

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

CURRENT

SUBJECT: TAXICAB PERMITS  
POLICY NO.: 500-02  
EFFECTIVE DATE: October 30, 2020

BACKGROUND:

Regulation of taxicab service is critical to providing residents and visitors to the City of San Diego with a good quality local transportation service. Toward this end, the City finds it desirable to regulate the issuance of taxicab permits. On June 28, 1988, the City and the San Diego Metropolitan Transit Development Board, now the San Diego Metropolitan Transit System (MTS), entered into an agreement that authorized MTS to regulate taxicabs and other for-hire vehicles for the City. Under this agreement, the City retains the right to make fundamental policy decisions relating to taxicab regulation. On August 11, 1988, MTS adopted “An Ordinance Providing for the Licensing and the Regulating of Transportation Services Within the City and County by the Adoption of a Uniform Paratransit Ordinance” (MTS Ordinance No. 11), which provides the minimum safety and vehicle inspection standards that for-hire vehicles must meet. MTS regularly amends Ordinance 11 to account for updated policy direction from the City.

PURPOSE:

To establish a policy for the issuance of additional taxicab permits so that the taxi industry may expand to meet growing demand for taxi service throughout the City, and to provide opportunity for existing and new taxi operators and for experienced drivers. This policy sets forth the minimum requirements for the issuance of taxicab permits that will be further addressed and enforced through MTS Ordinance No. 11 and other MTS regulations.

POLICY:

MTS 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 must first 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.

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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 existing permits shall comply with Screening Criteria as a condition of annual permit renewal.

IMPLEMENTATION:

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

1. Screening Criteria
  - A. Applicants must meet regulatory requirements for a taxicab permit holder and operator specified in applicable ordinances and regulations.
  - B. Vehicles must:
    - a. Meet regulatory requirements for vehicles specified in applicable ordinances and regulations;
    - b. Be maintained in a safe condition;
    - c. Meet California Air Resources Board criteria for Zero Emission Vehicle or Low Emission Vehicle;
    - d. Meet the requirements of the Americans with Disabilities Act ; and
    - e. Be consistent with MTS Taxicab Administration regulations and policies involving accessible vehicles (i.e. wheelchair accessible).
  - C. Dispatch must be:
    - a. Able to receive and respond to service requests or other operational questions 24 hours a day;
    - b. Computerized; and
    - c. Able to locate vehicles in service using a Global Positioning System (GPS) or similar technology.

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- D. Operations plan must include:
- a. Acceptance of credit cards;
  - b. Customer complaint system;
  - c. Record keeping of every call, dispatch, trip, and complaint;
  - d. Use of GPS or similar technology for trip planning and directional purposes;
  - e. Safety and security measures for drivers and passengers; and
  - f. Lost and found procedures.
- E. 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-21659 – 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

Amended by Resolution R-313277 – 10/30/2020