

CITY OF SAN DIEGO, CALIFORNIA  
**COUNCIL POLICY**

CURRENT

SUBJECT: TAXICAB PERMITS  
POLICY NO.: 500-02  
EFFECTIVE DATE: March 14, 2015

BACKGROUND:

Regulation of taxicab service is in the interest of providing residents and visitors to the City of San Diego with a good quality local transportation service. Towards this end, the City finds it desirable to regulate the issuance of taxicab permits.

PURPOSE:

To establish a policy for the issuance of additional taxicab permits, for the purpose of expanding the taxi industry to meet growing demand for taxi service throughout the City, and providing opportunity for both existing and new taxi operators and for experienced drivers.

POLICY:

The City will issue taxicab permits to applicants who can demonstrate that they have the experience and resources to provide outstanding quality service to customers and the community.

New permits will be issued on a full cost recovery basis. All applicants will first have to submit an application and satisfy Screening Criteria based on quality and customer service standards.

Permit holders of newly awarded permits must demonstrate that they are in compliance with Screening Criteria as a condition of annual permit renewal or the permit may be suspended or revoked.

When any taxicab permit is transferred, the transferee must satisfy Screening Criteria at time of transfer and thereafter as a condition of annual permit renewal or the permit may be suspended or revoked.

All permits held by corporations or limited liability companies shall comply with Screening Criteria within five years of the adoption of this Policy.

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IMPLEMENTATION:

Screening Criteria will be evaluated on a pass-fail basis. Each element must be a “pass” in order for the applicant to have been considered to have satisfied the screening. Applicants are responsible for providing complete and accurate information needed for the screening evaluations.

1. Screening Criteria

A. Applicants must:

- a. Meet regulatory requirements for a taxicab permit holder and operator specified in ordinance and regulation.
- b. Provide evidence of at least six-months’ experience driving a taxicab, transportation network vehicle, charter party carrier services, or similar service oriented transportation or managing a demand responsive transportation service, or similar service oriented business.
- c. Provide evidence of ability to meet insurance requirements.
- d. Provide evidence of ability to finance the meeting of screening criteria and regulatory requirements.

B. Vehicles must:

- a. Meet regulatory and ordinance requirements
- b. Meet California Air Resources Board criteria for Zero Emission Vehicle or Low Emission Vehicle
- c. Be ADA-compliant (applies to first permit, thereafter at least 50% of vehicles must comply)
- d. Be equipped with a Global Positioning System (GPS)
- e. Be equipped with security cameras
- f. Be no older than 10 years of the model age
- g. Not have a salvage title

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- C. Adequate facilities must be demonstrated for:
  - a. Administrative functions
  - b. Vehicle maintenance
  - c. Off-street vehicle storage when not in service
- D. Dispatch must be:
  - a. Staffed 24 hours
  - b. Computerized
  - c. Utilize a Global Positioning System (GPS)
- E. Customer service plan must include:
  - a. Acceptance of credit cards
  - b. Customer complaint system
  - c. Record keeping of every call, dispatch, trip, and complaint.
- F. Additional screening criteria may be added as needed by regulatory action to fulfill the purpose of improving industry standards and customer service and keeping current with technology.

HISTORY:

“Taxicabs - Certificates of Convenience and Necessity”

Adopted by Resolution R-72292 - 08/21/1962

Amended by Resolution R-216590 - 08/11/1976

Amended by Resolution R-217293 - 12/15/1976

Amended by Resolution R-222474 - 12/19/1978

Repealed by Resolution R-258090 - 03/14/1983

“Taxicabs - Permits”

Added by Resolution R-260636 - 05/07/1984

Amended by Resolution R-261739 - 10/15/1984

Amended by Resolution R-271307 - 06/28/1988

Amended by Resolution R-295355 - 08/06/2001

Amended by Resolution R-302130 - 12/06/2006

Amended by Resolution R-307494 - 06/26/2012

Amended by Resolution R-309308 - 11/25/2014