



Carlos Alvarez, Mayor

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**For-Hire Taxicab Advisory Group (TAG)
Tuesday, April 27, 2010
2:00 PM
140 West Flagler Street, Room 908**

AGENDA

- 1. Welcome and Introductions**
- 2. Approval of Special Minutes of 2/16/10**
- 3. Chauffeur of the Quarter 2010 (1st Quarter)**
- 4. Taxicab Stand Update**
- 5. Service Animal Ordinance/CSD Letter re Service Animals**
- 6. Letter – Selling Jobs from Dispatcher**
- 7. Technology without Dispatch**
- 8. TAG Membership**

2010 Meeting Dates: July 27 and October 26, 2010

Adjournment

**Minutes of Special Meeting of the
Taxicab Advisory Group (TAG)
February 16, 2010 - 2:30 PM
111 NW 1st Street, Room #18-3**

Members Present:

Les Eisenberg	PSC Principal
Diego Feliciano	License Holder
Jerry Moskowitz	PSC Principal
William Samek, Ph.D.	Chairperson/Consumer
Ilene Hyams	Office of ADA Coordination Representative
Monica Beltran	MIA
Khalid Salahuddin	Seaport

Members Absent:

Dawood Akhtar	Chauffeur
Eugenio Rivas	Chauffeur
Robert Singer	Consumer
Rolando Aedo	GMC & Visitors Bureau

Staff Present:

Joe Mora	Director, PTRD
David Iglesias	Legal Advisor
Nancy Perez	Senior Executive Secretary, CSD
Bridgette Newsome	Secretary, PTRD

Dr. Samek called the meeting to order, welcomed everyone and asked if anyone wanted to add an item to the Agenda. Mr. Les Eisenberg said he wanted to elaborate on funding. Messrs. Moskowitz and Feliciano said knowing the funding source would be a key factor in their decision to approve the matrix presented. Following some discussion the meeting continued.

Dr. Samek asked for a motion to approve the Minutes of 1/26/10. Messrs. Moskowitz and Eisenberg said that comments made regarding funding source and incentives were not included in the Minutes. Staff agreed to review the tape and amend the minutes to reflect what was said. Dr. Samek made a motion to accept the minutes and Ms. Hyams seconded, subject to the amendments. All approved.

Discussing the Technology Matrix, Mr. Moskowitz expressed that he would support the radio dispatch system if existing drivers were grandfathered. Asked what would be the alternative to radio dispatch, Mr. Moskowitz said cell phones. He said drivers would register a working number with the CSD (be fined for a non-working number).

Mr. Les Eisenberg strongly advocated subscription to the new technology by license holders if they were allowed unlimited transferability within a given time period.

Ms. Hyams said that she would like to see a system which provides an option for drivers who cannot afford or do not want the new technology. It was stated that the cost would be approximately \$3,000.00.

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Mr. Eisenberg opined that all cabs should have security cameras or none at all. He also said that by adding credit card machines, the installation of security cameras could be delayed since there would be no incentive for theft because there would not be cash.

Mr. Moskowitz said that if there was an incentive, it should only be offered to taxicabs that were in existence before 1998. He said lottery cabs and any subsequent lottery should be reserved for drivers only, stating that he would like to see a group of cabs that only drivers can buy. He envisaged a two-tiered system, one for drivers and one for investors.

Ms. Beltran said that the TAG should aim at a system that would create a unified standard.

Mr. Eisenberg said that if standards are set correctly, more business would accrue.

A driver commented that the new technology was beneficial to drivers.

Mr. Puente said that the industry had different models, e.g. some are drivers who use radio, some only work at MIA and others work at hotels only. He said the new technology should be tailored to fit these models.

Ms. Mercy Gonzalez Arango said that her company has been operating a non-dispatch system for many years and having radios should be a choice for drivers.

A PSC (Rudy of USA Taxi) said that the radio dispatch service is a good idea; however the initial expense is very high, therefore, it should be optional.

Ms. Hyams felt that a pilot program may be beneficial.

Mr. Mora, commenting on the transfer incentive, said that if an existing license holder did not opt in, that opportunity would be lost to the transferee at a later date. Re radio dispatch, he pointed out that currently the system offers choices; however, for future progress and development, having radio dispatch would be very advantageous to the industry and customers.

Mr. Frank Oliver of OPG Media said that his company was placing the new technology in taxicabs without asking drivers to pay for it. Asked how it worked, Mr. Oliver said that his company negotiates a contract with the cab company and the equipment is installed in the taxicab. His company pays for the equipment by charging 5% of each credit transaction from the driver and placing advertisements on the cab. Mr. Oliver said maintenance of the equipment is the sole responsibility of his company. He sees reason could not obtain the technology.

Mr. Eisenberg asked if staff would offer an incentive program such as transferability in exchange for technology on a voluntary basis. Mr. Oliver said that was a possibility; however, staff would have to look at all issues.

Ms. Peel asked the Group to look at the draft Ordinance amendment to the existing Sunpass Ordinance, which states that "chauffeurs shall utilize the 'Sunpass Only' or 'Sunpass Express' lane if available, when the route to a trip destination includes a sunpass toll road and/or bridge." She said there have been compliance issues and the law needed clarification. The basic intent was for the passenger, who is entitled to the most economical route. Ms. Peel explained that the item would be

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submitted for Board consideration in March, Committee meeting in April and full Board meeting on May 5, 2010. Asked if there would be a parallel violation, the answer was negative.

Mr. Moskowitz made a motion that the TAG supports the draft sunpass amendment to be presented for first reading on March 16, 2010. Ms. Hyams seconded and it was approved 6-1.

Mr. Moskowitz said that on the matrix, under the section 'responsible party', he believed that the person at fault, whether the license holder, the PSC or the driver, should be the responsible party and the one to receive the citation.

Ms. Peel reported that at the December Committee meeting, the Committee directed that the various interested parties in the Taxi industry, send letters to both the Committee and the Department. The Department should subsequently develop recommendations to be presented at the March Committee meeting. She said there might be a report on the March agenda and this would be communicated to members of TAG via email.

Mr. Les Eisenberg moved that the technology as described in the matrix with possibly the exception of the camera system be voluntary but incentivized by offering to people that adhere to it, full transferability of their taxicab medallions in perpetuity, to that person and the transferee; that there is a two-year window to opt in, unless the Director authorizes an extension to two and one-half years; that licenses that adhere to putting in the technology be fully transferable, inheritable, and furthermore, for those who do not comply within the two-year window, in the event those medallions are sold, they have to adhere to the technological standards described once they are transferred. Also, upon the transfer of the medallions, a transfer fee be permitted, with such funds to go to the CSD.

Mr. Moskowitz expressed concern about the PSCs having to provide radio dispatch service.

Ms. Beltran stated that the matrix needed to be further examined and other decisions made, before full acceptance. Ms. Hyams suggested that staff make corrections and present them at the next meeting on April 27, 2010.

Mr. Eisenberg said he envisioned that about 85% of cabs will buy into the option and huge improvements will be made, allowing for increased production and great service to the ridership.

Dr. Samek called the motion; motion passed with Ms. Hyams abstaining.

The meeting then adjourned.

CHAUFFEUR NOMINATIONS
January - March 2010
1st Quarter

Nomination #1-1

CR original application 10/11/2002

Citations 5 (4 Paid and 1 Not Guilty after hearing) – Complaints 0

In a telephone call to the Consumer Services Department a passenger called to commend (the nominee) for providing excellent customer service. The passenger left a camera after exiting the taxi at Terminal B at Miami International Airport. Driver was able to locate the passenger and return the item.

Nomination #1-2

CR original application 06/15/2001

Citation(s) 1 Paid – Complaints 1

In an e-mail submitted to the Consumer Services Department, the customer wrote:

Dear Mr Bobes,

Thank you for calling me back so quickly.

I am the director to EF International Language Schools located at 2469 Collins Ave, Miami Beach, FL. One of our new students from Russia got into a cab somewhere in South Beach and was dropped off at the Grand Beach Hotel at 4835 Collins Avenue, Miami Beach, FL 33140-2751. When he got out of the cab, he left behind a bag with his passport, student visa, cellular phone and credit cards inside.

When the driver looked in the bag, he saw the passport with the visa which has the name and address of our school. He came to the school and dropped everything off with our receptionist. This morning, when I told he student we had his bag, he could not stop hugging and kissing me. He was so happy.

As I told you on the phone, I run a staff of 20+ people, at a school with and average of 350 to 400 students per week, and what I always tell them is that the most important thing we can do for our customers is to give a damn. And this driver does. He gave a damn about the person and took the time to come here and drop the bag. He has saved this young man, who barely speaks any English, an amazing amount of trouble. The closest place for him to replace his passport is Washington DC and let's not even talk of the nightmare it would be to get his visa and credit cards replaced.

I hope my report will help you find this driver and recommend him for some sort of recognition. In a city not famous for customer service, this driver is a bright spot that deserves recognition

Thank you for you attention

Ana van Gilst
School Director
EF Miami
2469 Collins Ave
Miami Beach - FI - 33140

Nomination #1-3

CR original application 08/20/1987
Citation(s) 8 Paid – Complaints 0

In a letter to the Consumer Services Department the customer wrote

I am the concierge at the Intercontinental West Miami in Doral, Florida and I would like to comment on the honesty of taxi driver (the nominee). On January 27th, 2010 we called for a taxi to Miami International Airport for one of our guests. The gentleman was going to Haiti to assist with the earthquake relief. Upon arrival at the airport the gentleman realized he left his briefcase with his laptop, passport, and an undisclosed amount of American currency. He immediately called me and asked me if there was any way I could assist him in retrieving the briefcase. As soon as I hung up the phone, (the nominee) was walking into the hotel with the briefcase seeking to know if there was any way that I could contact the guest. I immediately called the guest to let him know, and he asked me to express his gratitude for his kindness. It is amazing how there are still some very honest people in this world and a gentleman like (the nominee) gives a great reputation not only to (the cab company) but to the City of Miami.

Best regards,

Rodrigo Vivas
Intercontinental West Miami

Nomination #1-4

CR original application 11/14/1986
Citation(s) 2 Paid – Complaints 0

In a nomination form submitted to the Consumer Services Department, the passenger wrote:

Customer Service: I left mu computer in the car. The driver returned it to me the next day. He had actually tried to contact me the evening before.

Nomination #1-5

CR original application 12/06/1988

Citation(s) None – Complaints None

In an e-mail submitted to the Consumer Services Department, the passenger wrote:

Subject: Recommend a taxicab driver for a Chauffeur of the Quarter award

Hello,

I would like to recommend (nominee) for chauffeur of the quarter award. We had a family cruise trip down to Florida last weekend. I had confused the port and arrived at Miami but needed to go to Port Canaveral. (the nominee) had a excellent and professional driving for my family. We arrived at Port on time and really appreciate the efforts he made for us.

We want to thank him for his outstanding service. The contact information I remembered is only name (name) and registration number (number). Is there anyway his contact address can be provided to us? Thanks.

Regards,
Wei Ye
765-6589393

Nomination #1-6

CR original application 08/20/1999

Citation(s) 8 Paid – Complaints 0

Dear Mr. Bobes,

On Sunday, February 21st, we were in Miami planning to board a cruise ship the next day. After an evening out, I accidentally left my ID holder in Mr. Rios' cab. Included in it was my driver's license, credit card, health card, & medications card with emergency phone numbers. What impressed me with Mr. Rios service was his persistence in getting my ID back to me. He made numerous calls to the numbers on the meds card. He called my home phone # in Ohio and left a message. He then called my sister (who hung up on him the first time thinking it was a prank call) several times until he was able to get in contact with me. He then called us at our hotel and drove to our hotel and hand delivered my ID holder a half an hour before we boarded our cruise ship. I can hardly express my level of gratitude for this employee of your city. I believe Mr. Rios should be commended for providing such a high level of customer service. Thank you for your time.

Sincerely,

Carla Bowyer
1510 Superior St.
Genoa, OH 43430
(419) 855-4709

MEMORANDUM

Agenda Item No. 4(L)

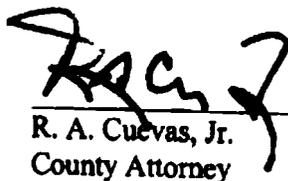
TO: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

DATE: April 20, 2010

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Ordinance relating to for-hire
motor vehicles; amending
Chapter 31 of Code to provide
that no chauffeur shall refuse or
neglect to transport any person
traveling with a service animal

The accompanying ordinance was prepared and placed on the agenda at the request of Prime Sponsor Commissioner Sally A. Heyman.


R. A. Cuevas, Jr.
County Attorney

RAC/jls



MEMORANDUM

(Revised)

TO: Honorable Chairman Dennis C. Moss **DATE:** April 20, 2010
and Members, Board of County Commissioners

FROM: R. A. Cuevas, Jr. **SUBJECT:** Agenda Item No. 4(L)
County Attorney

Please note any items checked.

- "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
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- No committee review
- Applicable legislation requires more than a majority vote (i.e., 2/3's ____, 3/5's ____, unanimous ____) to approve
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 4(L)
4-20-10

ORDINANCE NO. _____

ORDINANCE RELATING TO FOR-HIRE MOTOR VEHICLES;
AMENDING CHAPTER 31 OF THE CODE OF MIAMI-DADE
COUNTY, FLORIDA, TO PROVIDE THAT NO CHAUFFEUR
SHALL REFUSE OR NEGLECT TO TRANSPORT ANY
PERSON TRAVELING WITH A SERVICE ANIMAL;
PROVIDING FOR DEFINITION OF SERVICE ANIMAL,
PENALTIES, SEVERABILITY, INCLUSION IN THE CODE,
AND AN EFFECTIVE DATE

**BE IT ORDAINED BY THE BOARD OF COUNTY COMMISSIONERS OF
MIAMI-DADE COUNTY, FLORIDA:**

Section 1. Chapter 31 of the Code of Miami-Dade County, Florida, is hereby
amended to read as follows:¹

Chapter 31

VEHICLES FOR HIRE

ARTICLE II. LICENSING AND REGULATION OF FOR-HIRE MOTOR VEHICLES

* * *

Sec. 31-92. Violations; penalties

(a) In addition to any other penalties provided by law,
including but not limited to those provided in this article, a
violation of any applicable provision of this article by a for-hire
license holder, registered passenger service company or registered
chauffeur shall constitute a civil offense punishable by the
applicable civil penalty as provided in the schedule of civil

¹ Words stricken through and/or [[double bracketed]] shall be deleted. Words underscored and/or >>double arrowed<< constitute the amendment proposed. Remaining provisions are now in effect and remain unchanged.

penalties in Section 8CC-10 of this Code. Failure of a person to pay a civil penalty within sixty (60) days of the due date for paying such fine as specified on the civil violation notice or within sixty (60) days of the date of the final outcome of any timely filed appeal of such violation notice, whichever is later, shall result in automatic suspension of such person's for-hire license, passenger service company registration, operating permit and chauffeur registration and all for-hire operations shall cease until such fine is paid in full. If a person commits five (5) violations of the same section of this chapter during any twelve-month period, such person's for-hire license, passenger service company registration, operating permit or chauffeur's registration shall be automatically revoked. If a person commits five (5) violations of this chapter during any twelve-month period, such person's for-hire license, passenger service company registration, operating permit or chauffeur's registration may be suspended for a period of up to six (6) months or revoked. Provided however, if a person commits three (3) violations of Sections 31-82(j)(12) or 31-303(i)(4) or any combination thereof during any twelve-month period, such person's for-hire license, operating permit or chauffeur's registration may be suspended for a period of up to six (6) months or revoked.>>Notwithstanding any provision to the contrary, if a person commits two (2) violations of Section 31-303(i)(23), such person's chauffeur's registration may be suspended for a period of up to six (6) months or revoked.<<

Section 2. Section 31-303 of the Code of Miami-Dade County, Florida, is hereby amended to read as follows:

Sec 31-303. Chauffeur's Registration; all types.

(a) It shall be unlawful for any person to drive any for-hire vehicle over any street in Miami-Dade County without first having obtained a chauffeur's registration from the CSD pursuant to this section.

* * *

(i) Chauffeurs must abide by all rules and regulations applicable to chauffeurs and shall be subject to enforcement, violations and penalties contained in this chapter and Chapter 8CC of this Code. A chauffeur shall comply with the following regulations:

* * *

(4) No chauffeur shall refuse or neglect to transport to any place in the county any orderly person regardless of race, sex,

religion, national origin, age or physical disability ~~[[including a seeing-eye dog]]~~ who is willing and able to pay the prescribed fare and no chauffeur shall accept any additional passengers without the consent of the passengers already within the vehicle unless the passenger is being transported under a shared ride or other special service rate.

* * *

>>(23) No chauffeur shall refuse or neglect to transport to any place in the county any orderly person, including a service animal, who is willing and able to pay the prescribed fare and no chauffeur shall accept any additional passengers without the consent of the passengers already within the vehicle unless the passenger is being transported under a shared ride or other special service rate. As used in Chapter 31, the term "service animal" shall mean any guide dog, signal dog, or other animal, as defined in 28 C.F.R. § 36.104, individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
<<

Section 2. Chapter 8CC of the Code of Miami-Dade County, Florida, is hereby amended to read as follows:

Chapter 8CC

CODE ENFORCEMENT

Sec. 8CC-10. Schedule of civil penalties. The following table shows the sections of this Code, as they may be amended from time to time, which may be enforced pursuant to the provisions of this chapter; and the dollar amount of civil penalty for the violation of these sections as they may be amended.

The "descriptions of violations" below are for informational purposes only and are not meant to limit or define the nature of the violations or the subject matter of the listed Code sections, except to the extent that different types of violations of the same Code section may carry different civil penalties. For each Code section listed in the schedule of civil penalties, the entirety of that section may be enforced by the mechanism provided in this Chapter 8CC,

regardless of whether all activities proscribed or required within that particular section are described in the "Description of Violation" column. To determine the exact nature of any activity proscribed or required by this Code, the relevant Code section must be examined.

Code Section	Description of Violation	Civil Penalty
>> 31-303(i)(23)	Refusal to transport passenger and service animal, for first violation	\$500.00
31-303(i)(23)	Refusal to transport passenger and service animal, subsequent violations<<	\$1000.00

Section 3. If any section, subsection, sentence, clause or provision of this ordinance is held invalid, the remainder of this ordinance shall not be affected by such invalidity.

Section 4. It is the intention of the Board of County Commissioners, and it is hereby ordained that the provisions of this ordinance, including any sunset provision, shall become and be made a part of the Code of Miami-Dade County, Florida. The sections of this ordinance may be renumbered or relettered to accomplish such intention, and the word "ordinance" may be changed to "section," "article," or other appropriate word.

Section 5. This ordinance shall become effective ten (10) days after the date of enactment unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

PASSED AND ADOPTED:

Approved by County Attorney as to form and legal sufficiency:



Prepared by:



Gerald K. Sanchez

Prime Sponsor: Commissioner Sally A. Heyman