

**RESOLUTION NO. 20140515-025**

**WHEREAS**, taxis are an important part of Austin's transportation network; and

**WHEREAS**, taxi service delivery in Austin currently falls far short of meeting demands, particularly between the peak hours of 10pm and 2am when taxi demand is at its highest; and

**WHEREAS**, taxi service delivery varies widely across franchises and times of day and may be measured differently by each franchise; and

**WHEREAS**, the language in City Code Section 13-2-345 may be interpreted to allow taxi drivers to choose the rides that they convey, leaving some customers waiting for rides for extended periods of time; and

**WHEREAS**, Austin's taxi dispatch is currently handled independently by each franchise; and

**WHEREAS**, not all of Austin's taxi franchises allow drivers to use third-party apps to find rides; and

**WHEREAS**, taxi franchise agreements are up for renewal in August of 2015, with negotiation of those agreements currently in its early stages; and

**WHEREAS**, staff has created a stakeholder group to work on those negotiations; and

**WHEREAS**, there may be short-term solutions, in addition to those solutions that need to be negotiated as part of the franchise agreements, that could improve the delivery of taxi service immediately; and

**WHEREAS**, there is currently no standard in place for taxi service delivery; **NOW, THEREFORE**,

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

Taxi customers in Austin should be able to expect that 90 percent of requests for service result in pickups within 15 minutes.

**BE IT FURTHER RESOLVED:**

In the course of the ongoing stakeholder process, the City Manager is directed to consider short-term solutions, including but not limited to: strengthening City Code Section 13-2-345 to mandate that the closest driver pick up a customer, except for those situations outlined in City Code Section 13-2-346; prohibiting franchise owners from disallowing their drivers to use third party apps to find rides; and other ways of improving the efficiency of existing permits.

**BE IT FURTHER RESOLVED:**

The City Manager is directed to work with stakeholders and should explore the following items, among others, during the negotiation process:

- Universal dispatch
- A transition toward employee drivers
- Green vehicle incentives
- Limits on terminal fees
- Improvements to ADA service
- Insurance
- Workplace protections for drivers
- “Legacy” permits

**BE IT FURTHER RESOLVED:**

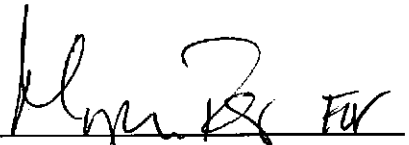
The City Manager is directed to make a recommendation as to the need for additional or specialized permits and the role of Transportation Network Companies, companies that use online-enabled platforms to connect passengers with drivers using personal, non-commercial, vehicles, to facilitate taxis meeting the taxi service delivery standard.

**BE IT FURTHER RESOLVED:**

The City Manager is directed to bring a report on these items as well as any recommended ordinances back to Council within 120 days.

**ADOPTED:** May 15, 2014

**ATTEST:**

  
Jannette S. Goodall  
City Clerk