

LEGISLATIVE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE

TAXICAB AND LIVERY REGULATION (2008)

Study Results Focusing on RBA Program Performance Questions (re: taxi safety regulation)
(Full report at www.cga.ct.gov/2008/pridata/Studies/PDF/Taxicab_and_Livery_Regulation_Final_Report.pdf)

Program Summary for Taxicab and Livery Regulation

State regulation encompasses market entry and expansion, safety, service and rates of fare. The program review study examined all those areas, but this summary focuses on the area of taxi safety.

Purpose of Safety Regulation To provide the public with safe taxicab vehicles and competent taxicab drivers

Regulations ensure safe operating condition of taxicab vehicles in four ways:

1. Initial taxi vehicle inspections by DMV
2. Certificate holder (owner) self-inspections
3. Periodic vehicle re-inspections (post initial DMV inspection)
4. Occasional (unannounced) DOT requested inspections

Regulations ensure competent taxicab drivers by requiring:

- Drivers to have public passenger endorsements from DMV
- Initial passage of both state and federal criminal background checks, which is more stringent than many other states
- Taxi company owners to review driver qualifications at least annually

How Much Did We (Taxi Safety Regulation Program) Do?

Performance Measure 1 - Number of Initial Taxi Vehicle Inspections by DMV

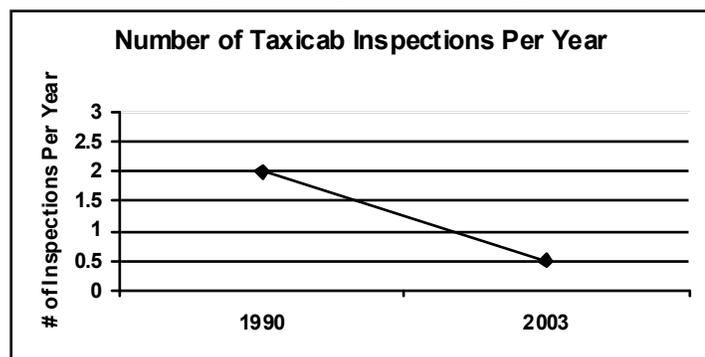
- Initial taxi inspections occur at the three DMV inspection lanes
- 275 taxicabs were inspected in 2006 (approx. 28 percent of all taxis)
- 326 taxicabs were inspected in 2007 (approx. 34 percent of all taxis)

Performance Measure 2 - Number of Certificate Holder Inspections

- Taxi company owners (i.e., certificate holders) required to inspect cabs quarterly
- Number of certificate holder inspections unknown

Performance Measure 3 - Frequency of Taxi Vehicle Re-Inspections (post initial inspection)

- Sharp decrease in frequency of re-inspections in 2003 (P.A. 03-3, June 30 Special Session)
- In 2003, also shifted from the DMV to independent garages performing these inspections



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Performance Measure 4 - Number of Occasional (unannounced) Inspections

- During 2004-2007, there were zero unannounced, joint DMV/DOT inspections conducted
- 43 taxis were jointly inspected at two train stations and Bradley Airport in August 2008

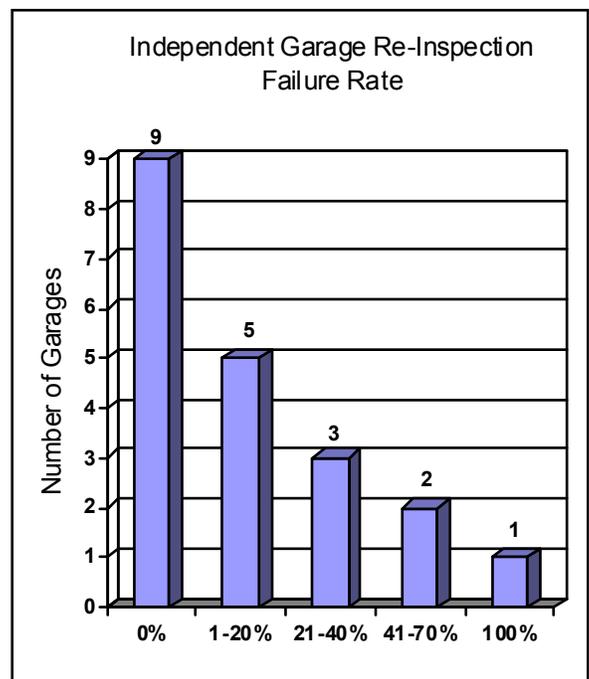
Performance Measure 5 - Percent of competent taxi drivers

- 92% of taxi driver applications approved
- Theoretically all approved applicants are competent taxi drivers
- Occurrence of owner review of taxi driver qualifications is unknown

How Well Did We (Taxi Safety Regulation Program) Do It?

Performance Measure 6 – DOT/DMV implementation of requirements

- Safety regulation overseen by DOT and DMV
- DOT has never inspected certificate holder (owner) quarterly self-inspection records
- DOT does not adequately monitor the two self-insured taxicab companies
- Occasional (unannounced) inspections not regularly conducted; however, the 2008 joint inspection yielded informative results
- Questionable accuracy of periodic vehicle re-inspections as the 21 percent independent garage re-inspection failure rate was significantly lower than the 38 percent initial (DMV) inspection failure rate
- Owner review of taxi driver qualifications is questionable as the August 2008 joint inspection found 16% of drivers did not have the proper licensing to operate a taxicab



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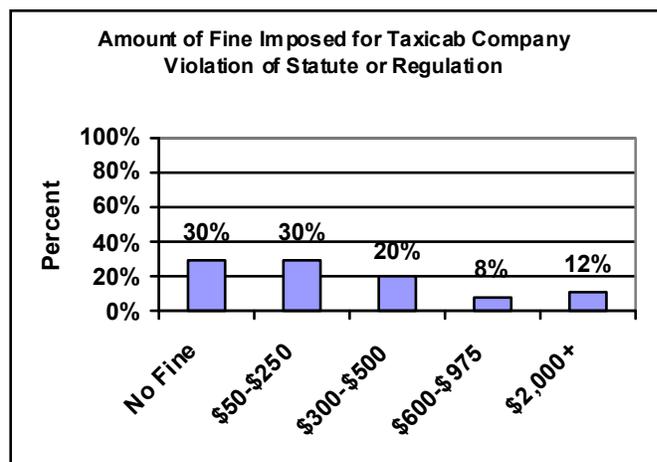
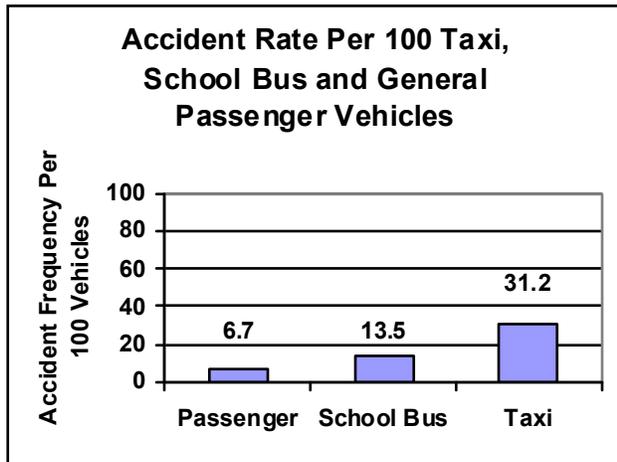
Is Anyone Better Off?

Performance Measure 7 - Percent of safe taxicab vehicles and competent taxicab drivers available to the public

Failure Rates in Specific Areas	
Specific Area	Failure Rate
Suspension	29%
Parking Brake	29%
Steering Components	24%
Restraint System	22%
Tires	20%
Meter	11%

The results point to serious taxi vehicle safety concerns

- A recent unannounced DOT/DMV inspection of 43 taxicabs at two train stations and Bradley International Airport, found a 95 percent failure rate
- One in six drivers of these 43 taxicabs did not have the proper licensing to operate a taxicab
- The taxicab accident rate is more than quadruple the rate for passenger vehicles
- Consequences for failure to adhere to taxi statutes and regulations are minimal



PRI Recommendations: *Verify certificate holder (owner) quarterly self-inspections; have unannounced inspections at least quarterly; increase taxicab reinspection frequency (from biennial to annual) and oversight; discontinue practice of self-insurance for taxicabs; require owners to verify at least monthly that their drivers have the proper taxi licensing; make consequences for failure to adhere to taxi statutes and regulations more stringent; increase agency staffing to improve enforcement of safety and other taxicab regulations, with expense covered through an annual owner fee (\$400 per taxicab vehicle)*