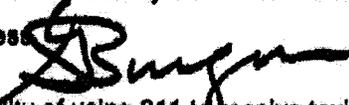


# Memorandum



**Date:** October 2, 2007

**To:** Honorable Chairman Bruno A. Barreiro  
and Members, Board of County Commissioners

**From:** George M. Burgess  
County Manager 

**Subject:** Report on feasibility of using 311 to receive taxicab complaints

Agenda Item No. 12(B)8

This report is provided pursuant to the Board's June 5, 2007, directive to review the feasibility of using 311 to receive taxicab complaints. The Consumer Services Department (CSD) and the Government Information Center (GIC) evaluated this request and have determined it is feasible, will be beneficial to the public, and can be accomplished with minimal cost.

The Consumer Services Department (CSD) licenses and regulates the for-hire industries, including taxicabs. There are 2,080 taxicabs currently authorized to operate in Miami-Dade County. Complaints and compliments about taxicab service are presently directed to the CSD and CSD's telephone number is posted in the passenger compartment of every taxicab. In addition, there are approximately 350 taxicab meters in use that generate automatic printed receipts with CSD's telephone printed on those receipts. Finally, CSD's telephone number is listed in various publications and on websites as the contact number for filing complaints and compliments regarding taxicabs. CSD typically receives approximately 600 complaints per year regarding taxicab service.

In reviewing other jurisdictions with 311 centers, New York and Chicago have designated 311 for receipt of taxicab complaints. Investigation and resolution of the complaints remains with their respective regulatory agencies, the Taxi and Limousine Commission in New York City and the Department of Consumer Services in Chicago. San Jose, Las Vegas, Los Angeles, and Charlotte are evaluating adding taxicab complaints to their 311 centers within the next two fiscal years.

Using the ratio of taxicabs (6900) to annual taxicab call volume (44,400) in Chicago's 311 center as a guide, it is anticipated that placing 311 in Miami-Dade County's taxicabs will result in 13,400 additional calls annually to 311, based on the ease of use and high visibility of the number. In addition to service-oriented complaints, utilizing 311 will facilitate the public's ability to file compliments for good service and increase the number of chauffeurs eligible to receive recognition under CSD's Chauffeur of the Quarter and Year program.

It is recommended that this program be phased-in to minimize costs and ease implementation. Each taxicab has a passenger notice posted in the passenger compartment which will need to be reprinted and replaced. The cost of reprinting the passenger notice is projected at \$500. It is recommended that the notice be replaced during the regular course of vehicle inspections at CSD's inspection station. Taxicabs are inspected quarterly, semi-annually, or annually, depending on the age of the vehicle. Since most taxicabs are subject to quarterly inspections, 84% of the notices will be replaced after three months and 97% after six months. All taxicabs will be completed in one year.

Based upon information obtained by CSD from the taxicab meter shops, it will cost between \$10 and \$40 to reprogram receipt printing taxicab meters currently in service. Since reprogramming requires breaking the taximeter seal, each meter would then have to be retested for accuracy and resealed at

Honorable Chairman Bruno A. Barreiro  
and Members, Board of County Commissioners  
Page 2

the CSD inspection station. It is recommended that new receipt generating meters being placed into service be programmed with 311 on the receipt; however, to prevent additional cost and inconvenience to the industry, it is recommended that reprogramming of existing meters be deferred until other programming changes are needed, such as a meter rate adjustment. Websites containing a contact telephone number for receipt of taxicab compliments and complaints will be updated, and brochures and other literature will be updated as supplies are replenished.

Attachment



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Assistant County Manager

MEMORANDUM

Agenda Item No. 11(A)(25)

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**TO:** Honorable Chairman Bruno A. Barreiro  
and Members, Board of County Commissioners

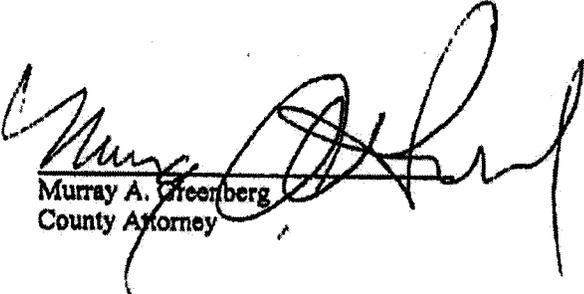
**DATE:** June 5, 2007

**FROM:** Murray A. Greenberg  
County Attorney

**SUBJECT:** Resolution directing County  
Manager to review feasibility  
of using 311 to receive  
complaints regarding taxicabs

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The accompanying resolution was prepared and placed on the agenda at the request of  
Chairman Bruno A. Barreiro.

  
Murray A. Greenberg  
County Attorney

MAG/bw

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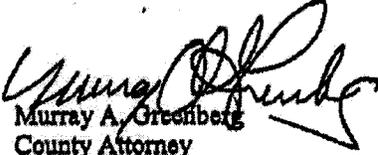


# MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro  
and Members, Board of County Commissioners

DATE: June 5, 2007

FROM:   
Murray A. Greenberg  
County Attorney

SUBJECT: Agenda Item No. 11(A)(25)

Please note any items checked.

- "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Bid waiver requiring County Manager's written recommendation
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- Housekeeping item (no policy decision required)
- No committee review

  
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Approved \_\_\_\_\_ Mayor  
Veto \_\_\_\_\_  
Override \_\_\_\_\_

Agenda Item No. 11(A)(25)  
6-5-07

**RESOLUTION NO. \_\_\_\_\_**

**RESOLUTION DIRECTING THE COUNTY MANAGER TO  
REVIEW THE FEASIBILITY OF USING 311 TO RECEIVE  
COMPLAINTS REGARDING TAXICABS**

WHEREAS, Miami-Dade County government has established the 311 number and call center to give the public convenient access to its county and city governments to obtain information, make requests for services, and report problems; and

WHEREAS, Miami-Dade County regulates the taxicabs in the incorporated and unincorporated areas of the County; and

WHEREAS, allowing consumers to telephone 311 to report problems with taxicabs will offer a convenience to citizens and visitors while making Miami-Dade County's regulation of taxicabs more efficient and effective; and

WHEREAS, a similar program was established in the City of Chicago and has been well-received by consumers,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that the County Manager is directed to report to the full Board of the County Commissioners not later than 90 days from the date of this resolution on the feasibility of using 311 to receive and process complaints regarding taxicabs.

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The foregoing resolution was sponsored by Chairman Bruno A. Barreiro and offered by  
Commissioner \_\_\_\_\_, who moved its adoption. The motion was seconded by  
Commissioner \_\_\_\_\_ and upon being put to a vote, the vote was as follows:

Bruno A. Barreiro, Chairman	
Barbara J. Jordan, Vice-Chairwoman	
Jose "Pepe" Diaz	Audrey M. Edmonson
Carlos A. Gimenez	Sally A. Heyman
Joe A. Martinez	Dennis C. Moss
Dorrian D. Rolle	Natacha Seijas
Katy Sorenson	Rebeca Sosa
Sen. Javier D. Souto	

The Chairman thereupon declared the resolution duly passed and adopted this 5<sup>th</sup> day of  
June, 2007. This resolution shall become effective ten (10) days after the date of its adoption  
unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this  
Board.

MIAMI-DADE COUNTY, FLORIDA  
BY ITS BOARD OF  
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: \_\_\_\_\_  
Deputy Clerk

Approved by County Attorney as  
to form and legal sufficiency.

TWL

Thomas W. Logue