

Status Update: Intercity Taxi Scrip Program

SOLANO

STA Board January 13, 2010

By: Brian McLean, City of Vacaville



Brief Program Overview

Inadequate **Intercity** transportation for ADA disabled residents of Solano County (including residents of Vacaville);

Based on already existing **local** taxi scrip programs, developed the Intercity Taxi Scrip program;

For ADA disabled ambulatory residents of Vacaville – Intercity Taxi Scrip program will provide:

- Same-Day service availability, 24 hours a day
- No transfers
- Low fare cost (subsidized 85% - passenger pays 15%)

Expected to provide substantial cost savings to Transit budget.

Cooperative Effort



7 transit agencies plus the STA working together cooperatively;

6 Months of organizing, planning, & program development;

Weekly meetings, numerous presentations and several public outreach events throughout Solano County;

Hundreds of hours dedicated to this initiative.

Program deliverables...

Driver Background Checks and Vehicle Safety

LiveScan Application

STATE OF CALIFORNIA
DEPARTMENT OF JUSTICE
BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION
APPLICANT LIVE SCAN

OVERVIEW

Applicant Live Scan is a system for the electronic submission of applicant fingerprints and the subsequent automated background check and response. Live scan technology replaces the process of recording an individual's fingerprint patterns manually through a rolling process using ink and a standard 8" x 8" fingerprint card. Fingerprints can be digitized through an electronic process (Live Scan), enabling the electronic transfer of the fingerprint image data, in combination with personal descriptor information, to central computers at the Department of Justice. This transfer of information takes place in a matter of seconds, instead of the days required to send hard copy fingerprint cards through the U.S. mail. The applicant visits an Applicant Live Scan satellite location where the fingerprint images and related data are electronically transmitted to the Department of Justice. The recent, rapid expansion of the number of applicant live scan devices has resulted in an ever increasing volume of applicants availing themselves of live scan technology.

With Live Scan, the applicant is provided with a "Request for Live Scan Service" form (BCII 8016). The applicant is also provided with a list of nearby live scan locations and must go to one of the specified locations to submit fingerprints. At these locations, a trained certified operator enters the information from the BCII 8016 form into the live scan terminal and initiates the live scan fingerprinting process. After successful electronic capture of the fingerprint images and the accompanying data, the information is electronically transmitted to the Department of Justice.

Once the fingerprints and data are received by the Department of Justice they are electronically processed by the DOJ Networked AFIS Transaction Management System (NATMS). Most live scan submissions that have no data or quality errors and are not flagged in possible criminal history matches are processed automatically and are responded to electronically. Live scan transmissions requiring analysis of a criminal record are electronically sent to the Applicant Response Unit for analysis and dissemination. Live scan submissions are responded to by electronic mail, and/or U.S. mail when the electronic mail response is not available.

The Department of Justice will also coordinate other electronic processes resulting from the automated submissions of fingerprints, including forwarding the fingerprints to the FBI (if required) and coordinating the collection of associated fees.

In order to request this service, your company must first be authorized by the Department of Justice. You can obtain the forms to start the authorization process at <http://au.ca.gov/fingerprints/agencies.php>. If your agency has been previously authorized, complete the appropriate forms in this packet and submit them to the Department of Justice.

The demands on the Applicant Program continue to increase as the legislature and various public and private agencies recognize the importance of requiring fingerprint-based criminal background checks for various employment, licensing and certification purposes. We sincerely hope that this information will be useful and will answer your questions about the electronic processing of fingerprints in California.

LiveScan Background Check

DOJ National criminal background check;

Automated Fingerprint Identification System (AFIS);

File reviewed by local PD;

PD approves or rejects issuance of the taxicab driver permit.

Driver Background Checks and Vehicle Safety

Vehicle Inspections

Annual/Bi-Annual PD Inspection

Vehicle safety reviewed for:

- tires
- brakes
- signals
- exhaust system
- steering & suspension

ATTACHMENT B - TAXICAB INSPECTION CHECKLIST

Vacaville Police Department Date: _____
 Time: _____
 Inspector: _____
 Inspector ID #: _____

Company Agent: _____

Taxi Company: _____
 Address: _____
 Phone Number: _____

Insurance Comp: _____
 Insurance Address: _____
 Insurance Phone: _____

Vehicle Description: _____
 Year: _____
 Make: _____
 Model: _____
 License: _____
 VIN: _____

FAIRFIELD POLICE DEPARTMENT
 Taxicab Inspection

Medallion Number: _____
 Expiration Date: _____

Company: _____
 License Plate: _____
 VIN: _____
 Meter: _____

VALLEJO POLICE DEPARTMENT
 Taxicab Inspection

Medallion Number: _____
 Expiration Date: _____

Company: _____ Cab #: _____
 License Plate: _____ Expiration: _____ Year: _____ Make: _____ Model: _____
 VIN: _____ Color: _____
 Meter: _____ Serial #: _____ Certification Date: _____

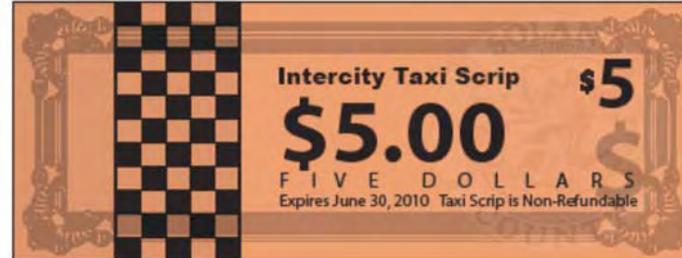
| INSPECTION | 1 | 2 | 3 | 4 | 5 |
|---------------|---|---|---|---|---|
| Date | | | | | |
| Miles | | | | | |
| Inspected By | | | | | |
| Fleet Manager | | | | | |

| EXTERIOR CONDITION | P | F | I | R | COMMENTS |
|----------------------------------|---|---|---|---|----------|
| Paint | | | | | |
| Trim | | | | | |
| Hinges | | | | | |
| Weather Seals | | | | | |
| License Plates | | | | | |
| Tires/Wheels/Covers | | | | | |
| Overhead Dome | | | | | |
| Lamps | | | | | |
| Fluid Leaks | | | | | |
| Exhaust System | | | | | |
| Steering/Suspension | | | | | |
| Bumper Cover | | | | | |
| Brakes/Rotors/Cable | | | | | |
| Drive Train | | | | | |
| Permit Decals/Letters/Numbers | | | | | |
| \$10 Change Sign | | | | | |
| Rate Sign (Interior) | | | | | |
| Company Name | | | | | |
| Telephone Number | | | | | |
| No other decorations (Ext./Int.) | | | | | |
| Windows | | | | | |
| Windshield | | | | | |
| Mirrors/Mirror Function | | | | | |
| Wipers/Wiper Function | | | | | |
| Defroster | | | | | |
| Horn | | | | | |
| Radio | | | | | |
| Upholstery | | | | | |
| A/C (if equipped) | | | | | |
| Safety Shield (if equipped) | | | | | |
| Clean | | | | | |
| Road Test | | | | | |
| OVERALL INSPECTION | | | | | |

Officer's Signature _____ Fleet Manager Signature _____

Intercity Taxi Scrip

Subsidized 85% - Passenger Fare 15%

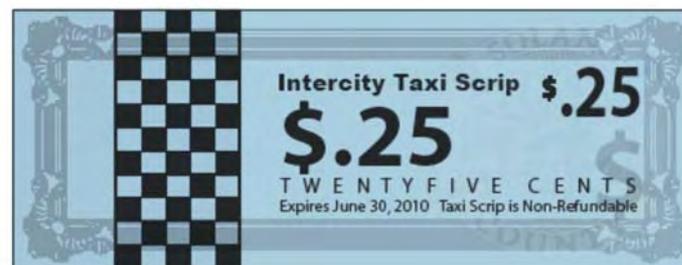
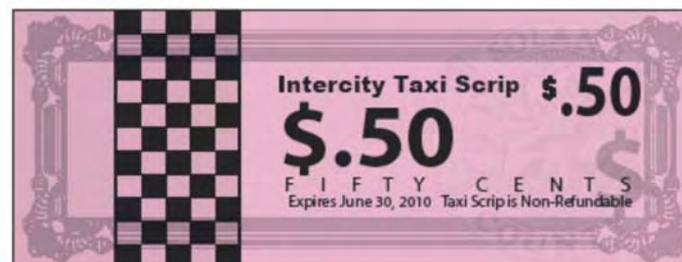


Important - Please Read

This Intercity Taxi Scrip may be used for taxi trips between cities and rural areas within Solano County Only. Not valid for trips within your local city.

A valid ADA photo ID card issued by a public transit agency within Solano County must be shown to the taxi driver in order to use Intercity taxi Scrip.

For additional information please contact your local public transit agency.



Intercity Taxi Riders Guide

Solano County Intercity Taxi Scrip Program



Riders Guide
February 2010

Program Description;
Eligibility;
Purchasing Intercity Taxi Scrip;
Scheduling a Ride;
Canceling a Trip;
Attendants & Companions;
Customer service.

Driver Training Outline / Syllabus

TAXI DRIVER ADA SENSITIVITY TRAINING OUTLINE

Introduction

- General overview of the (ADA) Americans With Disabilities Act, as it pertains to transit services.
- Disability Etiquette and Interacting With Persons With Disabilities

General Etiquette

- People with disabilities prefer that you focus on their abilities, not their disabilities. The person should always be stressed first. The term handicapped should be avoided. The preferred usage is people with disabilities or persons with disabilities. The term disabled people is acceptable, but this term still defines people as disabled first and people second.
- Language is powerful, but attitudes and behaviors are the most difficult barriers for people with disabilities to overcome.

Be Yourself

- Treat people with disabilities with the same respect and consideration that you have for everyone else. Treat the person as an individual, not as a disability.
- Don't assume that "disability" is all that person can talk about or is interested in. Find a topic of small talk the way you would with anyone. Use a normal voice when extending a verbal welcome. Do not raise your voice unless requested. As in any new situation, everyone will be more comfortable if you relax.

Helping

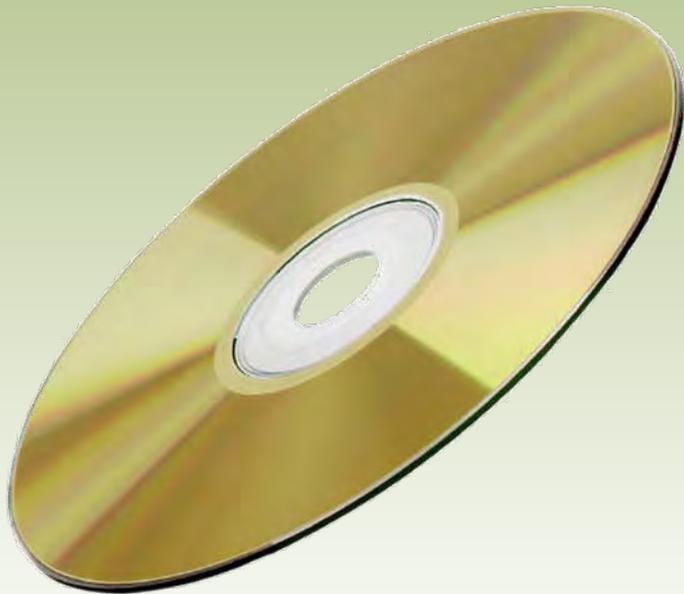
- Do not automatically give assistance. Ask first if the person wants help.
- Follow the person's cues, and ask if you are not sure. Assistance with doors, as long as you are clear of the path, is usually very much appreciated.
- If your offer of assistance is accepted, listen or ask for instructions. Don't be offended if someone refuses your offer. It is his or her choice to be as independent as possible.

Communication

People are considered to have communication disabilities when their ability to receive, send, or process information is reduced. Talk directly to the person, not to an aide or interpreter. It is important to make eye contact. If you don't understand someone, ask the person to repeat.

Annual taxi driver training-
General Etiquette;
Be Yourself;
Helping;
Communication.

ADA Sensitivity Training Video



Treating People with Respect;
Emphasis on Customer Service;
Interviews with disabled persons;
Various scenarios in interacting
with disabled persons;
Interactive discussion sessions
between scenarios.

Disability Etiquette Handout



DISABILITY ETIQUETTE

Introduction to ADA;

Interacting with individuals who have mobility, sight or hearing impairments;

Responding to requests;

General tips for successful interactions.

Taxicab Pocket Guide



Acknowledgments

Easter Seals Project ACTION wishes to thank the following individuals and organizations for their information and support for this project:

- James McLary, McLary Management
- Hal Morgan, Taxicab, Limousine & Paratransit Association
- Nancy Stames, National Organization on Disability
- Doug Towne, Disability Relations Group

For more information, contact:



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July 2006

Rights & Responsibilities of Drivers and Customers:

The law protects both customers with disabilities and taxicab drivers, and each has their own set of rights and responsibilities. While these standards ensure safe and fair treatment for customers and drivers, they are also a formula for good service!

DRIVERS MUST:

- Provide transportation to any person with a disability.
- Offer assistance to passengers if requested (not to include actual lifting).
- Serve customers with disabilities traveling alone and only use the assistance of family members, companions, or medical/public safety personnel if the customer requests or agrees to help from such individuals.
- Give the same reservation services to customers with disabilities as are available to other customers.
- Not charge customers with disabilities extra fees for necessary assistance. For example, drivers must charge the same amount to stow a wheelchair or other aid device in the trunk, as they would charge for a piece of luggage.

- Not deny service to a customer with a disability solely because the disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience the driver.

CUSTOMERS WITH DISABILITIES MUST:

- Know whether or not they can use a typical taxicab vehicle. Not all taxicabs can accommodate oversized mobility aids.
- Tell drivers if they need help and explain what assistance they need.
- Control their service animals at all times.
- Know their destination.
- Pay their fare.
- Be able to transfer from their mobility aids to the passenger compartment of the taxi without the driver's help.

The Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees everyone an equal opportunity to take part in our society. The ADA defines a person with a disability as someone with a physical or mental impairment that greatly limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, doing manual tasks, or learning.



Taxicab Pocket Guide

Serving Customers with Disabilities is Smart Business!

Inside, you'll learn about

- 1 Communicating with customers with disabilities
- 2 Communicating with customers who are deaf or hard of hearing
- 3 Serving customers with disabilities
- 4 Serving customers who use wheelchairs
- 5 Serving customers who use service animals
- 6 Serving customers with visual disabilities

Fifty-four million people in America today live with disabilities. These people have jobs, families, classes, meetings, travel plans, and other activities that keep them on the move, and they need transportation, including taxicabs, to help them get where they're going! Think about it: 54,000,000 fares just waiting to give you their business...

Smart businesspeople make it their goal to meet or exceed customers' expectations. Your customers, including those with disabilities, want and expect good and safe service. If you treat people with disabilities with the courtesy and respect they deserve, you will gain:

- loyal customers
- repeat business
- referrals and additional business
- increased revenue
- recognition and reward
- personal satisfaction



Taxi Rider Bill of Rights

Taxi Rider Bill of Rights

Taxi Passengers Are Entitled To A Courteous Driver Who:

- Practices good hygiene and is polite and respectful
- Provides a clean taxi, smoke free and in good repair
- Turns on the heat or air conditioning upon request
- Takes the most direct route or one of your choice
- Provides a quiet trip, free of radio noise on request
- Does not talk on a cell phone while driving
- Charges an accurate fare based upon designated rates posted in each cab
- Provides a detailed company receipt on request
- Places collapsible wheelchairs or mobility aids in the trunk upon request
- Picks up passengers within a reasonable amount of time
- Provides Taxi Service Comment Cards

Your Taxi Driver Is Entitled To A Courteous Passenger Who:

- Is at the pick-up location on time
- Boards the cab only from the curb (the right side of the cab)
- Wears a seat belt at all times during the trip
- Practices personal hygiene and is polite and respectful
- Refrains from smoking, drinking or eating inside the taxi
- Does not distract the taxi driver during the trip
- Pays the metered fare in cash or valid taxi scrip with proper ID
(Note: Drivers may not have exact change. No change is given for taxi scrip.)
- Calls to cancel an unneeded ride as soon as possible
- Maintains mobility aids in safe operating condition
- Does not play loud music or leave litter in the cab

Tips are optional! Drivers appreciate a tip for exceptional service. Passengers may decline to tip for poor service.

Driver Responsibilities:

- Practices good hygiene
- Takes most direct route
- Provides receipt on request
- Clean vehicle, smoke free

Rider Responsibilities:

- At agreed pickup location
- Wears seatbelt
- Does not distract driver
- Calls to cancel unneeded ride as soon as possible

Taxi Service Comment Card

Taxi Service Comments

Welcome to Solano County!

Taxicabs are available 24 hours a day and offer service throughout Solano County.

Fare Rate

Taxicab fares are approved by each city's local City Council. Rates are posted in each taxicab.

Lost & Found

Please call the taxi company that provided you a ride.

Benicia

City Cab
(707) 745-3399

Yellow Cab
(707) 745-4040

Fairfield/Suisun

Fairfield Cab
(707) 422-5555

Veteran's Cab
(707) 421-9999

Yellow Cab
(707) 428-4400

Rio Vista

Vista Cab
(707) 374-6572

Vacaville/Dixon

AA Taxi
(707) 449-8294

Checker Cab
(707) 446-5500

Yellow Cab
(707) 446-1144

Vallejo

California Taxicab Co.
(707) 648-7008

Vallejo City Cab
(707) 643-3333

Vallejo Yellow Cab
(707) 644-1234

Please tell us about your ride on: _____

(Date)

| | Excellent | Good | Fair | Poor |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Wait time for taxi (___min.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driver Courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driver Appearance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driving Ability & Safety | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vehicle Cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Taxi Vehicle Number: _____

Taxi Driver Name: _____

Comments: _____

Contact Information: _____
Name Phone



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 2 VACAVILLE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF VACAVILLE-TRANSIT
650 MERCHANT ST
VACAVILLE CA 95688-9918

Your Comments are Welcome!

Fill out the back of this comment card and drop it in the mail. (No postage is necessary.)

Intercity Taxi Scrip MOU

Developed a Joint Memorandum of Understanding among the cities of Solano County and the Taxicab Companies of Solano County;

Seeking Council's approval to execute MOU;

Proposed program start – February 1, 2010;

SOLANO

Questions?

The Transit Operators of Solano County

