

RESOLUTION NO. 20100527-055

WHEREAS, the City Council has articulated a long-term objective to award taxicab franchise agreements based on customer service, community values, and working conditions for drivers; and

WHEREAS, in a February 25, 2010 resolution, City Council directed the City Manager to work with the Urban Transportation Commission to collect stakeholder input and make recommendations regarding various taxicab-related issues; and

WHEREAS, on February 25, 2010, City Council granted a taxicab fare increase that went into effect in March 2010, resulting in a net 12.7% increase through 2013; and

WHEREAS, the taxicab franchises in Austin charge drivers fees for various services, including permit rental, customer service, insurance, accounting, and marketing services; and

WHEREAS, the City of Austin does not currently regulate fees that franchises charge to drivers; and

WHEREAS, a taximeter rate increase does not ensure an increase in drivers' take-home pay because the franchises could disproportionately increase their fees, thereby increasing costs to the driver; and

WHEREAS, the City Council expects taxicab franchises to adhere to their current business models during the collaborative stakeholder process and not impose inordinate increases in fees charged to drivers; **NOW, THEREFORE,**

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

The City Manager is directed to work with the Urban Transportation Commission to collect stakeholder input and develop recommendations on:

1. Taxicab key performance indicators;
2. Capping fees charged by franchises to the drivers, including but not limited to terminal fees, to a maximum percentage each year; and
3. A revised methodology for authorizing franchise agreements.

BE IT FURTHER RESOLVED:

In the discussion of key performance indicators, the City Manager is directed to work with the Urban Transportation Commission to specifically explore the following:

1. Performance measures currently collected by the Austin Transportation Department;
2. Use of biofuel, renewable fuel, or hybrid technology in franchise fleets;
3. Percentage of driver-owners in franchise;
4. Percentage of drivers leasing more than one permit;
5. Customer service data, including time between service call and pick-up;
6. Growth rate of fees charged to drivers by the franchises; and
7. Other indicators, as necessary.

BE IT FURTHER RESOLVED:

In the discussion of the methodology of franchise authorization, the City Manager is directed to work with the Urban Transportation Commission to specifically explore:

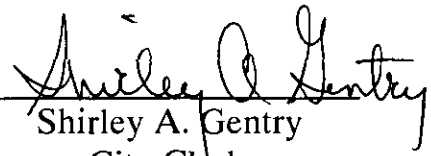
1. Various procurement options, including request for proposals;
2. Various agreement types that enable franchises and the City to achieve customer service, community value, and driver working conditions goals; and
3. Integration of key performance indicators as a standard for continued franchise authorization.

BE IT FURTHER RESOLVED:

The City Manager will present his recommendations to the Urban Transportation Commission and to the City Council no later than September 30, 2010.

ADOPTED: May 27, 2010

ATTEST:


Shirley A. Gentry
City Clerk