committee to do so prior to the commencement of the hearing. The committee may approve the request, or deny the request and proceed with the hearing.

SUBCHAPTER 4
OPERATING REGULATIONS

100-58. Purpose. The purpose of this subchapter is to regulate the operation of the various kinds of public passenger vehicles permitted by the city.

100-59. Operating Regulations for all Public Passenger Vehicles. 1. **LICENSE TO BE EXHIBITED.** Any driver while operating a vehicle shall display in a location clearly visible to the passengers and, in a motor vehicle illuminated at night, a valid license granted under this section, which license shall display the photograph of the driver.

2. **DRIVER NAME AND RECEIPT.**

a. No driver of a public passenger vehicle may refuse to give to a person requesting the information his or her name or license number, the vehicle owner's name, or the address of the vehicle owner's place of business.

b. If requested by the passenger, the driver in charge of a vehicle shall deliver to the person paying for the hiring a receipt in legible writing containing, at a minimum, the name of the service, the city permit number, the driver's city license number, the total amount paid and the the date of payment.

3. **FAILURE TO PAY FARE.** a. No person shall neglect or refuse to pay for the service of any licensed vehicle with the intention of defrauding the driver of the vehicle, provided the rates charged by the vehicle are in conformity with this chapter.

b. Every driver of a vehicle shall have the right to demand payment of the legal fare in advance and may refuse employment unless so prepaid, but no driver shall otherwise refuse or neglect to convey any orderly person upon request within the area bounded by Lake Michigan on the east and 22000 block west on the west, 12000 block north on the north and the 11100 block south on the south unless previously engaged or unable to do so.

4. **HOURS OF DRIVERS.** No person may require any other person driving a public passenger vehicle upon the public streets to work more than 12 hours in every 24 hours. Such 12 hours shall be split by an intermission of one to 4 hours off duty. Every driver shall have at least 24 consecutive hours off each week.

5. **LOST ARTICLES LEFT IN VEHICLES.** Whenever an article is left in or on a public passenger vehicle, the driver shall deliver the article to the property bureau at police headquarters or to the office of the vehicle dispatcher, unless the driver shall have returned the article to its owner or disposed of the article in a manner directed by its owner within 48 hours of the discovery of the article. Property not reclaimed by the owner from the dispatcher's office within 48 hours shall be delivered to the property bureau of police headquarters.

6. **MAP OR STREET GUIDE.** Every public passenger vehicle driver shall cause to be maintained in the vehicle he or she is driving for public hire, or upon his or her person, a Milwaukee area map or street guide.

7. **MISINFORMING, MISLEADING PERSONS PROHIBITED.** No owner or driver of a public passenger vehicle, or agent of an owner or driver of a public passenger vehicle, shall induce a person to ride in or hire the vehicle by misinforming or misleading the person as to the time or place of the arrival or departure of a bus, airline flight, passenger train or other public transportation, or as to the location of a transportation terminal, business, public place or private residence.

8. **MISREPRESENTATION AND FALSE VOUCHERS PROHIBITED.** a. No owner or driver of a public passenger vehicle or agent of an owner or driver of a public passenger vehicle shall induce a person to ride in or hire the vehicle by falsely representing the vehicle as being in the employment of another person. No owner or driver of a public passenger vehicle shall deceive a person as to the value of a ticket or voucher or make a false statement concerning a voucher or ticket which may be shown to him or her.

b. No driver or owner of a public passenger vehicle or agent of a driver or owner of a public passenger vehicle shall submit for payment a fare voucher for an amount in excess of the rates of fare established in this chapter as applicable to the trip for which the voucher was written.

this subsection. Any person consenting to act as a plant for the purpose of falsely assuming the role of a first passenger shall be considered with the driver to be violating this subsection.

100-61. Horse and Surrey. 1. REGULATIONS. Section 100-67 lists the regulations regarding horse and sully means of securing passenger occupancy and routes and schedules.

2. HOURS OF OPERATION. No horse and sully livery service shall be conducted between 7 a.m. and 9 a.m. and 3 p.m. and 6 p.m. on weekdays, except during the months of November, December, January and February, when no horse and sully livery service shall be conducted between 7 a.m. and 9 a.m. and 3 p.m. and 6:30 p.m. on weekdays.

3. SANITATION. No driver of a horse and sully livery may permit urine or fecal matter of such animal to remain on any street, alley, gutter, sidewalk, lawn, field or any public or private property as set forth in ss. 79-11 and 79-12, and it shall be solely the responsibility of the driver of the animal to immediately remove all fecal matter by shovel or like instrument, and dilute and flush the urine.

4. MAXIMUM NUMBER OF PASSENGERS. a. No horse and sully shall carry more passengers than can be seated comfortably on the seats without exceeding the seating capacity of the sully as posted pursuant to subpar. c-1, except up to 2 children under 5 years of age who each shall be carried in the arms of separate persons 18 years of age or older.

b. Fixed seating. Each horse and sully livery shall provide passengers with fixed seating which has been installed by the manufacturer of the sully.

c. Posting of Signs. Each horse and sully livery shall securely post and maintain placards indicating the following:

c-1. The seating capacity of the sully which has been specified by the manufacturer, or established by the chief of police, and declared on the application for a new or renewal permit pursuant to s. 100-50-2-d-3.

c-2. A placard posted in the passenger compartment in a conspicuous place plainly visible to all occupants of the vehicle stating: "No standing while vehicle is in motion."

5. RIDING WITH DRIVER PROHIBITED. The driver of any horse and sully livery shall not permit any passenger to sit alongside the driver while the driver is engaged in the operation of the horse and sully livery.

6. OPERATION ON CERTAIN STREETS RESTRICTED. No horse and sully livery shall be operated on East State Street, West State Street, East Wells Street or West Wells Street for more than one block length at a time. Whenever a horse and sully livery operates for one block on one of the specified streets, it shall then turn onto an intersecting street.

7. HORSE AND SULLY STANDS. Livery services shall stop, stand or park only at stands approved for that purpose pursuant to s. 101-23-9.

8. SERIOUS INJURY. a. Whenever a horse and sully animal is injured in an accident so severely that the police department believes euthanasia may be necessary, the police department shall immediately contact the horse and sully livery permittee, inform the permittee of the situation and, in consultation with the permittee, determine whether euthanasia is required.

b. If the police department and the permittee agree that euthanasia is required and determine that the licensed veterinarian on call is able to come to the accident site in a period of time that will not prolong excessive suffering by the animal, the permittee shall immediately summon the veterinarian to the accident site. Euthanasia shall then be permitted only when both of the following conditions are met:

b-1. The euthanasia is performed by a veterinarian licensed by the state of Wisconsin who concurs with the determination of the police department and the permittee that euthanasia is necessary.

b-2. The euthanasia is administered by painless lethal injection.

c. The police department may euthanize a horse and sully animal with close-range gunfire directed at the animal's brain under any of the following circumstances:

c-1. The police department and the permittee agree that euthanasia is required but determine that the veterinarian cannot come to the accident site in a period of time that will not prolong excessive suffering by the animal.

OCCUPANCY

Permitted Vehicle	Exclusive	Ride Sharing	Reserved Group
Taxicab Meter Fare	Yes	Restricted	Yes
Horse and Surrey Livery	Yes	Restricted	Yes
Motorcycle Used for Tours	Yes	No	No
Motorcycle with Sidecar Used for Tours	Yes	No	No
Pedicab	Yes	No	No
Taxicab Zone Fare	No	Yes	No
Handicapped-elderly Vehicle	No	Yes	Yes
Shuttle Vehicle	No	Yes	Yes
Luxury Limousine	Yes	No	Yes

ROUTES AND SCHEDULES

Permitted Vehicle	Fixed	Variable
Taxicab Meter Fare	No	Yes
Horse and Surrey Livery	No	Yes
Motorcycle Used for Tours	No	Yes
Motorcycle with Sidecar Used for Tours	No	Yes
Pedicab	No	Yes
Taxicab Zone Fare	No	Yes
Handicapped-elderly Vehicle	No	Yes
Shuttle Vehicle	Yes	No
Luxury Limousine	No	Yes

100-68. Revocation or Suspension of License or Permit. 1. COMMENCEMENT. Revocation or suspension proceedings for violations under this chapter may be instituted by the licensing committee upon written charges made and filed with the city clerk, by the chief of police or upon a sworn written complaint filed with the city clerk by any person.

2. ACTION. Any license issued under the provisions of this chapter may be suspended or revoked for cause by the common council after notice to the license or permittee and a hearing as provided in this chapter.

3. REQUEST TO SURRENDER. a. If a licensee wishes to surrender a license after receiving a notice for a hearing on revocation or suspension, the licensee must request, in writing, permission from the licensing committee to do so prior to the commencement of the hearing. The committee may approve the request, or deny the request and proceed with the suspension or revocation hearing.

b. When any license or permit is surrendered in lieu of pending revocation or suspension proceedings, no other license or permit shall be granted to such person within 12 months of the date of its surrender nor shall any part of the money paid be refunded.

100-70. Penalty. Any person who violates any provision of this chapter shall upon conviction forfeit not less than \$25 nor more than \$500 together with costs of prosecution, or in default of payment may be imprisoned in the county house of correction for a period not to exceed 10 days.

101-23-8 Traffic Code

common motor carriers of passengers. Bus stops shall have proper No Parking signs placed under the following conditions:

- c-1. Near Side Stop - 80 feet.
- c-2. Mid-block Stop or Far Side Stop - 120 feet.0
- c-3. Articulated Bus Stops. c-3-a. After March 1, 1985, all present stops used for articulated bus service and all new bus stops shall comply with the following bus stop lengths:

Curb Loading Zones	Length of Additional Zone Length for	
	Single Bus	Second Bus
Near Side	bus length plus bus length plus 55 feet	5 feet
Far Side	bus length plus bus length 40 feet	
Mid-block	bus length plus bus length 90 feet	

c-3-b. The length of the zone shall be increased by 15 feet for near side zones where buses are required to make a right turn.

c-4. Special Conditions. The commissioner of public works may, whenever he deems it necessary under normal operating schedules, arrange for bus stop dimensions different than those referred to in subds. 1 and 2.

d. Bridges, etc. Parking prohibited on any bridge, viaduct or underpass at any time except on designated portions of certain streets as listed in official files.

e. Service Roads. Parking prohibited on any service road on the side adjacent to the main roadway.

8. TAXICAB STANDS; REGULATIONS. a. Established. The public safety committee, subject to approval of the common council, may designate certain locations as taxicab stand areas to comply with the regulations set forth in this section.

a-1. Width of Roadway. Taxicab stands may be created and maintained in certain areas of the city. Taxicab stands shall be confined to places alongside the curb and along the center of any street where the roadway, exclusive of the sidewalk, is 40 feet in width or more.

a-2. Signs. The public safety committee shall arrange to provide suitable signs which shall clearly designate taxicab stands and shall be attached to a post adjacent to the stands.

a-3. For Cabs Only. No person shall park, stop, or leave standing in any taxicab stand any vehicle where the stand is designated by official sign, except a taxicab duly operating under a permit issued by the common council.

b. Number Of Cars At Each Stand. Only taxicabs in such numbers as are set forth on the sign may remain at the stand while waiting for employment, and only in single file pointed in accordance with traffic regulations.

c. Locations Of Stands. Locations of specific stands are to be found listed in the common council proceedings, the official record on file in the city clerk's office, and the code on file in the legislative reference bureau.

9. HORSE AND SURREY STANDS.

a. Horse and surrey stands shall be established by the common council subject to the following regulations:

a-1. Width of Roadway. Horse and surrey stands shall be confined to places alongside the curb and along the center of the street where the roadway, exclusive of the sidewalk, is 40 feet in width or more.

a-2. Signs. Horse and surrey stands shall be clearly designated by signs attached to posts adjacent to the stands.

a-3. For Horse and Surrey Liveries Only. No person shall park, stop or leave standing in any horse and surrey stand any vehicle except a horse and surrey livery duly operating under a permit issued by the common council.

a-4. Number of Liveries at Each Stand. Only liveries in the number set forth on the sign may remain at a horse and surrey stand while waiting for employment, and only in single file pointed in accordance with traffic regulations.

a-5. Stand Locations. Locations of specific stands are to be found listed in the proceedings of the common council, the official record on file in the city clerk's office and the code on file in the legislative reference bureau.

10. NO PARKING DURING WINTER MONTHS. a. One Side Parking. There shall be no parking from 8 p.m. on December 1 of any year to March 1 of the following year at certain locations within the city of Milwaukee.

Specific locations to be found in common council File #85-968, on file in the office of the city clerk; and the code on file in the legislative reference bureau.

M E M O

TO: Ald. James A. Bohl, Jr.
FROM: Richard Pfaff, Legislative Research Analyst-Senior
DATE: December 20, 2004
RE: Survey of Certain Public Passenger Vehicle Regulations

* * * * *

You had requested that the Legislative Reference Bureau provide information relating to public passenger vehicle regulations of other cities regarding the handling of passenger complaints concerning vehicle cleanliness and condition and the regulation of vehicle permit holders not affiliated with taxicab entities.

A limited survey was conducted of the municipal codes of 10 cities representing a range of taxicab utilization. The municipal codes were reviewed and compared to the city of Milwaukee public passenger vehicle regulations in order to identify the manner in which certain issues are regulated. The survey of municipal codes indicated that the majority of municipalities have established the following:

1. A municipal department rather than a separate commission is responsible for the regulation of taxicabs.
2. The same department regulating taxicabs is responsible for handling passenger complaints.
3. The department handling complaints has its own inspectors to investigate the complaints.
4. Taxicabs are inspected more frequently than annually.
5. Standards for vehicle cleanliness and condition are not more specific or rigorous than Milwaukee's standards.

6. The authority of inspectors is limited to issuing a citation and ordering a vehicle out-of-service when a vehicle is found to be in violations of vehicle cleanliness and condition standards.

7. Violations of vehicle cleanliness and condition standards can ultimately result in vehicle permits and driver's licenses being not renewed or revoked.

8. Permits for vehicles older than a certain number of model years are not granted or renewed.

9. Taxicab operators not affiliated with taxicab companies are not regulated differently or more strictly.

Provided below are tables and analyses, which identify and compare the provisions of the municipal codes surveyed regarding the handling of passenger complaints concerning vehicle cleanliness and condition and the regulation of vehicle permit holders not affiliated with taxicab entities.

Table 1. Summary of Information related to Certain Taxicab Regulation Issues.

Issue #	1	2	3	4	5
Municipalities	Administration of Regulations	Processing of Complaints	Investigation of Complaints	Frequency of Inspections	Cleanliness Standards
Baltimore	Department	Same as 1	Same as 1	Semiannually	No
Chicago	Department	Same as 1	Same as 1	Annually	No
Cincinnati	Department	Same as 1	Police Dept.	Semiannually	No
Detroit	Department	Same as 1	Police Dept.	Semiannually	No
Indianapolis	Department	Same as 1	Police Dept.	Semiannually	No
Kansas City	Department	Same as 1	Same as 1	Semiannually	Yes
Las Vegas	Commission	Same as 1	Same as 1	Every 4 months	No
Milwaukee	Department	Same as 1	Police Dept.	Annually	N/A
Minneapolis	Department	Same as 1	Same as 1	Annually	Yes
San Francisco	Commission	Same as 1	Same as 1	Annually	No
Washington DC	Commission	Same as 1	Same as 1	Semiannually	No

Source: LRB Analysis of Municipal Codes of Ordinances.

Table 1 above summarizes information related to municipal regulations regarding the following 5 issues:

1. Has the municipality established that a municipal department or a separate commission or authority is responsible for the supervision and regulation of public passenger vehicles?

SURVEY CITIES: Seven of the 10 municipalities have established that a municipal department, rather than a separate commission or authority, is responsible for the supervision and regulation of public passenger vehicles. The 3 municipalities, which have established separate taxicab commissions

or authorities, have a greater level of taxicab utilization or dependency than the other municipalities.

MILWAUKEE: The Milwaukee Code of Ordinances (MCO) provides that the licensing committee may prescribe regulations and issue orders applicable to operators of public passenger vehicles and that the city clerk shall administer all regulations and orders adopted or issued by the licensing committee.

- ss. 100-4-3 and 4.

2. Is the same municipal department, commission or authority, which is responsible for the supervision and regulation of public passenger vehicles, responsible for the receipt and processing of complaints from passengers?

SURVEY CITIES: All of the municipalities have established that the same municipal department, commission or authority, which is responsible for the supervision and regulation of public passenger vehicles, is responsible for the receipt and processing of complaints from passengers. None of the municipalities have designated a separate department or entity to process the complaints.

MILWAUKEE: The MCO provides that complaints regarding service may be addressed to the vehicle owner or the chief license clerk of the city clerk's office.

- s. 100-51-7-d.

3. Is the same municipal department, commission or authority, which is responsible for the receipt and processing of complaints from passengers, responsible for the inspection of the vehicle for which a complaint has been received?

SURVEY CITIES: Seven of the 10 municipalities have established that the same municipal department, commission or authority, which is responsible for the receipt and processing of complaints from passengers, is responsible for the inspection of the vehicle for which a complaint has been received. The remaining 3 municipalities have established that the police department is responsible for the inspection of the vehicle for which a complaint has been received.

- In addition, the municipalities have generally established that for a complaint-driven inspection, a permit holder must make his or her vehicle available within a specific and limited amount time, usually a few hours versus one or more days.

MILWAUKEE: The MCO provides that the police department shall inspect public passenger vehicles and that any vehicle may be directed for an

additional inspection on a random selection basis or when identified by complaint; however, notice of at least 2 days must be given.

- ss. 100-51-1 and 3.

4. Notwithstanding complaint-driven inspections, how frequently does the municipality require that public passenger vehicles be inspected?

SURVEY CITIES: Three of the 10 municipalities have established that taxicabs be inspected annually, 6 municipalities require semiannual inspections and 1 municipality, Las Vegas, requires an inspection every 4 months.

MILWAUKEE: The MCO provides that the police department shall inspect public passenger vehicles annually.

- s. 100-51-2.

5. Has the municipality established criteria or standards related to vehicle cleanliness and condition which are more specific or rigorous than provided in the MCO?

SURVEY CITIES: Generally, none of the municipalities have established standards related to vehicle cleanliness and condition which are more rigorous than provided in the MCO. However, 2 of the 10 municipalities, Minneapolis and Kansas City, specifically require that the exterior of each vehicle be cleaned at least weekly and the interior be cleaned at least daily.

MILWAUKEE: The MCO provides that the exterior of each vehicle shall be maintained in a reasonably clean condition. The interior shall be maintained in a clean condition, free of foreign matter and offensive odors. There shall be no litter in the vehicle and the vehicle interior shall be kept reasonably clean and free of unsightly tears, holes, rips or wear spots. Door handles, arm rests and window handles must be clean and intact.

- ss. 100-51-7-o to q.

Table 2 on page 5 summarizes information related to municipal regulations regarding the following 2 issues:

6. What immediate actions, if any, has the municipality authorized inspectors to take when a vehicle is found to have violated criteria or standards related to cleanliness and condition?

SURVEY CITIES: All of the municipalities have established that a inspector may temporarily suspend from public service a vehicle found to have violated criteria or standards related to cleanliness and condition, and that the

suspension can be repealed after a certain number of days or upon passing a reinspection. In addition, 7 municipalities have authorized inspectors to issue citations for violations of municipal ordinances related to cleanliness and condition.

Table 2. Summary of Information related to Certain Taxicab Regulation Issues.

Issue # Municipalities	6		7	
	Actions Authorized		Non-Renewal and Revocation	
	Suspend	Forfeiture	Vehicle Permit	Driver's License
Baltimore	Yes	No	Yes	Yes
Chicago	Yes	Yes	Yes	Yes
Cincinnati	Yes	Yes	Yes	Yes
Detroit	Yes	Yes	Yes	Yes
Indianapolis	Yes	Yes	No	Yes
Kansas City	Yes	No	Yes	Yes
Las Vegas	Yes	Yes	Yes	Yes
Milwaukee	Yes	Yes	Non-Renewal Only	Yes
Minneapolis	Yes	No	Yes	Yes
San Francisco	Yes	Yes	Yes	Yes
Washington DC	Yes	Yes	No	No

Source: LRB Analysis of Municipal Codes of Ordinances.

MILWAUKEE: The MCO provides that the police department shall suspend any vehicle from public service that is found to be unfit or unsuited for public patronage. A vehicle found in violation shall receive an equipment violation citation from the police department, but the citation may be waived if the violations are corrected within a certain period of time.

- The MCO does not clearly provide for the immediate enforcement of citations issued for violations of criteria or standards related to cleanliness and condition.

Ultimately, if the violations are not corrected, the permittee is subject to certain reinspection fees and penalty provisions. The code provides that any person who violates any provision shall forfeit not less than \$25 nor more than \$500. Specifically, the 2003 Municipal Court Non-Traffic Schedule provides that the forfeiture for violation of taxicab permit and driver regulations is \$212, including the \$138.71 forfeiture base amount and all applicable penalties, fees and assessments.

- ss. 100-51-1, 8 and 100-70.

7. What actions, if any, has the municipality established that may be taken against a public passenger vehicle permit or driver's license for violations of vehicle cleanliness and condition standards?

SURVEY CITIES: Eight of the ten municipalities have established that a permit relating to the operation of the vehicle can be not renewed and

revoked for violations of vehicle cleanliness and condition standards, and 9 of the 10 municipalities have established that a driver's license relating to driver can be not renewed and revoked.

MILWAUKEE: The MCO provides that when there is an objection to the renewal of the public passenger vehicle permit by any interested person, the licensing committee shall conduct a hearing on the application.

- The code does not provide for the revocation of a public passenger vehicle permit for violations of vehicle cleanliness and condition standards.

Regarding public passenger vehicle driver's license, the code provides that probative evidence concerning non-renewal or revocation may include evidence of pending charges against or the conviction of any municipal offense, the circumstances of which substantially relate to the circumstances of the particular licensed activity.

- ss. 100-50-7-a-2 and 100-54-7-d-2.

Table 3. Summary of Information related to Certain Taxicab Regulation Issues

Issue #	8		9	
	Age of Vehicle Restrictions		Independent Taxicabs	
Municipalities	Initial Permit	Mandatory Retirement	Affiliation Req'd	Minimum Permits
Baltimore	4 Model Years	6 Model Years	No	No
Chicago	5 Model Years	7 Model Years	No	No
Cincinnati	No Restriction	No Restriction	No	No
Detroit	No Restriction	No Restriction	No	No
Indianapolis	6 Model Years	10 Model Years	No	20
Kansas City	No Restriction	8 Model Years	No	10
Las Vegas	No Restriction	No Restriction	No	No
Milwaukee	No Restriction	No Restriction	No	No
Minneapolis	5 Model Years	6 Model Years	Yes	No
San Francisco	3 Model Years	After 3 Years	Yes	No
Washington DC	No Restriction	8 Model Years	No	No

Source: LRB Analysis of Municipal Codes of Ordinances.

Table 3 above summarizes information related to municipal regulations regarding the following 2 issues:

8. What regulations, if any, has the municipality established relating to the maximum age of a vehicle permitted to be operated as a taxicab?

SURVEY CITIES: Half of the municipalities have established that a vehicle may not be older than a certain number of model years in order to be granted and issued a new permit. In addition, 7 out of 10 municipalities have established that a permit for a vehicle older than a certain number of model years may not be renewed. In most cases, the municipalities which have the

age of vehicle restrictions have established that waivers may be granted in certain circumstances or after the vehicle has undergone and passed additional inspections.

- The argument against establishing age of vehicle restrictions is that the restrictions would be financially onerous for smaller and independent taxicab operators, become a barrier to entry into the industry for economically disadvantaged entrepreneurs and unfairly restrict competition within the industry.

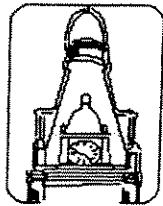
MILWAUKEE: The MCO provides no regulations relating to the maximum age of a vehicle permitted to be operated as a taxicab.

9. What regulations, if any, has the municipality established which regulate differently or more strictly taxicab permittees not affiliated with taxicab entities?

SURVEY CITIES: Generally, the survey indicated that non-affiliated or independent taxicab operators are not regulated differently or more strictly than taxicab operators who are affiliated. Two of the 10 municipalities, Minneapolis and San Francisco, have established that affiliation with a company, cooperation or association is required. Two of the 10 municipalities, Indianapolis and Kansas City, have established that vehicle permits may not be issued to owners of vehicles who operate less than a certain number of vehicles.

MILWAUKEE: The MCO provides no regulations which regulate differently or more strictly taxicab permittees not affiliated with taxicab entities.

LRB04509



City
of
Milwaukee

LEGISLATIVE REFERENCE BUREAU
Interdepartmental Correspondence

MEMO

TO: Ald. James A. Bohl, Jr.
FROM: Richard Pfaff, Legislative Research Analyst-Senior
DATE: January 7, 2005
RE: Survey of Certain Public Passenger Vehicle Regulations

You had requested that the Legislative Reference Bureau provide information relating to public passenger vehicle regulations of other cities regarding the ratio between the number of full-time equivalent (FTE) employees responsible for investigating passenger complaints and enforcing taxicab regulations and the number of licensed taxicabs, the manner in which English-language proficiency requirements relating to the qualification of taxicab operators are satisfied, and the provision of passenger feedback cards in taxicabs.

A limited telephone survey of 12 cities representing a range of taxicab utilization was conducted regarding the abovementioned issues. Provided below are tables and analyses, which identify and compare the survey results to the city of Milwaukee public passenger vehicle regulations and practices. The survey results indicate the following:

1. The average ratio between the number of FTE employees responsible for investigating passenger complaints and enforcing taxicab regulations and the number of licensed taxicabs is 1:248.
2. Generally, English-language proficiency requirements relating to the qualification of taxicab operators are not directly satisfied through the administering of English-fluency exams, but rather are indirectly satisfied through the applicant's ability to (a) successfully apply for the license, (b) pass an examination relating to geographical and regulatory knowledge, or (c) complete a required driver training course.
3. Generally, the provision of passenger feedback cards in taxicabs is not required.

Table 1 on page 2 summarizes information related to the ratio between the number of FTE employees responsible for investigating passenger complaints and enforcing taxicab regulations and the number of licensed taxicabs.

Table 1. Ratio of Enforcement Agents to Licensed Taxicabs.

Municipality	# of Licensed Taxicabs	# of Enforcement Agents (FTE)	Ratio of Agents to Taxicabs
Chicago	6,900	12	1:575
Cincinnati	400	2	1:200
Cleveland	Unavailable		
Columbus	500	2	1:250
Detroit	2,400	6	1:400
Indianapolis	450	2	1:250
Kansas City	605	2.5	1:242
Las Vegas	2,081	26	1:80
Milwaukee	321	0	NA
Minneapolis	412	3	1:137
Omaha	Unavailable		
San Francisco	1,306	5	1:261
St. Louis	969	4	1:242

Source: LRB Telephone Survey, January 4-6, 2005.

SURVEY CITIES: The average ratio between the number of FTE employees responsible for investigating passenger complaints and enforcing taxicab regulations and the number of licensed taxicabs is 1:248 for the 10 cities for which information was available.

- For the 5 cities with between 400 and 605 licensed taxicabs, the average ratio is 1:206.

MILWAUKEE: The city of Milwaukee has 321 licensed taxicabs. Currently, no employees are responsible for investigating passenger complaints and enforcing taxicab regulations.

Table 2. Satisfaction of English-language Proficiency Requirements.

Municipality	English-Fluency Exam	Application Process	Geographical/Regulatory Exam	Training Course
Chicago				X
Cincinnati		X	X	
Cleveland			X	
Columbus			X	
Detroit		X	X	
Indianapolis	X			
Kansas City	X		X	
Las Vegas		X	X	
Milwaukee			X	
Minneapolis		X	X	X
Omaha			X	
San Francisco		X	X	X
St. Louis		X	X	

Source: LRB Telephone Survey, January 4-6, 2005.

Table 2 above summarizes information related to the manner in which English-language proficiency requirements relating to the qualification of taxicab operators are satisfied.

SURVEY CITIES: Only 2 of the 12 cities, Indianapolis and Kansas City, have established that English-language proficiency requirements relating to the qualification of taxicab operators are directly satisfied through the administering of English-fluency exams. Most of the cities have established that proficiency requirements are satisfied through the applicant's ability to do one or more of the following:

- Successfully apply for the license, which involves the applicant being able to properly complete the application form and any required documentation, and fluently communicate with licensing staff during the application process. (6 cities).
- Pass an examination relating to geographical and regulatory knowledge. (10 cities).
- Complete a required driver training course, which is specific to taxicab operation and is typically administered by a third party such as a technical college. (3 cities).

MILWAUKEE: The Milwaukee Code of Ordinances (MCO) provides that an applicant for a public passenger vehicle license satisfies the city's English-language proficiency requirements through the applicant's ability to pass an examination relating to geographical and regulatory knowledge.

- s. 100-54-2-e.

Table 3 below summarizes information related to the provision of passenger feedback cards in taxicabs.

Table 3. Provision of Passenger Feedback Cards in Taxicabs.

Municipality	Feedback Cards Required	Entity Requiring	Entity Providing	Entity Receiving
Chicago				
Cincinnati				
Cleveland				
Columbus				
Detroit				
Indianapolis	X	City	City	City
Kansas City				
Las Vegas				
Milwaukee				
Minneapolis				
Omaha				
San Francisco	X	City	Owner	City
St. Louis				

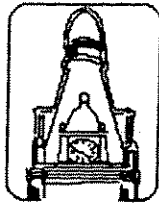
Source: LRB Telephone Survey, January 4-6, 2005.

SURVEY CITIES: In only 2 of the 12 cities, Indianapolis and San Francisco, taxicabs operators are required to provide customer feedback cards in their vehicles. In addition, the survey results indicate the following:

- The provision of feedback cards is a requirement established by the city or regulatory commission or authority and not a requirement established independently by the taxicab company, cooperation or association.
- The entity financially responsible for providing the feedback cards is the city in Indianapolis and the vehicle owner in San Francisco.
- The feedback cards are mailed to the city department, commission or authority responsible for investigating passenger complaints and enforcing taxicab regulations and not the taxicab company, cooperation or association

MILWAUKEE: The MCO does not provide that a taxicab operator, company, cooperation or association is required to provide customer feedback cards in their vehicles.

LRB05005



**City
of
Milwaukee**

**LEGISLATIVE REFERENCE BUREAU
Interdepartmental Correspondence**

M E M O

TO: Ald. James A. Bohl, Jr.
FROM: Richard Pfaff, Legislative Research Analyst-Senior
DATE: January 28, 2005
RE: Survey of Certain Taxicab Training Courses, Passenger Feedback Cards Handling Processes and Taxicab Commission Powers

You had requested that the Legislative Reference Bureau provide information relating to the components of certain required taxicab training courses and the qualifications of instructors; examples of certain passenger feedback cards and information related to the passenger complaints handling process; and the areas in which authority has been granted to certain taxicab commissions and authorities.

Table 1. Components of and Qualifications of Instructors for Certain Taxicab Training Courses.

Municipality	Chicago	Minneapolis	San Francisco
Classification of Training Provider	Educational Institution	Educational Institution	Private-sector Company
Name of Training Provider	Harold Washington College	Hennepin Technical College	Taxi Driver Institute & Flag-A-Cab Taxi School
Class Periods per Course	12	5	4
Length of Each Class Period	10@6hrs., 2@4hrs.	3 hours	7 hours
Total Length of Course w/ Exam	68 hours	15 hours	28 hours
Components of Training Course			
Customer Service/Professionalism	18.0 hours	2.5 hours	8.0 hours
City Geography/Map Use	26.0 hours	3.5 hours	8.0 hours
Crime Prevention	3.0 hours	-	4.0 hours
Vehicle & Pedestrian Safety	3.0 hours	1.5 hours	4.0 hours
Taxicab Industry	-	1.5 hours	-
Taxicab Regulations	12.0 hours	1.5 hours	1.0 hours
Traffic Regulations	3.0 hours	1.5 hours	1.0 hours
Qualifications of Instructors			
Faculty Staff Members	X	X	-
Law Enforcement Professionals	X	X	-
City/State Regulatory Specialists	X	X	X
Taxicab/Hospitality Professionals	X	X	X

Source: LRB Telephone Survey, January 24-27, 2005.

Table 1 above indicates for the cities of Chicago, Minneapolis and San Francisco the following survey results related to required taxicab training courses:

1. Educational institutions and private sector companies rather than regulatory entities administer taxicab-training courses.
2. Taxicab training courses vary in length from 15 hours over a 5-day period to 68 hours over a 12-day period.
3. Taxicab training courses emphasize the components of customer service/professionalism and city geography/map use above other course components.
4. Generally, instructors who have a professional background in the subject matter teach individual components of taxicab training courses.

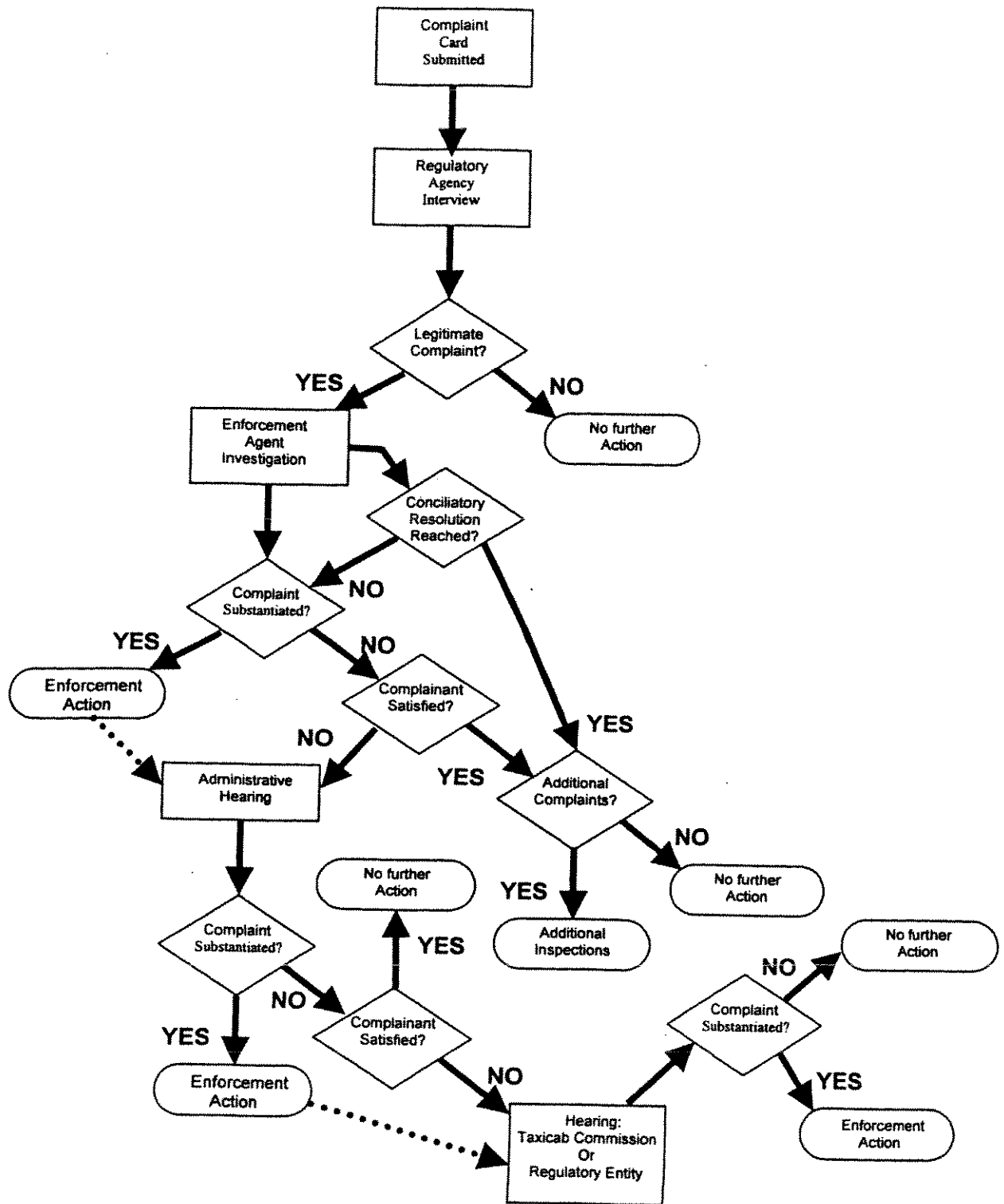
For the 3 taxicab training courses surveyed, the regulatory entity established the overall length of the training course, the components to be included in the training course and, in some cases, the amount of time dedicated to each component.

Attached for your review are Exhibits A and B related to examples of passenger feedback cards from the cities of Indianapolis and San Francisco.

In addition, analyses were conducted relating to the complaint handling processes for the cities of Indianapolis and San Francisco. Figure 1 on page 3 is a flowchart related to complaint handling processes for the cities of Indianapolis and San Francisco regarding passenger feedback cards. Figure 1 and the results of the telephone survey indicate the following processes:

1. An initial telephone interview of the complainant is conducted to determine the legitimacy of the complaint and whether a violation may have occurred.
2. An enforcement agent investigates the complaint by contacting the complainant and driver in order to substantiate the complaint and determine if a conciliatory resolution can be reached.
3. If a complaint cannot be substantiated or if a conciliatory resolution cannot be reached, the complainant can request an administrative hearing in order to resolve the complaint.
4. Most complaints do not progress to the level of an administrative hearing due to the following reasons:
 - The investigator takes an enforcement action.
 - The investigator is able to facilitate a conciliatory resolution.
 - The complainant does not wish to proceed with the complaint.
5. If a complaint cannot be substantiated and the complainant does not request an administrative hearing, regardless of whether a conciliatory resolution was reached, a driver who has received similar or additional complaints may be subject to additional inspections.
6. A complaint for which the enforcement agent took an enforcement action may be subject to an administrative hearing depending upon the severity of the complaint and whether the driver appeals the enforcement action.
7. If a complainant is not satisfied with the determination of the administrative hearing, the complainant can proceed to a hearing before the taxicab commission or other regulatory entity.

Figure 1. Flowchart of Complaint Handling Process related to Passenger Feedback Cards, Indianapolis and San Francisco.



Source: LRB Telephone Interview, January 26-27, 2005.

8. A complaint for which an administrative hearing resulted in an enforcement action may be subject to a hearing before the taxicab commission or other regulatory entity depending upon whether the driver appeals the enforcement action.

Table 2 below indicates the areas in which authority has been granted to taxicab commissions or authorities for the cities of Las Vegas, San Francisco and Washington, D.C.

Table 2. Authority Granted to Certain Taxicab Commissions or Authorities.

Area Authority Granted	Nevada (Las Vegas) Taxicab Authority	San Francisco Taxicab Commission	District of Columbia Taxicab Commission
Administrative Oversight	X	X	X
Approve Training Programs	N/A	X	N/A
Conduct Hearings	X	X	X
Enforce Regulations	X	X	X
Establish # of Taxicabs	X	X	X
Establish Fare Rates	X	X	X
Establish Regulations	X	X	X
Inspect Vehicles	X	Police Dept.	X
Investigate Complaints	X	X	X
Issue Licenses	X	X	X
Approve Budget	X	-	-

Source: LRB Analysis of Municipal Codes of Ordinances and State Laws.

Table 2 indicates the following general areas in which authority has been granted to the taxicab authority and 2 commissions analyzed:

- The administrative oversight of the functions of other departments or agencies related to the administration of regulations and processes established by the commission or authority.
- The approval, if applicable, of taxicab training program requirements related to the overall length of the training course, the components to be included in the training course and the amount of time dedicated to each component, as well as approval of training program providers.
- The conducting of hearings related to the enforcement of taxicab regulations or appeal of enforcement actions taken by investigators.
- The enforcement of regulations, including the assessment of forfeitures and the suspension and revocation of licenses, permits and medallions.
- The establishment of regulations restricting the number of taxicabs authorized to operate.
- The establishment of fare and meter rates and fees related to the licensing of taxicabs.
- The establishment of regulations related to the licensing and operation of taxicabs and qualifications of taxicab drivers.
- The conducting of scheduled and random inspection of vehicles or oversight of the inspection of vehicles conducted by another designated department.
- The processing and investigation of passenger complaints.
- The issuance of licenses, permits and medallions.

Generally, a taxicab commission or authority is granted broad authority related to the regulation of the taxicabs. However, based upon analyses of municipal codes of ordinances and state laws, the taxicab commissions and authority analyzed are not entirely autonomous in that the members are appointed rather than elected and, in the case of the 2 commissions, their budgets are subject to approval by administrative and legislative branches of government.

Attachments

- Exhibit A. Example of passenger feedback card, Indianapolis.
- Exhibit B. Example of passenger feedback card, San Francisco.

LRB05028

Exhibit A. Example of Passenger Feedback Card, Indianapolis.

Welcome to Indianapolis.

Date of visit _____ Time _____ am/pm

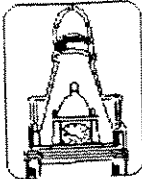
Please review our performance.

Cab# _____ Amount of Fare _____

Providing the best taxi service for Marion County is our number one priority. We would appreciate your comments on our service. Please take a moment to fill out this card and mail it to us at your earliest convenience.

1. Was the taxi/limo clean and free of odor? Yes No
2. Was the taxi/limo air conditioned/heated? Yes No
3. Did the driver accept credit cards? Yes No
4. What service did you receive. (Choose one of the following.)
 - a. Transported from the airport to a downtown hotel.
 - b. Transported from the airport to a suburban hotel in Marion County.
 - c. Transported from a downtown hotel to the airport.
 - d. Transported from a suburban hotel to the airport.
 - e. Transported to locations in Indianapolis.
5. Overall evaluation of service received.
 Excellent Good Fair Poor

Name _____ E-mail _____ Day phone# _____



**City
of
Milwaukee**

**LEGISLATIVE REFERENCE
BUREAU
Interdepartmental
Correspondence**

MEMO

TO: Ald. James A. Bohl, Jr.
FROM: Richard Pfaff, Legislative Research Analyst-Senior
DATE: February 18, 2005
RE: Authority to Restrict Operation of Taxicab Cooperatives

You had requested that the Legislative Reference Bureau provide information relating to provisions of state law, which grant general rule-making authority to municipalities to restrict or prohibit the operation of taxicab cooperatives. The information you requested is provided in the memo below.

Pursuant to s. 349.24(1), Wis. Stats., the state of Wisconsin grants the following general rule-making authority to cities related to the regulation and licensing of taxicab operators and taxicabs:

1. Regulate and license chauffeurs and operators of taxicabs used for hire.
2. Regulate and license the taxicab business by licensing each taxicab used for hire.
3. Prohibit any person from operating any motor vehicle for taxicab purposes upon the highways of the city, village or town unless the person is licensed as a chauffeur and operator and unless the taxicab business is licensed by the licensing of each taxicab.
4. Revoke any license mentioned in this section when in its judgment the public safety so requires.

In addition, s. 349.24(2), Wis. Stats., provides that any person licensed by any city as a chauffeur and operator shall not be required to procure either a chauffeur's and operator's license or a taxicab license in any other municipality for the purpose of carrying taxicab passengers for hire from one municipality to another, but this exception does not permit the chauffeur or operator to operate a taxicab wholly within the limits of any municipality in which the chauffeur or operator is not licensed.

State law does not expressly restrict or prohibit municipalities from establishing regulations which restrict or prohibit the operation of taxicab cooperatives.

LRB05060

From: Mark Evinrude
To: Robinson, Loyce
Date: 11/19/04 12:17PM
Subject: TAXI CAB TASK FORCE

TAXI METER INSPECTION (by Consumer Protection)

1. Taxi meters are tested a minimum of once a year, usually in September and October. However meters are often tested more than once a year due to replacement of vehicle, replacement of meter or new ownership of the taxi "tag".
2. There are a total of 321 licensed taxi cabs in Milwaukee. West Allis has about 30 tags.
3. Rejection rate of meters upon initial testing is very minimal. (about 5%). Compliance on rejected meters is 100% due to the fact that a taxi must first have a meter approval slip from us before the DPW---vehicle inspection will approve a cab for safety inspection.
4. The testing of taxi meters is conducted on a one ^{mile} measured course according to federal regulations in Handbook 44. The following five items are either tested or observed;
 - A. All rates and fares are posted inside cab where customer can see them.
 - B. The meter is installed where it can be seen by all customers.
 - C. The meter must be approved for commercial use. It must meet Handbook 44, N.I.S.T., and N.T.E.P. standards and have a means of fastening a lead wire or other security seal to it.
 - D. The \$0.25 per minute timer when vehicle is not moving is tested for accuracy. (No more than 3 seconds before 1 minute and no more than 9 seconds after 1 minute.)
 - E. The distance test on the 1 mile course must meet tolerances of no more than 1% in drivers favor (52' per mile) and 4% in customers favor. (308' per mile)
5. Only single rate meters will be tested for approval in Milwaukee.
6. Meter fraud has not been a problem in Milwaukee. More commonly if a customer is to be cheated it is by "jacking" up the "extras" button before customer enters cab, or by taking a longer route to the customers destination.
7. Citizens complaints rarely ever surface in our consumer protection section. Citizens usually complain directly to the cab company or the airport if the cab is independently owned. If a cab company needs to adjust a meter they call consumer protection after adjustments, so meter can be tested and new seals attached.

Mark Evinrude EHS II
Johnson CHC 1230 W. Grant St. Mil. Wis.
Phone # 414-286-8629 Fax. # 286-0748 E-Mail; mevinr@milwaukee.gov

NOTICE: This E-Mail and any attachments may contain confidential information. Use and and further disclosure of the information by the recipient



Tom Barrett
Mayor

Bevan K. Baker, CHE
Commissioner of Health



Frank P. Zeidler Municipal Building, 841 North Broadway, 3rd Floor, Milwaukee, WI 53202-3653 phone (414) 286-3521 fax (414) 286-5990
web site: www.milwaukee.gov

November 23, 2004

TO: Alderman James A. Bohl
5th Aldermanic District

FROM: Bevan K. Baker, CHE
Commissioner of Health

Re: Taxicab Meter Compliance Efforts

Taxicab meter regulation is an activity within the City of Milwaukee Health Department's (MHD) weights and measures program. The MHD must certify all taximeters before the Department of Public Works (DPW) will approve a taxicab for its safety inspection. The following information highlights our efforts related to compliance and regulation of taxicabs.

Taximeters are tested a minimum of once a year, usually in September and October but prior to their annual vehicle safety inspection which is conducted by DPW. An additional test is conducted under the following conditions:

- 1) A vehicle or meter is replaced.
- 2) There is new ownership of the taxi "tag".
- 3) There is a change in taxicab rates.

Currently, there are a total of 321 licensed taxicabs in the City of Milwaukee.

The testing of taximeters is conducted on a one mile measured course and is done between South 2nd and Oregon and South 2nd and Lapham. The following five items are either tested or observed as required by Handbook 44 – specification and tolerances for weighing and measuring devices.

- 1) All rates and fares must be posted inside the taxicab where the customer can see them.
- 2) The meter must be installed where the customer can see it.
- 3) The meter must be approved for commercial use and must meet Handbook 44, National Institute of Standards and Technology (N.I.S.T.) and National Type Evaluation Program (N.T.E.P.) standards and have a means of fastening a lead wire or other security seal to it.

MILWAUKEE POLICE DEPARTMENT
PUBLIC PASSENGER VEHICLE INSPECTION
PERMIT OWNER CHECK LIST

FORMS REQUIRED AT INSPECTION

____ INSPECTION NOTICE (this letter)
____ OWNERS PERMIT (or) CAR CHANGE RECEIPT
____ VEHICLE REGISTRATION CERTIFICATE (Not Title)
____ TRIP SHEETS (Past 6 Months) FOR ALL DRIVERS
____ STREET MAP or GUIDE
____ TAXI-METER LICENSE (if applicable)
____ TAXI-METER INSPECTION CERTIFICATE (if applicable)

GENERAL INSPECTION REQUIREMENTS

____ METER SEAL	____ MIRRORS
____ MARKINGS (MIL LIC #/CO. NAME)	____ WINDOWS
____ RATE/COMPLAINT PLACARD	____ WINDSHIELD WIPERS/BLADES
____ BODY COLOR	____ LICENSE PLATES (BOLTED)
____ CLEAN INTERIOR/EXTERIOR/TRUNK	____ HEADLAMPS
____ MINOR BODY DAMAGE	____ TAILLAMPS
____ ARM RESTS/DOOR & WINDOW HANDLES	____ BRAKELAMPS
____ SEAT BELTS (to be available)	____ TURN SIGNALS
____ HORN	____ BACK-UP LAMPS
____ HOOD/TRUNK/DOOR LATCHES	____ PARKING/MARKER LAMPS
____ SPARE TIRE (inflated)	____ LICENSE PLATE LAMP
____ DRIVERS LICENSE DISPLAY LIGHT	____ DOME LIGHT
____ HEATER/DEFROSTER	____ PERMIT NUMBER (Pass. Compart.)
	____ WARNING LAMPS

HAZARDOUS DEFECTS (RED TAG) REQUIREMENTS

____ EXHAUST SYSTEM	____ FUEL SYSTEM
____ STEERING	____ SUSPENSION
____ BRAKES	____ EMERGENCY BRAKES
____ TIRES	____ WHEELS/RIMS
____ EXCESSIVE BODY DAMAGE	

HANDICAPPED & ELDERLY REQUIREMENTS

____ DOORWAYS FOR WHEELCHAIRS	____ RAMP/LIFTING DEVICE
____ WHEELCHAIR CLAMPS/SAFETY BELTS	____ REAR EMERGENCY DOOR

BESIDES THE ABOVE REQUIREMENTS

ALL VEHICLES MUST MEET ALL OTHER LOCAL AND STATE CODES

EXHIBIT

1129

5

Driver License Test

In order to get a city of Milwaukee license to drive a public passenger vehicle you have to pass a test of Milwaukee area geography and knowledge of the City's public passenger vehicle ordinance. The test is given as part of the City Defensive Driving Course which is also required. It will have 20 questions and you must get 14 correct to pass. The test starts one hour before the scheduled Defensive Driving Course.

You should be familiar with the basic layout of the City, the street numbering system, diagonal streets and the location of important places.

*PLEASE NOTE HOTELS AND MOTELS MAY CHANGE NAMES

<p>Schools/Universities</p> <ul style="list-style-type: none"> • Marquette University • Alverno College • UW-Milwaukee 	<p>Terminals/Airports</p> <ul style="list-style-type: none"> • Mitchell International Airport • Timmerman Airport • Greyhound Bus Terminal • Amtrak 	<p>Recreation Entertainment/Parks</p> <ul style="list-style-type: none"> • Jackson Park • Whitnall Park • Mitchell Park Domes • Cellular Arena • Auditorium • Pabst Theater • Bradley Center
<p>Hotels/Motels*</p> <ul style="list-style-type: none"> • Hyatt Regency • Hilton Milw. River Inn • Radisson Hotel • Four Points Hotel Sheraton • Pfister Hotel • Hilton Milw. City Center • Milwaukee Marriott Hotel 	<p>Factories</p> <ul style="list-style-type: none"> • Miller Brewery • Allen Bradley/Rockwell Int. • Tower Automotive 	<p>Hospitals</p> <ul style="list-style-type: none"> • St. Michael's • St. Luke's • Sinai-Samaritan • St. Joseph's • Children's Hospital • Veterans Administration Hospital
<p>Shopping Centers</p> <ul style="list-style-type: none"> • Northridge • Southridge • Bay Shore • Mayfair • Grand Avenue 	<p>Public Buildings</p> <ul style="list-style-type: none"> • Milw. County Dept. of Human Services • Main Post Office • City Hall • County Courthouse 	<p>Churches</p> <ul style="list-style-type: none"> • Annunciation Greek Orthodox Church • St. Josaphat's Basilica
<p>Office Buildings</p> <ul style="list-style-type: none"> • U.S. Bank • Reuss Federal Building • Milw. Repertory Theater 	<p>Recreation Entertainment/Parks</p> <ul style="list-style-type: none"> • Midwest Airlines Center • County Zoo • Miller Park • Riverside Theater • Performing Arts Center • State Fair Park 	

Sample Questions:

The following are examples of the types of questions

1. Northridge Shopping Center is located at:
 - a) 76th and Silver Spring
 - b) 76th and Brown Deer Road
 - c) Silver Spring and Port Washington Road
 - d) 76th and College Avenue
 - e) Brown Deer Road and Port Washington Road

2. What diagonal street would you use to go to Jacks
 - a) Fond du Lac Avenue
 - b) Lisbon Avenue
 - c) Kinnickinnic Avenue
 - d) Forest Home Avenue
 - e) Loomis Road

3. North Avenue is what hundred block?
 - a) 5600 North
 - b) 2300 North
 - c) 4000 North
 - d) 3100 North
 - e) 7200 North

4. What exit would you use for Bay Shore Shopping
 - a) 194 and 70th Street
 - b) 194 and Becher Street
 - c) 143 and Hampton
 - d) 143 and Silver Spring
 - e) 143 and Good Hope Road

Locate the following places on a map.

- 5) Reuss Federal Building
- 6) St. Josaphat's Basilica
- 7) Milwaukee County Zoo
- 8) State Fair Park

NAME _____

EXAM X

Circle the correct answer to the following questions.

1. Which hundred block is Layton Boulevard?
 - a) 2700 south
 - b) 2700 west
 - c) 4700 south
 - d) 2000 west
 - e) 2000 south

2. Which diagonal street will take you closest to the Boerner Botanical Gardens?
 - a) Beloit Road
 - b) National Avenue
 - c) Whitnall Parkway
 - d) Whitnall Avenue
 - e) Forest Home Avenue

3. If you are traveling from Mitchell International Airport, which freeway exit would you use to get to the Milwaukee Regional Medical Center complex?
 - a) U.S. 45 at Watertown Plank Road
 - b) I-94 at Highway 100
 - c) U.S. 45 at Greenfield Avenue
 - d) U.S. 45 at Mayfair Road
 - e) I-94 at 68th/70th Streets

4. When several taxicabs are in a line at a taxi stand, no vehicle behind the vehicle at the head of the line may accept a passenger and depart until the head vehicle has received a passenger and departed.
 - a) True
 - b) False

5. At the Amtrak station, St. Paul Avenue is:
 - a) one-way westbound
 - b) two-way northbound/southbound
 - c) one-way eastbound
 - d) two-way eastbound/westbound
 - e) one-way southbound

6. St. Francis Hospital is located on which of the following streets:
 - a) 6th Street
 - b) 20th Street
 - c) Morgan Avenue
 - d) 16th Street
 - e) 27th Street

7. The Wyndham Hotel is located on:
 - a) Water and Wells
 - b) 2nd and Wisconsin
 - c) 3rd and Kilbourn
 - d) Water and Kilbourn
 - e) Plankinton and Michigan

- 8) The address of the Milwaukee County Court House is:
- a) 901 North 9th Street
 - b) 749 West State Street
 - c) 200 East Wells Street
 - d) 800 West Wells Street
 - e) 819 North 6th Street
- 9) The direction you would travel to get to the Henry W. Maier Festival Park from Cathedral Square is:
- a) east
 - b) southeast
 - c) northeast
 - d) southwest
 - e) south
- 10) The Mitchell Park Horticultural Conservatory is located on:
- a) Mitchell Boulevard
 - b) National Avenue
 - c) 35th Street
 - d) Mitchell Street
 - e) Layton Boulevard
- 11) On which side of the street would you find a residence with the address "817 East Auer Avenue"?
- a) south
 - b) east
 - c) north
 - d) west
- 12) Which of the following streets will take you into Glendale?
- a) Fond du Lac Avenue
 - b) Teutonia Avenue
 - c) Hopkins Street
 - d) Green Bay Avenue
 - e) Sherman Boulevard
- 13) Which of the following is not located on Wisconsin Avenue?
- a) Froedtert Memorial Lutheran Hospital
 - b) Milwaukee County Zoo
 - c) Pabst Mansion
 - d) Federal Court House
 - e) Marquette University

Which letter on the map is each of the following?
 (place your answer on the line next to the location)

- 14. Bayshore Mall _____
- 15. Mount Mary College _____
- 16. U.S. Cellular Arena _____
- 17. Pettit National Ice Center _____
- 18. Milwaukee Art Museum _____
- 19. Marcus Amphitheater _____
- 20. Timmerman Airport _____

**Welcome to Broward County Florida
From Yellow Cab**

"Serving Broward County Since 1960"

Please review our performance.

Providing the best taxi service for Broward County is our Number 1 priority. We would appreciate your comments on our service. Please take a moment to fill out this card and mail it to us at your earliest convenience.

Date of Visit _____ Time _____ AM/PM

Please rate us! Excellent Good Fair Poor
Driver ★★★★★ ★★★★★ ★★ ★

- | | | | | |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1) Cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Attitude | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Knowledge of Area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) Driving Ability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Taxi

- | | | | | |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1) Cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Comfort | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Taxi # | <u>574</u> | | | |

Comments or Suggestions: _____

Name and Address (Optional): _____

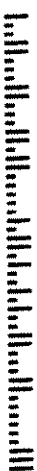


BUSINESS REPLY MAIL

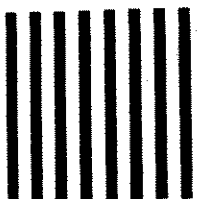
FIRST-CLASS MAIL PERMIT NO. 542 FORT LAUDERDALE FL

POSTAGE WILL BE PAID BY ADDRESSEE

YELLOW CAB
PO BOX 950
FORT LAUDERDALE FL 33302-9900



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



WELCOME TO THE MINNEAPOLIS-ST. PAUL INTERNATIONAL AIRPORT

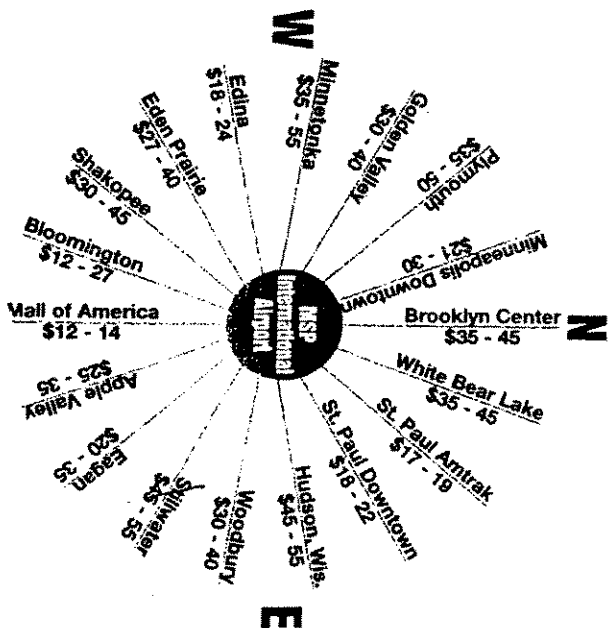
The Metropolitan Airports Commission provides this information to taxi passengers to help ensure a safe and enjoyable visit.

Taxi Driver Requirements

- Drivers must be clean, courteous and professional. Taxis should be clean, neat, comfortable and in good working order (heater or air conditioning work properly).
- Drivers must take the most direct route to your destination. You may assist with verbal directions.
- Drivers should not activate the meter until you enter the taxi.
- Drivers should load and unload luggage.

Fare Information

- Each trip starts with a flat fee. A per-mile (\$1.30-\$1.60) charge is then added. A trip originates from the airport and concludes when the last passenger has been dropped off at the destination point.
- An airport usage fee of \$2.25 will be charged each time the taxi originates from the airport. This fee will be added to the final fare appearing on the meter. Drivers may charge only one use fee per trip, regardless of the number of passengers. This fee allows the driver to recover the annual fee paid to operate at the airport.
- Taxi drivers may charge only one fare per trip, even if there are multiple people or multiple destinations, except in the case of starter-directed multiple loading.



Minneapolis-St. Paul International Airport Taxi Passenger Comment Card

Taxi company _____ Taxi no. _____
 Date of service _____ Time of service _____
 Destination _____
 Comments _____

Please contact me: Yes No

Name _____
 Ad. _____
 City _____
 State _____ ZIP _____
 Daytime telephone _____
 e-mail _____

Please rate the following:

	1=Needs Improvement	3=Average	5=Excellent
Taxi Booth Assistance	1	2	3 4 5
Driver Courtesy	1	2	3 4 5
Driver Helpful with Luggage	1	2	3 4 5
Condition of Taxi	1	2	3 4 5
Compared to Other Airports, How Would You Rate the Service You Experienced Here at MSP	1	2	3 4 5

- Multiple loading is the use of one taxi by two or more individuals who are not travelling as a pre-formed group. Multiple loading is only allowed when extreme weather conditions exist or if there is a shortage of taxis. In the event of starter-directed multiple loading, both parties are charged the total fare as if travelling alone.

Comments

To share a comment about your taxi ride, please complete the attached comment card and send it to:

Landside Operations Department
 Minneapolis-St. Paul International Airport
 4300 Gummack Drive, Room LT3129
 St. Paul, MN 55111-9941
 612/726-5463 or e-mail maclandside@mspmac.org



Office of the City Clerk
License Division

Ronald D. Leonhardt
City Clerk

Jim R. Copeland
License Division Manager

MEMO

To: Taxicab Improvement Task Force

From: Jim R. Copeland, Manager
City Clerk License Division

Date: December 20, 2004

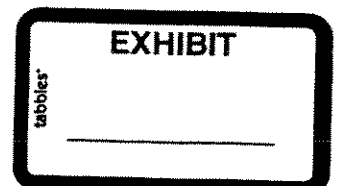
Re: License Division suggestions related to possible changes to Chapter 100

A. Vehicle Cleanliness and Condition

1. Limit age/mileage of vehicles licensed 7 yrs/150,000, vehicles older than 5 years cannot be used for replacement vehicles
2. Duty to inspect vehicle for safety and cleanliness at the beginning of each shift
3. Wash vehicle one time per week
4. No smoking while passengers are in the vehicle

B. Driver Hygiene & Training; Geography Skills & Knowledge of Area Attractions

1. Photo I.D. required to take tests
2. Passenger assistance training required for all drivers
3. Required test should also include taxicab licensing laws, drivers code of conduct, cab stand and call procedures, taxicab fares, vehicle cleanliness and maintenance, customer relations, courtesy
4. Require clean and well-groomed appearance and suitable dress (prohibited as outer garments are t-shirts, underwear, tank tops, swimwear, jogging suits, body suits, shorts, cutoffs, trunks.)
5. Enforce the drivers' ability to read, write and speak the English language



6. Tests should contain a notarized statement for penalties and disciplinary action for violations
7. Drivers who have had a certain amount of violations be required to retake and pass defensive driving course and traffic safety course at MATC
8. Drivers may not have other riders in front seat of vehicle unless for training purposes

C. Providing Taxicab Services Regardless of Length of Trip or Destination

1. Annual report filed by affiliations - # of affiliates in affiliation, # of calls received, # of calls filled
2. It will be considered a failure to provide dispatch service if a cab does not arrive in 30 minutes (unless proof of inclement weather, demand higher than normal at that time or accident occurred)
3. Required to accept passengers with service animals and/or wheelchairs

D. Enforcing Violations of Regulations

1. Establish who is responsible for enforcement of regulations in current code and enforce it
2. Inspection Check Sheet (see attached example)
3. Penalties for dispatching suspended cabs
4. Require cabs to take transit riders
5. Establish a complaint procedure, i.e. complaint in writing, must contain date, time, driver name or number, cab number, and reason for complaint, complaint to be reviewed by ...
6. Dispatch service registration and penalties for violations (dispatching suspended cabs, unlicensed drivers, failure to provide service)
7. Copy of affiliation agreement kept on file with the City Clerk
8. Affiliation is responsible to ensure drivers are licensed by state and city
9. Violation of rules on 4 occasions and licensee subject to revocation
10. Change paper permit to some other format, like a metal tag or such which is visible to the public and must be affixed to the car for it to operate as a taxicab. This item shall be turned in when the license is suspended. Failure to turn in the tag within 48 hours of suspension would be cause for citation. Two or more violations during the license period would cause the licensee to have to appear before the committee and be subject to suspension or revocation
11. Receipts must be provided upon request on forms approved by the committee. They should include the taxi number, name of owner, name of driver, drivers' ppv number, meter #, date, time (ride concludes), amount paid

12. Mandatory random inspections at least one time during the license period to check on safety and appearance of the vehicle (check interior/exterior of vehicle, head lights, high beams, brake lights and turn signals are working, a way to open and close windows and doors from the inside of the rear passenger area, taximeter working, sealed and visible, rate card properly displayed, safe tires, seat belts)
13. If driver has his Wisconsin driver's license revoked or suspended, his ppv must be turned in until reinstated, failure to do so will result in suspension or revocation of license
14. If a vehicle license is suspended for more than 45 days due to lack of insurance it will be subject to revocation
15. Failure to comply with annual inspection after a specific time period will cause the owner to have to appear before the committee
16. Suspension of Vehicle "x" number of times within license period is cause for suspension or revocation
17. Expand prohibited activities and make driver and owner responsible, subject to suspension, revocation or nonrenewal

E. Safety/Misc.

1. Drivers not required to purchase gas from owner/lessor
2. Lease rates posted in cab and maximum lease rates established
3. Regulate where rate card should be posted
4. All passengers must have a safety belt
5. Use of a safe mandatory, and notice that driver does not carry keys to safe posted
6. No consumption of alcohol or controlled substances while on duty or 4 hours before the shift
7. PPV License to include information regarding who driver is driving for, must notify the License Division if this changes, and new company cannot allow person to drive until license has been changed
8. Ordinance needs to outline specific exemptions from Milwaukee Vehicle license: buses, handicapped vehicles licensed by State, courtesy rides from businesses
9. No car changes during inspection periods or increased fee should be charged if changes are done during the inspection period

Attached is a list of suggestions from DPW Fleet Repairs as well as an example of an inspection checklist.

From: "Patrick E. Brushafer" <pbrush@mpw.net>
To: <jcopel@milwaukee.gov>
Date: 12/8/2004 9:45:44 AM
Subject: Taxi suggestions

December 08, 2004

Suggestions for improving taxi quality in the City of Milwaukee, as requested by Jim R. Copeland (manager of license division).

1. Implement the 15-day repair citation. This citation would be given to any operator whose vehicle doesn't pass the non-red tag portion of the safety inspection.
2. Officer involved random cab inspections while cabs are in service.
3. Update the vehicle inspection to include A.B.S (anti lock brake), C.E.L. (check engine light), air bag light and other safety warning items designed by the manufacturer to ensure they are in safe normal operating condition.
4. Floorboards and body panels must not have any perforations or holes that would allow the entry of exhaust or other road fumes into vehicle. These perforations or holes must not effect vehicle structural integrity.
5. Designated size and location of rate sheet.
6. No offensive or overpowering aromas in vehicle.
7. Air conditioner must be maintained in a safe normal operating condition if originally equipped. *read*
8. Mandate a maximum age of a vehicle permitted for use in taxi service. (This would help ensure that late model vehicles would be used and the latest in safety equipment would be made available to the public - as a suggestion we would recommend 5 years).
9. Inspection sheet to include wheel covers (hubcaps). Currently the inspection sheet doesn't include wheel covers but this item is being enforced during the inspection.

Submitted by,
Roger West, Vehicle Service Technician

Patrick Brushafer, Automotive Mechanic Supervisor II

Patrick E. Brushafer
Auto Mechanic Supervisor II
City of Milwaukee - DPW Fleet Repairs
Phone: 414-286-2751 Fax: 414-286-0729
email: pbrush@mpw.net

Public Vehicle Inspection Checklist

Please make sure that the items contained in the checklist below are in good working order before presenting your vehicle for inspection. Failure to do so, could result in a delay in your vehicle passing inspection as well as the need for a reinspection. Thank you for your cooperation.

Are the following items in good working order and properly placed in/on your vehicle?

- | | |
|---|---|
| <input type="checkbox"/> Two-way Radio and/or Cell Phone | <input type="checkbox"/> Valid Insurance Sticker |
| <input type="checkbox"/> Vehicle Markings (cab name, phone number, cab number, affiliation logo, etc.) | <input type="checkbox"/> No Differential Noise |
| <input type="checkbox"/> Safety Equipment | <input type="checkbox"/> No Fluid Leaks |
| <input type="checkbox"/> Braille Card | <input type="checkbox"/> Visible "VIN" Numbers |
| <input type="checkbox"/> Rate Information Sheet | <input type="checkbox"/> Top Light ("not for hire" sign, cab number) |
| <input type="checkbox"/> Front/Back Windshields | <input type="checkbox"/> Side Market Lights |
| <input type="checkbox"/> Doors, Latches, Locks & Knobs | <input type="checkbox"/> High/Low Beams |
| <input type="checkbox"/> Wipers & Washer Fluid | <input type="checkbox"/> Parking Lights |
| <input type="checkbox"/> Mirrors | <input type="checkbox"/> Brake Lights |
| <input type="checkbox"/> Horn | <input type="checkbox"/> Tail Light and Rear License Plate Lights |
| <input type="checkbox"/> Upholstery and Interior Condition | <input type="checkbox"/> Turn Signals and Turn Signals Self Cancel |
| <input type="checkbox"/> Seat Belts | <input type="checkbox"/> Back-up Lights |
| <input type="checkbox"/> Vehicle Body Condition (frame condition, stabilizer bushings, end links and bushings, sway bars, frame bushings and bolts) | <input type="checkbox"/> Dash Warning and Interior Lights |
| <input type="checkbox"/> Rack & Pinion Assembly | <input type="checkbox"/> A/C and/or Heater (including control knobs, connection to passenger compartment, etc.) |
| <input type="checkbox"/> CV Joints & Boots | <input type="checkbox"/> Taxi Meter |
| <input type="checkbox"/> Control Arm & Bushings | <input type="checkbox"/> Meter Receipt |
| <input type="checkbox"/> Paint Condition | <input type="checkbox"/> Meter Serial Number |
| <input type="checkbox"/> Trunk Interior Condition | <input type="checkbox"/> Meter Seal |
| <input type="checkbox"/> Affiliation Sticker | <input type="checkbox"/> Speedometer/Odometer |
| <input type="checkbox"/> Gas Cap | <input type="checkbox"/> Control Arms |
| <input type="checkbox"/> Gear Indicator | <input type="checkbox"/> Springs |
| <input type="checkbox"/> Steering Column | <input type="checkbox"/> Torsion Bars |
| <input type="checkbox"/> Brakes (equalization, front, rear, left and right brakes, total force rotors, drums, axles, calipers & hoses) | <input type="checkbox"/> Exhaust System (tail-pipe, muffler, manifold, no excessive exhaust smoke, etc.) |
| <input type="checkbox"/> Parking Brakes | <input type="checkbox"/> Floor Boards |
| <input type="checkbox"/> Tires & Wheels | <input type="checkbox"/> Transmounts & Motormounts |
| <input type="checkbox"/> Wheel Alignment | <input type="checkbox"/> Idler Arm |
| <input type="checkbox"/> Tie Rods & Sleeves | <input type="checkbox"/> Pitman Arm |
| <input type="checkbox"/> Front & Rear Wheel Bearings | <input type="checkbox"/> Center Link |
| <input type="checkbox"/> Ball Joints | |

- Shocks & Struts
- Belts & Hoses
- Gear Shift Lever
- Trunk & Hood Struts and Hinges
- Running Boards
- Transmission & Fly Wheel
- Valid License Plates, Vehicle Sticker, Hard Card, Chauffeur's License

- Universal Joints
- Fuel Filter Secured
- ABS Cables Connected
- Air Filter Assembly Secure
- Battery Secure
- Engine Performance (no engine noise, etc.)

Last Minute Checklist

Please take the next few minutes to check the following items before presenting your vehicle for inspection:

- Two-way Radio and/or Cell Phone
- Braille Card
- Rate Information Sheet
- Top Light ("not for hire" sign, cab number)
- High/Low Beams
- Tail Light and Rear License Plate Lights
- Turn Signals and Turn Signals Self Cancel
- Dash Warning and Interior Lights
- Side Windows
- Front/Back Windshields
- Wipers & Water Fluid
- Vehicle Body Condition (frame condition, stabilizer bushings, end links and bushings, sway bars, frame bushings and bolts)
- Paint Condition

- Gas Cap
- Door Latches, Locks & Knobs
- Safety Equipment
- Upholstery and Interior Condition
- Seat Belts
- Meter Receipt
- Meter Seal
- Valid License Plate, Vehicle Sticker, Hard Card, Chauffeur's License
- Valid Insurance Sticker
- Vehicle Markings (cab name, phone number, cab number, affiliation logo etc.)
- A/C and/or Heater (including control knobs, connection to passenger compartment, etc.)
- Horn
- Mirrors