TO:        Honorable Mayor and City Council  
          Attention:  Laura C. Kuhn, City Manager

FROM:     Rod Moresco, Director of Public Works/City Engineer

SUBJECT:  RESOLUTION AUTHORIZING THE DIRECTOR OF PUBLIC WORKS OR  
          HIS DESIGNEE TO EXECUTE THE INTERCITY TAXI SCRIP PROGRAM  
          JOINT MEMORANDUM OF UNDERSTANDING AMONG THE CITIES OF  
          VACAVILLE, BENICIA, DIXON, FAIRFIELD, SUISUN CITY, RIO VISTA,  
          VALLEJO AND THE COUNTY OF SOLANO AND THE TAXICAB  
          COMPANIES OF SOLANO COUNTY

DISCUSSION:

On June 26, 2009, at the first Senior and Disabled Transportation Summit, the inadequacies  
and challenges of intercity paratransit transportation between the cities of Solano County were  
revealed.

Although our local paratransit service is meeting the needs of senior and disabled persons  
within the City of Vacaville, as local paratransit is within the other cities of Solano County,  
intercity transportation mobility for these individuals to locations outside of Vacaville is not  
timely, efficient or convenient. Senior and disabled Vacaville residents who need transportation  
to medical appointments, dialysis, college classes, rehabilitation sessions, etc., outside the  
Vacaville city limits are in need of an intercity transportation mode that is more responsive to  
their individual needs.

On November 10, 2009, transit staff presented to Council an Intercity Taxi Scrip Phase One  
proposal, jointly developed by the transportation agencies of Solano County, to address the  
challenges of intercity paratransit transportation for seniors and persons with disabilities  
throughout the County.

The comments and concerns raised by Council regarding the Intercity Taxi Scrip proposal have  
been carefully evaluated, addressed by transit staff, and are presented within the attachments A  
through I in Exhibit 1.

The Intercity Taxi Scrip program is proposed as a one-year pilot project. Based on approval to  
proceed by City Council, this pilot project would start on February 1, 2010, and continue for a  
period of one year until February 1, 2011. After this one year period, the program will be  
evaluated and brought back to City Council to determine whether or not to extend the MOU with  
the partnering agencies.

At the end of Fiscal Year 2009, a total of 2,888 intercity paratransit trips originated out of the  
City of Vacaville for which Solano Paratransit provided transportation. This service discontinued  
operation at the end of Fiscal Year 2009.

Approximately 40-50% of the total 2,888 trips taken would qualify for the Intercity Taxi Scrip  
program for those residents that are ambulatory. Based on these figures, transit staff has  
determined that a minimum of 1,100 trips originating out of Vacaville, utilizing Intercity Taxi Scrip  
during the one-year pilot program, would constitute a successful start to the Intercity Taxi Scrip  
program.

A reduction of 40-50% of the historical intercity paratransit trip demand would alleviate  
considerable pressure on existing intercity paratransit service throughout Solano County. This
would also offer all seniors and disabled persons requiring Intercity Paratransit travel benefits such as, better intercity paratransit response time and additional intercity paratransit service capacity.

To proceed with this program, a joint Memorandum of Understanding (MOU) (Attachment I – Intercity Taxi Scrip Program in Exhibit 1) has been developed and reviewed by the City Attorney. The Intercity Taxi Scrip Program MOU details the specific requirements that each taxicab company must comply with in order to participate in the program. Specific details in the MOU and attachments include items such as:

- Providing documentation that all company employees have received ADA Sensitivity Training and Information regarding the Intercity Taxi Scrip program requirements.
- Procedures to ensure compliance in submitting monthly logs, vehicle inspections, driver adherence in requesting passenger program identification card, and compliance with applicable taxi ordinances and regulations.
- Specific required monthly log collection data.

This MOU will serve as the basis for interaction by the transit partners with the taxicab companies and ensure that an avenue of recourse is available to the partners to address program concerns if they should arise. Please see Attachment I – Intercity Taxi Scrip Program Memorandum of Understanding.

**FISCAL IMPACT:**

The Intercity Taxi Phase One proposal is anticipated to provide a savings to the City Coach transit budget (specifcics are included in Exhibit 1). Funding for this phase one pilot project comes from FY2009-10 Transportation Development Act (TDA) funding which was previously approved by City Council on May 12, 2009.

No additional funding is required to begin the proposed Phase One of this program for the remainder of Fiscal Year 2010. Funding for the balance of this program’s proposed one-year trial would be a line item within the City Coach Fiscal Year 2010/11 budget.

There will be no fiscal impact to the City’s General Fund.

**RECOMMENDATION:**

By simple motion, that the City Council of the City of Vacaville adopt the subject resolution.

**Attachments Included in Exhibit 1**

Attachment A – Comparison of Service Levels Offered by the Available Intercity Transportation Modes
Attachment B – Vacaville Police Department Taxicab Vehicle Inspection Checklist
Attachment C – CA Dept. of Justice Bureau of Criminal Identification & Information Applicant Live Scan
Attachment D – Taxicab Operator ADA Sensitivity Training Materials
Attachment E – Intercity Taxi Scrip, Taxi Driver Log
Attachment F – Taxi Service Comment Card
Attachment G – Taxicab Riders Bill of Rights
Attachment H – Intercity Taxi Scrip Riders Guide
Attachment I - Intercity Taxi Scrip Program Memorandum of Understanding
RESOLUTION NO. ________

RESOLUTION AUTHORIZING THE DIRECTOR OF PUBLIC WORKS OR HIS DESIGNEE TO EXECUTE THE INTERCITY TAXI SCRIP PROGRAM
JOINT MEMORANDUM OF UNDERSTANDING AMONG THE CITIES OF VACAVILLE, BENICIA, DIXON, FAIRFIELD, SUISUN CITY, RIO VISTA, VALLEJO AND THE COUNTY OF SOLANO AND THE TAXICAB COMPANIES OF SOLANO COUNTY

WHEREAS, the Intercity Taxi Scrip program will provide a same-day, flexible and economical intercity transportation for senior and disabled individuals residing in the City of Vacaville; and

WHEREAS, the Intercity Taxi Scrip program provides an additional intercity transportation modal choice for program qualified disabled residents of Vacaville; and

WHEREAS, the Intercity Taxi Scrip program will provide a lower program operating cost to the City of Vacaville’s transit budget and greater customer convenience than Solano County’s current Intercity Paratransit Service; and

WHEREAS, the City of Vacaville desires to support the coordinated efforts by the public transit agencies of Solano County in providing this Intercity Taxi Scrip program to address the intercity transportation challenges faced by seniors and disabled individuals throughout Solano County.

NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Vacaville authorizes the Director of Public Works or his designee to execute the Intercity Taxi Scrip Program Joint Memorandum of Understanding among the Cities of Vacaville, Benicia, Dixon, Fairfield, Suisun City, Rio Vista, Vallejo and the County of Solano and the taxicab companies of Solano County.

I HEREBY CERTIFY that the foregoing resolution was introduced and passed at a regular meeting of the City Council of the City of Vacaville, held on the 12th day of January 2010, by the following vote:

AYES:

NOES:

ABSENT:

ATTTEST:

Michelle A. Thornbrugh, City Clerk
ATTACHMENT A

COMPARISON OF SERVICE LEVELS OFFERED BY THE AVAILABLE INTERCITY TRANSPORTATION MODES
<table>
<thead>
<tr>
<th>Service Feature</th>
<th>Intercity Taxi Scrip Program</th>
<th>Intercity Paratransit</th>
</tr>
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<tbody>
<tr>
<td>24-Hour Service Availability</td>
<td>✓</td>
<td>□</td>
</tr>
<tr>
<td>Daily Service Availability</td>
<td>✓</td>
<td>□</td>
</tr>
<tr>
<td>Guaranteed Same Day Service</td>
<td>✓</td>
<td>□</td>
</tr>
<tr>
<td>Transfers Required</td>
<td>□</td>
<td>✓</td>
</tr>
<tr>
<td>Lowest Cost to Rider</td>
<td>✓</td>
<td>□</td>
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ATTACHMENT B

VACAVILLE POLICE DEPARTMENT
TAXICAB VEHICLE INSPECTION CHECKLIST
### ATTACHMENT B - TAXICAB INSPECTION CHECKLIST

**Vacaville Police Department**

**Date:** ____________________________

**Time:** ____________________________

**Inspector:** ____________________________

**Inspector ID#:** ____________________________

**Company Agent:** ____________________________

**Taxi Company:** ____________________________

**Address:** ____________________________

**Phone Number:** ____________________________

**Insurance Company:** ____________________________  **Policy #:** ____________________________

**Insurance Address:** ____________________________

**Insurance Phone:** ____________________________

**Vehicle Description**

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<table>
<thead>
<tr>
<th>License Plate</th>
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### EQUIPMENT INSPECTION

**CVC Sec.**  **OK**  **not O.K**  **Reason not O.K.**

**Registration**

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<td>Card in vehicle</td>
<td>4454(a)</td>
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<tr>
<td>Plates/Commercial</td>
<td>5200</td>
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<tr>
<td>Tabs</td>
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<tr>
<td>License plates</td>
<td>5201</td>
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**Lamps**

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<tr>
<td>Headlamps</td>
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<tr>
<td>Beam Indicator</td>
<td>24408</td>
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<tr>
<td>Taillamps</td>
<td>24600</td>
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<td>License plate lamp</td>
<td>24601</td>
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<tr>
<td>Stoplamps</td>
<td>24603</td>
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<tr>
<td>Back-up lamps (1968+)</td>
<td>24606</td>
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<tr>
<td>Turn signal lamps</td>
<td>24953</td>
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<td>Lamp maintenance</td>
<td>24252(a)</td>
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<td>Hazard lights</td>
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<td>Reflectors, side (1968+)</td>
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<tr>
<td>Side marker lights</td>
<td>25106</td>
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**Brakes**

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<td>Parking</td>
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<td>Operation</td>
<td>26451</td>
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<tr>
<td>Condition/Maint.</td>
<td>26453</td>
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</table>
### Tires
- Insufficient Tread 27465 (b)
- Defective condition 27501 (b)
- Correct Pressure

### Exhaust System
- Inadequate muffler 27150
- Excessive smoke 27153
- System maintenance 27154

### Windshield / Windows
- Defective Windshield 26710
- Wipers (equipped) 26706
- Wipers (maintained) 26707
- View obstruction 26708
- Unlawful tinting 26708.5
- Mirrors 26709
- Defroster functioning 26712

### Misc. Equipment and condition
- Fuel cap 27155
- Horn 27000
- Signs (exterior) 27900
- Signs (interior) 27908
- Fenders/mud guards 27600
- Fire extinguisher (recommend)
- Taxi Meter (sealed and certified)
- Bumpers 28071
- VIN (not altered or removed) 10750
- Seatbelts 27315(f)

### DRIVER
- License and Permit in poss. 12951 (A)
- Record DL number
- Proof of Insurance 16020

### SAFETY
- Frame condition
- Wheels
- Steering
- Suspension
- General safety 24002

Comments:

Satisfactory Inspection_____  Unsatisfactory Inspection_____  Reinspection Date:___________

Inspector's Signature____________________________  Sticker Issued by: _________

Taxi Agent's Signature____________________________
STATE OF CALIFORNIA
DEPARTMENT OF JUSTICE
BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION
APPLICANT LIVE SCAN

OVERVIEW

Applicant Live Scan is a system for the electronic submission of applicant fingerprints and the subsequent automated background check and response. Live scan technology replaces the process of recording an individual's fingerprint patterns manually through a rolling process using ink and a standard 8" x 8" fingerprint card. Fingerprints can be digitized through an electronic process (Live Scan), enabling the electronic transfer of the fingerprint image data, in combination with personal descriptor information, to central computers at the Department of Justice. This transfer of information takes place in a matter of seconds, instead of the days required to send hard copy fingerprint cards through the U.S. mail. The applicant visits an Applicant Live Scan satellite location where the fingerprint images and related data are electronically transmitted to the Department of Justice. The recent, rapid expansion of the number of applicant live scan devices has resulted in an ever increasing volume of applicants availing themselves of live scan technology.

With Live Scan, the applicant is provided with a "Request for Live Scan Service" form (BCII 8016). The applicant is also provided with a list of nearby live scan locations and must go to one of the specified locations to submit fingerprints. At these locations, a trained certified operator enters the information from the BCII 8016 form into the live scan terminal and initiates the live scan fingerprinting process. After successful electronic capture of the fingerprint images and the accompanying data, the information is electronically transmitted to the Department of Justice.

Once the fingerprints and data are received by the Department of Justice they are electronically processed by the DOJ Networked AFIS Transaction Management System (NATMS). Most live scan submissions that have no data or quality errors and do not result in possible criminal history matches are processed automatically and are responded to electronically. Live scan transmissions requiring analysis of a criminal record are electronically sent to the Applicant Response Unit for analysis and dissemination. Live scan submissions are responded to by electronic mail, and/or U.S. mail when the electronic mail response is not available.

The Department of Justice will also coordinate other electronic processes resulting from the automated submissions of fingerprints, including forwarding the fingerprints to the FBI (if required) and coordinating the collection of associated fees.

In order to request this service, your company must first be authorized by the Department of Justice. You can obtain the forms to start the authorization process at http://ag.ca.gov/fingerprints/agencies.php. If your agency has been previously authorized, complete the appropriate forms in this packet and submit them to the Department of Justice.

The demands on the Applicant Program continue to increase as the legislature and various public and private agencies recognize the importance of requiring fingerprint-based criminal background checks for various employment, licensing and certification purposes. We sincerely hope that this information will be useful and will answer your questions about the electronic processing of fingerprints in California.
**Billing Account Application**

**BCII 9000 (Rev. 1/07)**

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<th>Non-Profit Organization</th>
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<td>Local Government</td>
<td>Sole Proprietorship/Partnership</td>
</tr>
<tr>
<td>Private School</td>
<td>State Government</td>
<td>Federal Government</td>
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</tbody>
</table>

ALL APPLICABLE INFORMATION MUST BE COMPLETED LEGIBLY. INCOMPLETE APPLICATIONS WILL BE RETURNED.

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<th>Business/Agency Name:</th>
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</tr>
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<tbody>
<tr>
<td>City, State, Zip Code:</td>
<td></td>
</tr>
<tr>
<td>Federal Tax Identification Number*:</td>
<td></td>
</tr>
</tbody>
</table>

Social Security Number (Sole Proprietorship or Partnership)*:

*EITHER a Federal Tax Identification Number OR Social Security Number must be provided.

| Authorized Representative: |  |
| Telephone Number: | Facsimile Number: |
| Electronic Mail Address: |  |

I, the undersigned, have the authority to conduct business for the business/agency listed above. I confirm that all the information on this application is true and correct. I give my permission to the Department of Justice (DOJ) to research and confirm all information provided and to request a credit report at any time. I understand this is an agreement to pay the processing fees associated to the electronic transmission of State and/or Federal criminal offender record information requests, including fees incurred by duplicate transmissions or other errors on the part of the above business/agency or its representative(s). Failure to remit payment in a timely manner may result in the DOJ utilizing all information provided on this billing account application for collection purposes. I agree to the terms of this agreement and understand it will remain in effect until written cancellation is provided by either party with 30 days notice.

---

**Signature**

**Printed Name**

**Title**

**Date**

**Mail to:**  
Department of Justice  
BCII – OSP  
4949 Broadway, Room G-110  
Sacramento, CA  95820

**Fax to:**  
(916) 227-1149

---

**DOJ Use Only**

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<tr>
<th>Input By:</th>
<th>Account #:</th>
<th>Received Date:</th>
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</table>

<table>
<thead>
<tr>
<th>Input Date:</th>
<th>ORI #:</th>
<th>ACN#:</th>
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</table>
SECURITY OF CRIMINAL OFFENDER RECORD INFORMATION

Criminal Offender Record Information (CORI) is information identified through fingerprint submission to the DOJ with a criminal record or “No Record”. It is confidential information disseminated to applicant agencies authorized by California statute for the purposes of employment, licensing, certification and volunteer clearances. The following information describes each agency’s responsibility toward accessing, storage, handling, dissemination and destruction of CORI.

Background

Penal Code Sections 11105 and 13300 identify who may have access to criminal history information and under what circumstances it may be released.

The California Department of Justice (DOJ) maintains the California Law Enforcement Telecommunications System (CLETS) that provides law enforcement agencies with information directly from federal, state and local computerized information files. However, restrictions have been placed on the user to ensure that the rights of all citizens of California are properly protected.

Article 1, Section 1 of the California Constitution grants California citizens an absolute right to privacy. Individuals or agencies violating these privacy rights place themselves at both criminal and civil liability. Laws governing Californians’ right-to-privacy were created to curb, among other things, the excessive collection and retention of personal information by government agencies, the improper use of information properly obtained for a proper purpose, and lack of a reasonable check on the accuracy of existing records. (White v. Davis (1975) 13 Cal. 3d 757, 775.)

Employment Background Checks

It is only through the submission of fingerprints to the DOJ that the true identity of an individual can be established. In a 1977 lawsuit (Central Valley v. Younger), the court ruled that only arrest entries resulting in conviction, and arrest entries that indicate active prosecution, may be provided for evaluation for employment, licensing, or certification purposes.

Exceptions

Some statutory provisions, such as those relating to youth organizations, schools and financial institutions, further limit information dissemination to conviction for specific offenses. Records provided for criminal justice agency employment as defined in Section 13101 of the Penal Code are exempt from these limitations. In addition, arrest information for certain narcotic and sex crimes, irrespective of disposition, will be provided for employment with a human resource agency as defined in Section 1250 of the Health and Safety Code. Other exceptions are listed in the CLETS Policies, Practices and Procedures (Section 1.6.1).
Unauthorized Access and Misuse

The unauthorized access and misuse of CORI may affect an individual's civil rights. Additionally, any person intentionally disclosing information obtained from personal or confidential records maintained by a state agency or from records within a system of records maintained by a governmental agency has violated various California statutes. There are several code sections that provide penalties for misuse or unauthorized use of CORI.

Authorized Access

Criminal Offender Record Information shall be accessible only to the Records Custodian and/or hiring authority charged with determining the suitability for employment or licensing of an applicant. The information received shall be used by the requesting agency solely for the purpose for which it was requested and shall not be reproduced for secondary dissemination to any other employing or licensing agency.

The retention and sharing of information between employing and licensing agencies are strictly prohibited. The retention and sharing of information infringe upon the right of privacy as defined in the California Constitution, and fails to meet the compelling state interest defined in Loder v. Municipal Court (1976) 17 Cal. 3d 859. In addition, maintenance of CORI separate from the information maintained by the DOJ precludes subsequent record updates and makes it impossible for DOJ to control dissemination of CORI as outlined in Section 11105 of the Penal Code.

CLETS Policies, Practices and Procedures state that any information transmitted or received via CLETS is confidential and for official use only by authorized personnel (Section 1.6.4). The California Code of Regulations, Article 1, Section 703, addresses the "right and need" to know CLETS-provided information.

The Bureau of Criminal Identification and Information recommends that state summary criminal history records obtained for employment, licensing or certification purposes are to be destroyed, once a decision is made to employ, license or certify the subject of the record. Agencies should retain the State Identification Number (SID) for the purpose of "No Longer Interested" for subsequent arrest notification services pursuant to Penal Code Section 11105.2.

Retention of criminal history records beyond this time should be based on documented legal authority and need. Any records retained must be stored in a secured, confidential file. The agency should designate a specific person responsible for the confidentiality of the record and have procedures to prevent further dissemination of the record, unless such dissemination is specifically provided for by law or regulation.
As an agency receiving background clearance information in response to the submission of applicant fingerprint cards to DOJ you are aware of the regulations regarding the security of the hard copy information that you currently receive. The purpose of this Subscriber Agreement is to restate existing regulations and clarify how they apply to the electronic receipt of this same information via fax or e-mail. There are no new regulations. Items 1, 2, 4, 5, and 7 restate existing regulations relative to receiving hard copy information; item 2 has been expanded to include electronic information. Items 3 and 6 are intended to clarify these regulations relative to electronic information.

_________________________

APPLICANT FINGERPRINT RESPONSE

SUBSCRIBER AGREEMENT

In accordance with section 11077 of the Penal Code, the Attorney General is responsible for the security of criminal offender record information. Section 707(a) of the California Code of Regulations requires that "Automated systems handling criminal offender record information and the information derived therefrom shall be secure from unauthorized access, alteration, deletion or release. The computer terminals shall be located in secure premises."

This agreement is between the (name of agency) and the California Department of Justice for the purposes of the exchange of criminal offender record information. The above agrees that:

1. Criminal offender record information and the information derived therefrom shall be accessible only to the records custodian and/or hiring authority charged with determining the suitability of the applicant.

2. Confidential information received electronically or via mail shall be used solely for the purpose for which it was requested and shall not be reproduced for secondary dissemination.

3. Retention of CORI is permissible if, after making its initial employment, licensing, or certification decision, the agency has a legitimate business need for the information and there are no statutory requirements to destroy such information. Any record information that is retained by the applicant agency must be stored in a secure and confidential file.

4. Criminal history background checks have been completed on all individuals with access or proximity to terminals or fax machines receiving criminal offender record information.

5. Staff with access to criminal offender record information have received training and counseling on the handling of criminal offender record information and have signed employment statement forms acknowledging an understanding of the criminal penalties for the misuse of criminal offender record information (Penal Code Sections 502, 11142 and 11143).
6. Reasonable measures shall be taken to locate terminals and fax machines in a secure area to provide protection from unauthorized access to criminal offender record information by other than authorized personnel. Access is defined as the ability to view criminal offender record information on a terminal or on paper.

7. Pursuant to Section 702 of the California Code of Regulations, authorized agencies violating this agreement may lose direct access to criminal offender record information maintained by the Department of Justice.

________________________________________
Agency Name

________________________________________
Agency Address

________________________________________
Agency Phone Number

________________________________________
Signature of Official

________________________________________
Printed Name of Official

________________________________________
Title of Official

________________________________________
Date

Please return the Request Form, Notification of ORI, Mail Code and/or Billing Number Assignment and Subscriber Agreement to:  
Department of Justice
Applicant Processing Program-Live Scan Request
P.O. Box 903417
Sacramento, CA 94203-4170
### REQUEST FOR LIVE SCAN SERVICE

**Applicant Submission**

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<th>1.</th>
<th><strong>Type of Application:</strong></th>
<th>2.</th>
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<tbody>
<tr>
<td><strong>Job Title or Type of License, Certification or Permit:</strong></td>
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**Agency Address Set Contributing Agency:**

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<th><strong>Mail Code (five digit code assigned by DOJ)</strong></th>
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<tbody>
<tr>
<td><strong>Street No.</strong></td>
<td><strong>Street or P.O. Box</strong></td>
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<tr>
<td><strong>City</strong></td>
<td><strong>State</strong></td>
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**Name of Applicant:**

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<th><strong>Last</strong></th>
<th><strong>First</strong></th>
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<th><strong>Driver’s License No.:</strong></th>
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**Date Of Birth:**

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<th><strong>Sex:</strong></th>
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**Height:**

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**Eye Color:**

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<th><strong>Hair Color:</strong></th>
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**Place of Birth:**

**SOC:**

**Your Number:**

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<tr>
<th><strong>OCA NO. (Agency Identifying No.)</strong></th>
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**Level of Service:**

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<th>☐ DOJ 12. ☐ FBI</th>
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**If resubmission, list Original ATI No:**

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**Employer:**

(Additional response for agencies specified by statute)

<table>
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<th><strong>Employer Name</strong></th>
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**Live Scan Transaction Completed By:**

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<tr>
<th><strong>Name of Operator</strong></th>
<th><strong>Date:</strong></th>
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**Transmitting Agency**

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<th><strong>ATI No.</strong></th>
<th><strong>Amount Collected/Billed</strong></th>
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**BCII 8016 (rev 04/01) ORIGINAL-Live Scan Operator; SECOND COPY-Requesting Agency; THIRD COPY-Applicant**

**Revised April 2008**

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<th>COMMENT</th>
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<td><strong>1) ORI (Originating Agency Identifier):</strong></td>
<td>This is a number assigned by DOJ to identify authorized users. Each agency must have an assigned ORI prior to submitting fingerprints.</td>
</tr>
<tr>
<td><strong>2) TYPE OF APPLICATION:</strong></td>
<td>Example: Peace Officer, State Employee, Employment, License, Permit, etc. The application type determines the dissemination criteria used in preparing the response, and each authorized agency has specific application type(s) it is permitted to use. Since agencies may have more than one authorized application type, it is important this field be filled out correctly.</td>
</tr>
<tr>
<td><strong>3) JOB TITLE OR TYPE OF LICENSE, CERTIFICATION OR PERMIT:</strong></td>
<td>Example: Petition for Adoption, Emergency Child Placement, Foster Family Home, Volunteer, etc. This is a free-form field where the agency can include the specific job title, license, certificate or permit being requested. If the Application Type and Title conflict (e.g., Foster Family License applicant type, and Petition for Adoption application type) the transaction may be rejected.</td>
</tr>
<tr>
<td><strong>4) AGENCY ADDRESS SET CONTRIBUTING AGENCY:</strong></td>
<td>Please print or attach a preprinted label containing the name and address of the authorized applicant agency requesting the fingerprint check. Agencies must ensure that the agency name in this field is identical to the name used when the ORI was authorized, otherwise the transaction may be rejected.</td>
</tr>
<tr>
<td><strong>5) MAIL CODE:</strong></td>
<td>This is a unique number assigned by the Department of Justice to those agencies that have requested responses by electronic mail. If this code is not entered, the response may be printed out and sent by U.S. Mail instead of electronically. An incorrect code will cause the response to be sent to the wrong agency.</td>
</tr>
<tr>
<td><strong>6) CONTACT NAME:</strong></td>
<td>Enter the person’s name at the agency who is authorized to receive the response. THIS IS MANDATORY FOR APPLICANTS REQUIRING A CHILD ABUSE INDEX CHECK</td>
</tr>
<tr>
<td><strong>7) CONTACT TELEPHONE NUMBER:</strong></td>
<td>Enter the phone number for the Contact Person. THIS IS MANDATORY FOR APPLICANTS REQUIRING A CHILD ABUSE INDEX CHECK</td>
</tr>
<tr>
<td><strong>8) NAME OF APPLICANT &amp; PERSONAL DESCRIPTORS:</strong></td>
<td>Enter the requested information.</td>
</tr>
<tr>
<td><strong>9) MISC. NO. BIL (Billing Number):</strong></td>
<td>If the agency has been assigned a billing number by the Department of Justice, that number should be recorded here. If the agency does not have a billing number, the applicant should be prepared to pay all fees associated with the transaction directly to the Live Scan operator.</td>
</tr>
<tr>
<td><strong>10) HOME ADDRESS:</strong></td>
<td>The applicant’s home address is mandatory for applicants requiring a Child Abuse Index check and where statute requires a notification to the applicant as well as the agency.</td>
</tr>
<tr>
<td><strong>11) YOUR NUMBER:</strong></td>
<td>Some agencies assign a unique number to each applicant. A field is provided for this number for the agency’s convenience to help match the response to the correct applicant (this can be helpful if you have applicants with similar names).</td>
</tr>
<tr>
<td><strong>12) LEVEL OF SERVICE:</strong></td>
<td>Please check the appropriate box(es). Please note that your agency must be authorized by statute to receive the information requested. In addition, the APPLICANT TYPE will dictate the level(s) of service permitted. In those situations where the FBI level of service is permitted, you must check the FBI box or you will not receive a response from the FBI.</td>
</tr>
<tr>
<td><strong>13) ORIGINAL ATI (Applicant Transaction Identifier) NO.:</strong></td>
<td>FOR RE-SUBMISSIONS ONLY. The ATI is recorded on the last line of the Live Scan Request form by the Live Scan operator when the transaction is completed. If the applicant's fingerprints were previously rejected and are now being resubmitted, the ATI from the ORIGINAL Live Scan Request form must be included or the agency will be charged again for the transaction. If the applicant's fingerprints are rejected a second time and the Original ATI is not included, the California name check will not be automatic.</td>
</tr>
<tr>
<td><strong>14) EMPLOYER:</strong></td>
<td>This field is required to be completed if a response is required to be sent to the employer in addition to the submitting agency (i.e., a facility licensed by the Department of Social Services).</td>
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ATTACHMENT D

TAXICAB OPERATOR ADA SENSITIVITY TRAINING MATERIALS

Taxi Driver ADA Sensitivity Training Outline
Disability Etiquette Handout
Taxicab Pocket Guide
ATTACHMENT D
TAXI DRIVER ADA SENSITIVITY TRAINING OUTLINE

Introduction
- General overview of the (ADA) Americans with Disabilities Act, as it pertains to transit services.
- Disability Etiquette and Interacting With Persons With Disabilities

General Etiquette
- People with disabilities prefer that you focus on their abilities, not their disabilities. The person should always be stressed first. The term handicapped should be avoided. The preferred usage is people with disabilities or persons with disabilities. The term disabled people is acceptable, but this term still defines people as disabled first and people second.
- Language is powerful, but attitudes and behaviors are the most difficult barriers for people with disabilities to overcome.

Be Yourself
- Treat people with disabilities with the same respect and consideration that you have for everyone else. Treat the person as an individual, not as a disability.
- Don’t assume that “disability” is all that person can talk about or is interested in. Find a topic of small talk the way you would with anyone. Use a normal voice when extending a verbal welcome. Do not raise your voice unless requested. As in any new situation, everyone will be more comfortable if you relax.

Helping
- Do not automatically give assistance. Ask first if the person wants help.
- Follow the person’s cues, and ask if you are not sure. Assistance with doors, as long as you are clear of the path, is usually very much appreciated.
- If your offer of assistance is accepted, listen or ask for instructions. Don’t be offended if someone refuses your offer. It is his or her choice to be as independent as possible.

Communication
- People are considered to have communication disabilities when their ability to receive, send, or process information is reduced. Talk directly to the person, not to an aide or interpreter. It is important to make eye contact. If you don’t understand someone, ask the person to repeat. If the person doesn’t understand you when you speak, try again. Sometimes it takes repeated attempts at listening or speaking for the communication to be successful. Let the person know your
communication with him or her is worthwhile to you. When appropriate, offer to make public information available in alternative formats such as Braille, audio tape, or large print.

Environments

- Be sensitive about the setting. A noisy or dark environment or many people talking at the same time may make it difficult for people with vision, speech, hearing, or some other hidden disabilities to fully participate in a conversation. Be aware of clear paths of travel for people who are blind or use wheelchairs or other mobility aids. Be aware that a person with chemical sensitivity may have a reaction to smoke, perfume, or other toxins in the environment.

Socializing

- Do not leave persons with disabilities out of a conversation or activity because you feel uncomfortable or fear that they will feel uncomfortable. Include them as you would anyone else. They know what they can do and what they want to do. Let it be their decision whether or not to participate.

Touching

You may gently touch people with disabilities to get their attention. Touch them when appropriate, such as when shaking hands in greeting or if assistance is requested. If you meet people with AIDS, shake their hands as you would anyone else’s. You can’t get AIDS by touching.

Do not touch someone’s cane, wheelchair, or other assistive device. It is a part of that person’s personal space. If you are interested in a demonstration of someone’s electronic aid, ask the person. Do not try to use such equipment unless you are invited to do so. Guide dogs and other service animals are working animals. Do not pet or touch them without specific permission.

Persons With Specific Disabilities

Persons with Mobility Disabilities

- A Person in a wheelchair is a “wheelchair user” or “uses a wheelchair.” When having an extended conversation with someone in a wheelchair or scooter, try sitting or crouching down to his or her approximate height. It’s ok to invite a person in a wheelchair to “go for a walk.” Never touch or lean on a person’s wheelchair unless you have permission – it’s that person’s private space. Give a push only when asked. Enable people who use crutches, canes, walkers, or wheelchairs to keep their mobility
aids within reach, unless requested otherwise. Be aware of what is and is not accessible to people who use mobility aids such as wheelchairs and walkers.

- People who use wheelchairs may have a variety of different disabilities. Some have use of their arms and some don’t. When you meet someone, extend your hand to shake if that is what you normally do. A person who cannot shake your hand will let you know, but he or she will appreciate being treated in a normal way.

Persons With Speech Disabilities

Listen patiently and carefully.
- Address persons with speech disabilities as you would any other person in the same situation. Don’t complete sentences for a person with a speech disability unless he or she specifically asks you for help. Don’t pretend you understand what he or she says just to be polite. Go to a quiet room if necessary. Don’t let able-bodies people interrupt a person with speech disability just because they talk louder. Ask the person to repeat if you don’t understand. Ask the person to say something a different way if you’re not sure what he or she is saying.

- Keep good eye contact. If a person with a speech disability is using a voicer, speak to and keep eye contact with the person, not the voicer. If he or she uses an amplifier or another device, don’t touch it, as that is part of his or her personal space.

Deaf and Hard of Hearing

- If you need to attract the attention of a person who is deaf or hard of hearing, touch him or her lightly on the shoulder or arm. When you talk to people who are deaf or hard of hearing, talk directly to them, not to the interpreter, and face them so they can see your lips. Slow your rate of speech, speak your words clearly, and increase your volume, if requested. Shouting is often counterproductive.

- Not all people who are deaf or hard of hearing can read lips. For those people, other forms of communication may be necessary. Some people who are deaf or hard of hearing may offer to write messages back and forth. For some, American Sign Language (ASL) is their first language, and they may require a sign language interpreter to understand proceedings or participate in a conversation.
ATTACHMENT D
TAXI DRIVER ADA SENSITIVITY TRAINING OUTLINE

Persons With Visual Disabilities

- Be descriptive. Describe goings-on and surroundings, especially obstacles, to a blind person. You may have to help orient people with visual disabilities and let them know what’s coming up. Be the assistant, dot the director. If you are asked for assistance, let a blind person hold your arm as a guide.
- If they are walking, tell them if they have to step up or step down; let them know if the door is to their right or left; and warn them of possible hazards.
- You don’t have to speak loudly to people with visual disabilities. Most of them can hear just fine. Offer to read written information for a person with a visual disability when appropriate. It’s ok to ask blind people if they “see what you mean.” If you are meeting a blind person, identify yourself.
- If you have met before, remind the person of the context because he or she won’t have the visual cues to jog the memory.

Persons With Learning Disabilities

- Don’t assume the person is not listening just because you are not getting any verbal or visual feedback. Ask them whether they understand or agree. Don’t assume you have to explain everything to people with learning disabilities. They do not necessarily have a problem with general comprehension. Offer to read written material aloud when necessary.

Persons With Hidden Disabilities

- Not all disabilities are apparent. A person may have trouble following a conversation, may not respond when you call or wave, or may say or do something that seems inappropriate. The person may have a hidden disability such as poor vision, a seizure disorder, a hearing loss, a learning disability, a brain injury, a mental disability or a health condition. These are just a few of the many different types of hidden disabilities. Don’t make assumptions about the person or the disability. Be open-minded.

ADA Sensitivity Video - A.C.C.E.S.S Matters
Providing Transportation Service for Persons with Disabilities
Accessibility
Communication
Cooperation
Excellence
Sensitivity and
Service
Disability Etiquette

Tips on Interacting with People with Disabilities
Mission Statement
United Spinal Association is dedicated to improving the quality of life for all Americans with spinal cord injuries and disorders.

About Us
For over 60 years, we have fought for veteran’s rights and for the rights of all individuals with disabilities. We played a significant role in writing the Americans with Disabilities Act, and made important contributions to the Fair Housing Amendments Act and the Air Carrier Access Act.

Our initiatives in research and education, government policy and legislation, civil rights and advocacy, accessibility and architectural design, and competitive athletics ensure that veterans and all Americans with spinal cord injuries and disorders live healthier, more independent and productive lives as active members of their communities.

Publications
To download any of our publications free of charge, go to www.unitedspinal.org/publications or call 1-800-444-0120 to order printed copies.

Donations
United Spinal Association receives very little government funding of any kind. Our programs depend solely on individuals like you and your tax-deductible gifts. In fact, without generous people like you, our organization could not exist. If you would like to make a donation to support our important programs, please go to www.unitedspinal.org/giving or call 1-800-404-2899.

Training
United Spinal Association can customize a “Disability Etiquette” training session at a reasonable cost for your company, organization or school. Our experienced staff can plan a full day or a short lunch and learn program based on your needs. For more information please contact info@unitedspinal.org

United Spinal Association
75-20 Astoria Boulevard,
Jackson Heights, NY, 11370-1177
718•803•3782
www.unitedspinal.org
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Introduction
The national organization on disability reports that more than 54 million Americans have a disability. This booklet is for anyone—with or without a disability—who wants to interact more effectively with people with disabilities.

The Americans with Disabilities Act (ADA) of 1990 was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help you expand your practice, better serve your customers or develop your audience. When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make people with disabilities feel welcome.

You don’t have to feel awkward when dealing with a person who has a disability. This booklet provides some basic tips for you to follow. And if you are ever unsure how to interact with a person who has a disability, just ask!

The Basics
ASK BEFORE YOU HELP
Just because someone has a disability, don’t assume she needs help.* If the setting is accessible, people with disabilities can usually get around fine. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. And if she does want help, ask how before you act.

BE SENSITIVE ABOUT PHYSICAL CONTACT
Some people with disabilities depend on their arms for balance. Grabbing them—even if your intention is to assist—could knock them off balance. Avoid patting a person on the head or touching his wheelchair, scooter or cane. People with disabilities consider their equipment part of their personal space.
....not to his companion or sign language interpreter.

So, will Paul be going to college this fall?
I believe I'm Paul and I'm right here.

So, Paul, will you be going to college this fall?
Yeah, I figure if I start rolling now, I should get there by September.

Speak directly to a person with a disability,....
THINK BEFORE YOU SPEAK
Always speak directly to the person with a disability, not to his companion, aide or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him as you would with anyone else. Respect his privacy. If you ask about his disability, he may feel like you are treating him as a disability, not as a human being. (However, many people with disabilities are comfortable with children’s natural curiosity and do not mind if a child asks them questions.)

* Note: We want you to think of people who have a disability as individuals—your friends, your co-workers, your neighbors—so rather than use the amorphous group term “they” for people with disabilities, we use the pronouns “he” or “she” throughout this booklet.

DON’T MAKE ASSUMPTIONS
People with disabilities are the best judge of what they can or cannot do. Don’t make decisions for them about participating in any activity. Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.

RESPOND GRACIOUSLY TO REQUESTS
When people who have a disability ask for an accommodation at your business, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. And if they get a positive response, they will probably come back again and tell their friends about the good service they received.

Terminology Tips
PUT THE PERSON FIRST. Say “person with a disability” rather than “disabled person.” Say “people with disabilities” rather than “the disabled.” For specific disabilities, saying “person with Tourette syndrome” or “person who has cerebral palsy” is usually a safe bet. Still, individuals do have their own preferences. If you are not sure what words to use, ask.

Avoid outdated terms like “handicapped” or “crippled.” Be aware that many people with disabilities dislike jargony, euphemistic terms like “physically challenged” and “differently abled.” Say “wheelchair user,” rather than “confined to a wheelchair” or “wheelchair bound.” The wheelchair is what enables the person to get around and participate in society; it’s liberating, not confining.
With any disability, avoid negative, disempowering words, like “victim” or “sufferer.” Say “person with AIDS” instead of “AIDS victim” or “person who suffers from AIDS.”

It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying, “It was good to see you,” and “See you later,” to a person who is blind is completely acceptable; they use these expressions themselves all the time!

Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf with a capital “D,” and may be offended by the term “hearing impaired.” Others may not object to the term, but in general it is safest to refer to people who have hearing loss but who communicate in spoken language as “hard of hearing” and to people with profound hearing losses as Deaf or deaf.

**People Who Use Wheelchairs or Have Mobility Impairments**

People Who Use Wheelchairs have different disabilities and varying abilities. Some can use their arms and hands. Some can get out of their wheelchairs and even walk for short distances.

- Wheelchair users are people, not equipment. Don’t lean over someone in a wheelchair to shake another person’s hand or ask a wheelchair user to hold coats. Setting your drink on the desktop attached to someone’s wheelchair is a definite no-no.

- Don’t push or touch a person’s wheelchair; it’s part of her personal space. If you help someone down a curb without waiting for instructions, you may dump her out of the chair. You may detach the chair’s parts if you lift it by the handles or the footrest.

- Keep the ramps and wheelchair-accessible doors to your building unlocked and unblocked. Under the ADA, displays should not be in front of entrances, wastebaskets should not be in the middle of aisles and boxes should not be stored on ramps.
Keep accessible paths of travel clear.
Be aware of wheelchair users’ reach limits. Place as many items as possible within their grasp. And make sure that there is a clear path of travel to shelves and display racks. When talking to a wheelchair user, grab your own chair and sit at her level. If that’s not possible, stand at a slight distance, so that she isn’t straining her neck to make eye contact with you.

If the service counter at your place of business is too high for a wheelchair user to see over, step around it to provide service. Have a clipboard handy if filling in forms or providing signatures is expected.

If your building has different routes through it, be sure that signs direct wheelchair users to the most accessible ways around the facility. People who walk with a cane or crutches also need to know the easiest way to get around a place, but stairs may be easier for them than a ramp. Ensure that security guards and receptionists can answer questions about the most accessible way around the building and grounds.

If the nearest public restroom is not accessible or is located on an inaccessible floor, allow the person in a wheelchair to use a private or employees’ accessible restroom.

People who use canes or crutches need their arms to balance themselves, so never grab them. People who have limited mobility may lean on a door for support as they open it. Pushing the door open from behind or unexpectedly opening the door may cause them to fall. Even pulling out or pushing in a chair may present a problem. Always ask before offering help.

If you offer a seat to a person who has limited mobility, keep in mind that chairs with arms or with higher seats are easier for some people to use.

Falls are a big problem for people who have limited mobility. Be sure to set out adequate warning signs after washing floors. Also put out mats on rainy or snowy days to keep the floors as dry as possible. (Make sure they don’t bunch up and make the floor impassable for wheelchair users.)
Don’t ask a wheelchair user to hold things for you.

Respect her personal space.
◆ People who do not have a visible disability may have needs related to their mobility. For example, a person with a respiratory or heart condition may have trouble walking long distances or walking quickly. Be sure that your museum, hotel or department store has ample benches for people to sit and rest on.

◆ Some people have limited use of their hands, wrists or arms. Be prepared to offer assistance with reaching for, grasping or lifting objects, opening doors and display cases, and operating vending machines and other equipment.

**People Who Are Blind**

**PEOPLE WHO ARE BLIND** know how to orient themselves and get around on the street. They are competent to travel unassisted, though they may use a cane or a guide dog. A person may have a visual disability that is not obvious. Be prepared to offer assistance—for example in reading—when asked.

◆ Identify yourself before you make physical contact with a person who is blind. Tell him your name and your role if it’s appropriate, such as security guard, usher, case worker, receptionist or fellow student. And be sure to introduce him to others who are in the group, so that he’s not excluded.

◆ If a new customer or employee is blind or visually impaired, offer him a tour of your facility.

◆ If you have changed your facility (i.e., rearranged the furniture) notify your customers who are blind of the changes.

◆ People who are blind need their arms for balance, so offer your arm—don’t take his—if he needs to be guided. (It is however appropriate to guide a blind person’s hand to a banister or the back of a chair to help direct him to a stairway or a seat.)
If a person who is blind needs to be guided, offer your arm—don’t take his.
◆ If the person has a guide dog, walk on the side opposite the dog. As you are walking, describe the setting, noting any obstacles, such as stairs (‘up’ or ‘down’) or a big crack in the sidewalk. Other hazards include: revolving doors, half-opened filing cabinets or doors, and objects protruding from the wall at head level such as hanging plants or lamps. If you are going to give a warning, be specific. Hollering, “Look out!” does not tell the person if he should stop, run, duck or jump.

◆ If you are giving directions, give specific, nonvisual information. Rather than say, “Go to your right when you reach the office supplies,” which assumes the person knows where the office supplies are, say, “Walk forward to the end of this aisle and make a full right.”

◆ If you need to leave a person who is blind, inform him first and let him know where the exit is, then leave him near a wall, table, or some other landmark. The middle of a room will seem like the middle of nowhere to him.

◆ Don’t touch the person’s cane or guide dog. The dog is working and needs to concentrate. The cane is part of the individual’s personal space. If the person puts the cane down, don’t move it. Let him know if it’s in the way.

◆ Offer to read written information—such as the menu, merchandise labels or bank statements—to customers who are blind. Count out change so that they know which bills are which.

◆ If you serve food to a person who is blind, let him know where it is on the plate according to a clock orientation (twelve o’clock is furthest from them, six o’clock is nearest). Remove garnishes and anything that is not edible from the plate. Some patrons may ask you to cut their food; this can be done in the restaurant’s kitchen before the meal is served.
Be specific when giving directions....

....to people who are blind or visually impaired.
People With Low Vision

A person who has low vision may need written material in large print. A clear font with appropriate spacing is just as important as the type size. Labels and signs should be clearly lettered in contrasting colors. It is easiest for most people with low vision impairments to read bold white letters on black background. Avoid using all uppercase letters because it is more difficult for people with low vision to distinguish the end of a sentence.

◆ Good lighting is important, but it shouldn’t be too bright. In fact, very shiny paper or walls can produce a glare that disturbs people’s eyes.

◆ Keep walkways clear of obstructions. If people with low vision regularly use your facility as customers or employees, inform them about any physical changes, such as rearranged furniture, equipment or other items that have been moved.

People Who Are Deaf or Have a Hearing Loss

American Sign Language (ASL) is an entirely different language from English, with a syntax all its own. Speech reading (lip reading) is difficult for people who are Deaf if their first language is ASL because the majority of sounds in English are formed inside the mouth, and it’s hard to speech read a second language.

People who are hard of hearing, however, communicate in English. They use some hearing but may rely on amplification and/or seeing the speaker’s lips to communicate effectively.

There is a range of communication preferences and styles among people with hearing loss that cannot be explained in this brief space. It is helpful to note that the majority of late deafened adults do not communicate with sign language, do use English and may be candidates for writing and assistive listening devices to help improve communication. People with cochlear implants, like other people with hearing loss, will usually inform you what works best for them.
When an exchange of information is complex, the most effective way to communicate with....

The apartment rents month to month, there's a $500 moving deposit and a nonrefundable fixture fee...

I wish we had a sign-language interpreter.

...And the fixture fee is not refundable.

....a person who is Deaf is through a qualified sign language interpreter.
When the exchange of information is complex—such as during a job interview or doctor’s visit or when reporting a crime—the most effective way to communicate with a native signer is through a qualified sign language interpreter. For a simple interaction—such as ordering in a restaurant or registering for a hotel room—writing back and forth is usually okay.

Follow the person’s cues to find out if she prefers sign language, gesturing, writing or speaking. If you have trouble understanding the speech of a person who is deaf or hard of hearing, let her know.

When using a sign-language interpreter, look directly at the person who is deaf, and maintain eye contact to be polite. Talk directly to the person (‘What would you like?’), rather than to the interpreter (‘Ask her what she’d like.’).

People who are deaf need to be included in the decision-making process for issues that affect them; don’t decide for them.

Before speaking to a person who is deaf or hard of hearing, make sure that you get her attention. Depending on the situation, you can extend your arm and wave your hand, tap her on the shoulder or flicker the lights.

Rephrase, rather than repeat, sentences that the person doesn’t understand.

When talking, face the person. A quiet, well-lit room is most conducive to effective communication. If you are in front of the light source—such as a window—with your back to it, the glare may obscure your face and make it difficult for the person who is hard of hearing to speech read.

Speak clearly. Most people who are hard of hearing count on watching people’s lips as they speak to help them understand. Avoid chewing gum, smoking or obscuring your mouth with your hand while speaking.
Do not obscure your face when communicating with a person who is hard of hearing.
There is no need to shout at a person who is deaf or hard of hearing. If the person uses a hearing aid, it will be calibrated to normal voice levels; your shout will just sound distorted.

People who are deaf (and some who are hard of hearing or have speech disabilities) make and receive telephone calls with the assistance of a device called a TTY (short for teletypewriter; also called a TDD). A TTY is a small device with a keyboard, a paper printer or a visual display screen and acoustic couplers (for the telephone receiver).

When a TTY user calls a business that does not have a TTY, she places the call through her state’s relay service. Likewise, a business that does not have a TTY can reach a customer who is a TTY user through the relay service. If you receive a relay call, the operator will identify it as such. Please do not hang up; this is the way that people who are deaf are able to place an order at your pizza parlor, call your store to find out what hours you are open, or make a reservation at your restaurant.

People With Speech Disabilities

A PERSON WHO HAS HAD A STROKE, is severely hard of hearing, uses a voice prosthesis or has a stammer or other type of speech disability may be difficult to understand.

Give the person your full attention. Don’t interrupt or finish the person’s sentences. If you have trouble understanding, don’t nod. Just ask him to repeat. In most cases the person won’t mind and will appreciate your effort to hear what he has to say.

If you are not sure whether you have understood, you can repeat for verification.

If, after trying, you still cannot understand the person, ask him to write it down or to suggest another way of facilitating communication.

A quiet environment makes communication easier.

Don’t tease or laugh at a person with a speech disability. The ability to communicate effectively and to be taken seriously is important to all of us.
If you have trouble understanding a person with...

....a speech impairment, ask him to repeat.
Persons of Short Stature

**There are 200 diagnosed types of growth-related disorders** that can cause dwarfism and that result in the person being 4 feet 10 inches or less in height. For an adult, being treated as cute and childlike can be a tough obstacle.

◆ Be aware of having necessary items within the person’s reach to the maximum extent possible.

◆ Be aware that persons of short stature count on being able to use equipment that is at their height. Be sensitive about not using lower telephones, bank counters and urinals if they are in limited supply.

◆ As with people who have other disabilities, never pet or kiss a person of short stature on the head.

◆ Communication can be easier when people are at the same level. Persons of short stature have different preferences. You might kneel to be at the person’s level; stand back so you can make eye contact without the person straining her neck (this can be hard to do in a crowded room); or sit in a chair. Act natural and follow the person’s cues.

People With Cerebral Palsy

**As a result of injury to the central nervous system,** people with cerebral palsy (CP) have difficulty controlling their muscles. Follow the tips below for interacting with persons who have speech disabilities.

◆ Many people with CP have slurred speech and involuntary body movements. Your impulse may be to discount what they have to say, based on their appearance. Monitor your responses and interact with the person as you would with anyone else.

◆ A person who may appear to be drunk, sick or have a medical emergency might in fact have CP or another disability. Get the facts before acting on your first impression, whether the situation is business, social or law enforcement.
Tourette Syndrome

**People with Tourette Syndrome** may make vocalizations or gestures such as tics that they cannot control. A small percentage of people with Tourette syndrome involuntarily say ethnic slurs or obscene words. An employee or other person with Tourette syndrome will benefit from the understanding and acceptance of co-workers and others.

- If a person with Tourette makes vocalizations during a conversation, simply wait for her to finish, then calmly continue.

- The more the person tries to contain these urges, the more the urges build up. It may be helpful for a person with Tourette to have the option to leave the meeting or conversation temporarily to release the build-up in a private place.

People Who Look Different

**A Different Issue** confronts people who may not be limited in their life activities, but who are treated as if they have a disability because of their appearance. People with facial differences, such as cleft lip or palate, cranio-facial disfigurement, or a skin condition; people who are way above or way below the average height or weight; people who may display visible effects of medication, such as a tremor—in short, people who look different—have the frequent experience of finding people staring at them, looking away or looking through them as if they are invisible.

- Everyone needs to have a positive self-image to be a fully participating member of society. Be sure that you don’t contribute to stigmatizing people who look different.

- If the situation is appropriate, strike up a conversation and include the person in whatever is going on, just as you would for an “average-looking” person.
Hidden Disabilities

NOT ALL DISABILITIES ARE APPARENT. A person may make a request or act in a way that seems strange to you. That request or behavior may be disability-related.

For example, you may give seemingly simple verbal directions to someone, but the person asks you to write the information down. He may have a learning disability that makes written communication easier for him. Or an apparently healthy person may ask to sit, rather than stand, in line. This person may be fatigued from a condition such as cancer, or may be feeling the effects of medication.

Even though these disabilities are hidden, they are real. Please respect the person’s needs and requests whenever possible.

Epilepsy (Seizure Disorders)

EPILEPSY IS A NEUROLOGICAL CONDITION characterized by seizures that happen when the electrical system of the brain malfunctions. The seizures may be convulsive, or the person may appear to be in a trance. During complex partial seizures, the person may walk or make other movements while he is, in effect, unconscious.

◆ If a person has a seizure, you cannot do anything to stop it. If he has fallen, be sure his head is protected and wait for the seizure to end.

◆ When a seizure has ended, the person may feel disoriented and embarrassed. Try to ensure that he has privacy to collect himself.

◆ Be aware that beepers and strobe lights can trigger seizures in some people.

◆ Many people with CP have slurred speech and involuntary body movements. Your impulse may be to discount what they have to say, based on their appearance. Monitor your responses and interact with the person as you would with anyone else.
Try to avoid using sprays or other fumey products when customers are in your store.
◆ A person who may appear to be drunk, sick or have a medical emergency might in fact have CP or another disability. Get the facts before acting on your first impression, whether the situation is business, social or law enforcement.

**Multiple Chemical Sensitivity (MCS) and Respiratory Disabilities**

**PEOPLE WITH MCS AND RESPIRATORY DISABILITIES** such as asthma or emphysema react to toxins in the air. Stale air, fumes from cleaning products, perfume, carpeting, air freshener or even the fumes from magic markers can trigger a severe reaction.

◆ Try to avoid spray-cleaning tables, windows or other surfaces while people are in your place of business. If you must use a spray product, spray or pour it closely into the cloth, not into the air. Use less-toxic products when possible. Request that staff who have contact with the public go easy on fragranced body-care products like cologne, hair spray, hand lotion, and after-shave.

◆ Maintaining good ventilation and overall good indoor air quality will not only benefit your customers who have MCS and respiratory disabilities, it will also help you and all of your employees stay healthier and more alert.

◆ Second-hand smoke can be particularly harmful to people with MCS or respiratory disabilities. Follow and enforce no-smoking regulations, including in restrooms and stairwells. Discourage smokers from congregating at the entrance to your business. If appropriate, designate a separate smoking area where the door is kept closed and the air ventilates to the outside.
HIV & AIDS

PEOPLE WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV) or Autoimmune Deficiency Syndrome (AIDS) have impaired immune systems, so their bodies have trouble fighting off infections.

◆ You can’t catch HIV from casual contact such as shaking hands, so don’t be afraid of touching or being touched by a person with AIDS.

◆ A person with HIV or AIDS, however, is at significant risk of picking up an airborne infection. Be conscious of not putting someone else at risk. If you have a respiratory infection or any other easily transmittable illness, be considerate of all your customers and employees and stay home, if possible.

◆ Many people with AIDS feel stigmatized. By simply greeting or shaking the person’s hand, you are letting him know that he is accepted. It will mean a lot to him.

A WORD ABOUT CONFIDENTIALITY:
You may really care or you may just be curious about a person with a disability who is in crisis, suddenly ill, or misses work for unexplained reasons. In spite of your concern, please respect the privacy of a person with a disability. Allow him to discuss his situation if and when he feels comfortable doing so.
Psychiatric Disabilities (Mental Illness)

**PEOPLE WITH PSYCHIATRIC DISABILITIES** may at times have difficulty coping with the tasks and interactions of daily life. Their disorder may interfere with their ability to feel, think or relate to others. Most people with psychiatric disabilities are not violent. One of the main obstacles they face is the attitudes that people have about them. Because it is a hidden disability, chances are you will not even realize that the person has a mental health condition.

◆ Stress can affect the person’s ability to function. Try to keep the pressure of the situation to a minimum.

◆ People who have psychiatric disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make him most comfortable and respect his needs to the maximum extent possible.

◆ In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for. If appropriate, you might ask if the person has medication that he needs to take.
Always ask before you help.
Developmental Disabilities

**PEOPLE WITH DEVELOPMENTAL DISABILITIES LEARN SLOWLY.** They have a hard time using what they have learned and applying it from one setting or situation to another.

◆ Speak to the person in clear sentences, using simple words and concrete—rather than abstract—concepts. Help her understand a complex idea by breaking it down into smaller parts.

◆ Don’t use baby talk or talk down to people who have developmental disabilities. Gauge the pace, complexity, and vocabulary of your speech according to theirs.

◆ Remember that the person is an adult and, unless you are informed otherwise, can make her own decisions.

◆ People with developmental disabilities may be anxious to please. During an interview, the person may tell you what she thinks you want to hear. In certain situations, such as law enforcement or a doctor’s examination, it can have grave consequences if your interview technique is not effective. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.

◆ It can be difficult for people with developmental disabilities to make quick decisions. Be patient and allow the person to take their time.

◆ Clear signage with pictograms can help a person who has developmental disabilities to find her way around a facility.

◆ People with developmental disabilities often rely on routine and on the familiar to manage work and daily living. Be aware that a change in the environment or in a routine may require some attention and a period of adjustment.
People with Learning Disabilities

**LEARNING DISABILITIES ARE LIFELONG DISORDERS** that interfere with a person's ability to receive, express or process information. Although they have certain limitations, most people with learning disabilities have average or above-average intelligence. You may not realize that the person has a learning disability because he functions so well. Or you may be confused about why such a high-functioning person has problems in one aspect of his work.

◆ People with dyslexia or other reading disabilities have trouble reading written information. Give them verbal explanations and allow extra time for reading.

◆ Don’t be surprised if you tell someone very simple instructions and he requests that you write them down. Because spoken information gets “scrambled” as he listens, a person who has a learning disability such as auditory processing disorder may need information demonstrated or in writing.

◆ Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.

◆ It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

People with Traumatic (or Acquired) Brain Injury

**PEOPLE WITH TRAUMATIC BRAIN INJURY** have had damage to the brain usually as the result of trauma, such as an accident or stroke.

◆ Some of the factors that affect persons with learning disabilities also apply to persons with traumatic brain injury. People with brain injury may have a loss of muscle control or mobility that is not obvious. For example, a person may not be able to sign her name, even though she can move her hand.
A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In her frustration to understand, or to get her own ideas across, she may seem pushy. All of these behaviors arise as a result of the injury.

A person with a brain injury may be unable to follow directions due to poor short-term memory or poor directional orientation. She may ask to be accompanied, or she may use a guide dog for orientation, although she does not appear to be mobility impaired.

If you are not sure that the person understands you, ask if she would like you to write down what you were saying.

The person may have trouble concentrating or organizing her thoughts, especially in an overstimulating environment, like a crowded movie theater or transportation terminal. Be patient. You might suggest going somewhere with fewer distractions.

**Service Animals**

**SOME PEOPLE WHO** are Deaf, blind or have low vision, or who have traumatic brain injury, seizure disorder, or a range of other disabilities may use a service animal to assist them with daily living.

While you may inquire whether an animal is a service animal, the person may not have information identifying it as such. This means that in general, you will need to modify a “no animals” policy to allow the person to enter with her service animal. Barring a direct threat to health and safety, this requirement of the Americans with Disabilities Act is generally thought to take precedence over any health codes, such as those for restaurants, and personal preferences, such as those of taxi drivers, prohibiting pets.

Service animals are generally highly trained and well behaved. You may ask the person to remove the animal if she does not have the animal under her control.
Don’t make decisions for people with disabilities...

... about what they can or can’t do.
Emergency Evacuation Procedures

PEOPLE WITH DISABILITIES MUST BE CONSIDERED IN ANY FACILITY’S EVACUATION PLAN.

◆ Compile a voluntary list of people with disabilities who are regulars at your facility, such as employees, students or residents. While you are compiling this list, let people know that even though they may not consider themselves to be “disabled,” they should be included if they may need help during an emergency. For example, this might apply to someone whose asthma may be triggered by stress or smoke. Keep the list updated to include people who are temporarily disabled, such as a pregnant woman or someone with a broken leg.

◆ Interview each individual on the list to plan the most effective way to assist them in case of an emergency. For example, a person with a cognitive disability may get confused and need assistance in following directions. A person who is blind, even if he knows his way around the facility, will need to be accompanied during an emergency, especially when large numbers of people are involved.

◆ Also develop a plan, including a voluntary sign-in, for an emergency that may affect people who are not attached to the facility, such as customers, theatergoers, patients or other members of the public.

◆ Practice the evacuation procedures and keep your plans up to date.
Conflict Management

SOMETIMES CONFLICTS ARISE between people with disabilities and the places they visit for fun, work, health care or education. These conflicts are usually the result of misunderstanding or a lack of information. Sometimes conflicts develop between people with disabilities who have conflicting needs. For example, a person who is hard of hearing cannot hear the proceedings with the window open, but a person with Multiple Chemical Sensitivity needs the window open for fresh air; someone who uses a guide dog may run into a conflict with a person who has an anxiety disorder and an extreme fear of dogs.

All of these situations call for flexibility, patience, creativity, and open communication—a willingness to listen to the other guy’s perspective and to learn.

Sometimes good faith efforts are not enough, and parties have difficulty working out their differences. In these cases, consider using the services of a skilled mediator.

A Final Word

PEOPLE WITH DISABILITIES are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don’t make them into disability heroes or victims. Treat them as individuals.
Signage

Note accessibility of your business or program by using the symbols below in advertising, on flyers, and as signage at the location of the service. Be sure to use the verbal description, along with the symbol. As signage, enlarge the symbol and place it where it will be most visible.

- **Wheelchair Access**
- **Assistive Listening for People Who Are Hard of Hearing**
- **Sign-Language Interpreter**
- **TTY/TDD**
Serving Customers with Disabilities is Smart Business!

Inside, you’ll learn about:

- Communicating with customers with disabilities
- Communicating with customers who are deaf or hard of hearing
- Serving customers with disabilities
- Serving customers who use wheelchairs
- Serving customers who use service animals
- Serving customers with visual disabilities

Fifty-four million people in America today live with disabilities. These people have jobs, families, classes, meetings, travel plans, and other activities that keep them on the move, and they need transportation, including taxicabs, to help them get where they’re going! Think about it: 54,000,000 fares just waiting to give you their business…

Smart businesspeople make it their goal to meet or exceed customers’ expectations. Your customers, including those with disabilities, want and expect good and safe service. If you treat people with disabilities with the courtesy and respect they deserve, you will gain:

- Increased revenue
- Repeat business
- Referrals and additional business
- Personal satisfaction

The Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees everyone an equal opportunity to take part in our society. The ADA defines a person with a disability as someone with a physical or mental impairment that greatly limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, doing manual tasks, or learning.
It's easy to provide good service to customers with disabilities; just follow these tips on communication and assistance:

1. **Communicating with Customers with Disabilities**
   Proper communication with people with disabilities follows the basic rules of customer service and good manners. It is important to emphasize the person, not the disability, and to use words that accurately portray an individual person or situation. For example, say "person who uses a wheelchair" instead of "wheelchair user." Use "person who is deaf or hard of hearing" rather than "deaf person" or "hearing impaired" and "seniors" or "older adults" in place of "elderly," etc.

2. **Serving Customers who are Deaf or Hard of Hearing**
   - Face customers when speaking to them, and don't let objects obstruct their view. Speak clearly.
   - It is not necessary to raise your voice when speaking to a customer with a hearing impairment. Raising your voice distorts your lip movement and makes lip reading difficult.
   - If you are picking up a passenger with a hearing impairment, you cannot blow your horn to let him know of your arrival — you'll need to knock on the customer's door or use the accessible doorbell.
   - If you're picking up a customer who is deaf or hard of hearing you or the dispatcher will need to call Relay Services at 711 in order to contact the customer. In your call, give or enter the customer's TTY number and the Relay Services operator will relay the message to the customer.

3. **General Guidelines for Serving Customers with Disabilities**
   - Treat customers with disabilities as you would like to be treated.
   - Take the time to identify customers' needs and determine how best to serve them when you first meet.
   - Never make assumptions about your customers' physical or mental abilities.
   - Customers with similar disabilities often have different needs to make independent travel possible.
   - Ask customers with disabilities if they need assistance. Don't automatically assume they do.
   - Do not touch customers without their permission.
   - Speak clearly with a normal tone and speed, unless the customer requests otherwise.
   - If you are asked to repeat or write what you said, do so calmly and pleasantly.
   - Smile, listen, and show respect. Be friendly and courteous.
   - Talk to customers at their eye level. It may be appropriate to sit when having a long conversation with a person using a wheelchair.
   - Give customers with disabilities the same information and choices that you give other customers.
   - Solve problems in a professional manner.

4. **Serving Customers who use Wheelchairs**
   - People who use wheelchairs are easy to accommodate — don't pass up the fare!
   - Ask the customers how you can assist them. Customers know what works best for them and must be able to manage their transfer to the passenger compartment of the taxi.
   - Wheelchairs, walkers, canes, and other mobility aids are part of the customer's personal space. Do not hold or lean on them without the customer's permission.
   - Wheelchairs and other mobility aids are individualized. Do not make assumptions about how they operate or store.
   - Whenever possible, mobility aids such as canes and walkers should travel in the customer compartment of the taxi. Wheelchairs and other large devices can be stored in the trunk.
   - Power wheelchairs require an accessible vehicle equipped with a lift, low floor, or a ramp. If your vehicle cannot accommodate a power chair, call your dispatcher to order an accessible vehicle and wait with the customer. If your company does not own an accessible vehicle, ask the dispatcher how to acquire transportation to meet the customer's needs.
   - If your company does not own a vehicle that can accommodate a power wheelchair, you as an independent contractor driver may consider buying one — it would be a smart business investment!

5. **Serving Customers who use Service Animals**
   - Service animals are highly trained and allowed by law to ride in the customer compartments of taxicabs.
   - People with various types of disabilities use service animals.
   - Dogs are the most common service animals, but other animals may help people with disabilities.
   - Some, but not all, service animals wear identification like a tag, vest, or special harness. If you are not sure that the animal is a service animal, ask. Certification or identification is not required for the animal.
   - The owner must stay with the service animal and keep it under control at all times.
   - Never touch or talk to the service animal — it is working!

6. **Serving Customers with Visual Disabilities**
   - Identify yourself, and use the customer's name if you know it.
   - Respond verbally when the customer gives you information, so that he will know that you have heard him.
   - Ask the customer what type of assistance is needed and how you can best provide it.
   - Count the customer's change out loud, as you would for any other customer. Identify the denomination of the bills when you give customers their change.
   - Before you leave the customer, give specific directions to allow the customer to reach his destination. Say "turn right," or "turn left to reach the front door." Ask if further assistance is needed.

Serving Customers with Disabilities is Smart Business
ATTACHMENT E

INTERCITY TAXI SCRIP,
TAXI DRIVER LOG
<table>
<thead>
<tr>
<th>Date</th>
<th>Driver</th>
<th>Call</th>
<th>D/T</th>
<th>P/U Address</th>
<th>P/U City</th>
<th>D/O Address</th>
<th>D/O City</th>
<th>P/U</th>
<th>Clear</th>
<th>Meter</th>
<th>Scrip</th>
<th>Other</th>
<th>ADA #</th>
<th>Exp. Date</th>
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<td>Pam</td>
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<td>12:53</td>
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<td>100 Hospital Drive</td>
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<td>$40.00</td>
<td>$6.25</td>
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<td>12/23/2011</td>
<td>Walker</td>
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Welcome to Solano County!
Taxicabs are available 24 hours a day and offer service throughout Solano County.

Fare Rate
Taxicab fares are approved by each city’s local City Council. Rates are posted in each taxicab.

Lost & Found
Please call the taxi company that provided your ride.

<table>
<thead>
<tr>
<th>Location</th>
<th>City Cab</th>
<th>Yellow Cab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benicia</td>
<td>(707) 745-3399</td>
<td>(707) 745-4040</td>
</tr>
<tr>
<td>Fairfield/Suisun</td>
<td>Fairfield Cab</td>
<td>Veteran’s Cab</td>
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<tr>
<td></td>
<td>(707) 422-5555</td>
<td>(707) 421-9999</td>
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<tr>
<td></td>
<td></td>
<td>Yellow Cab</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(707) 428-4400</td>
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<tr>
<td>Rio Vista</td>
<td>Vista Cab</td>
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<tr>
<td></td>
<td>(707) 374-6572</td>
<td></td>
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<tr>
<td></td>
<td>AA Taxi</td>
<td></td>
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<tr>
<td></td>
<td>(707) 449-8294</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vallejo</td>
<td></td>
</tr>
<tr>
<td></td>
<td>California Taxicab Co. (707) 648-7008</td>
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<tr>
<td></td>
<td>Vallejo City Cab</td>
<td>(707) 643-3333</td>
</tr>
<tr>
<td></td>
<td>Vallejo Yellow Cab(707) 644-1234</td>
<td></td>
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</table>

Your Comments are Welcome!
Fill out the back of this comment card and drop it in the mail. (No postage is necessary.)
<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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<tr>
<td>DriverCourtesy</td>
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<td></td>
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<tr>
<td>Driver Appearance</td>
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<td>Driving Ability and Safety</td>
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<td></td>
</tr>
<tr>
<td>Vehicle Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Taxi Vehicle Number: _______________________
Taxi Driver Name: _________________________
Comments: ________________________________
________________________________________
________________________________________
Contact Information: ______________________
__________________________ Name
__________________________ Phone
ATTACHMENT G
TAXICAB RIDER BILL OF RIGHTS

Taxi Passengers Are Entitled To A Courteous Driver Who:

- Speaks English and obeys all traffic laws
- Practices good hygiene and is polite and respectful
- Provides a taxi that is clean, smoke free and in good repair
- Turns on the heat or air conditioning upon request
- Takes the most direct route or one of your choice
- Provides a quiet trip, free of radio noise on request
- Does not talk on a cell phone while driving
- Charges an accurate fare based upon designated rates posted in each cab
- Provides a company receipt on request including the driver’s name, cab number, date, amount paid and trip addresses
- Welcomes service animals
- Provides assistance placing folding wheelchairs or other mobility aids in the trunk upon request
- Accepts cash or valid taxi scrip with proper ID
  (Note: Drivers may not have exact change. No change is given for taxi scrip.)
- Picks up passengers within a reasonable amount of time
- Provides Taxi Service Comment Cards to passengers for submitting complaints or commendations

Your Taxi Driver Is Entitled To A Courteous Passenger Who:

- Is at the pick-up location on time
- Boards the cab only from the curb (the right side of the cab)
- Wears a seat belt at all times during the trip
- Practices personal hygiene and is polite and respectful
- Refrains from smoking, drinking or eating inside the taxi
- Does not distract the taxi driver during the trip
- Upon arrival at the destination, pays the metered fare in cash or valid taxi scrip with proper ID
  (Note: Drivers may not have exact change. No change is given for taxi scrip.)
- Calls to cancel an unneeded ride as soon as possible
- Maintains mobility aids in safe operating condition
- Does not play loud music or leave litter in the cab

Tips are optional! Drivers appreciate a tip for exceptional service. Passengers may decline to tip for poor service.
ATTACHMENT H

INTERCITY TAXI SCRIP RIDERS GUIDE
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Intercity Taxi Program

The Solano County Intercity Taxi Scrip program is a flexible option for qualified ADA (Americans with Disabilities Act) paratransit-certified riders. This service provides premium ADA plus, curb-to-curb, same day transportation. The Intercity Taxi Scrip program is in addition to paratransit services available by public transit providers throughout Solano County.

Benefits of the Intercity Taxi Scrip Program

- Service between cities and rural areas in Solano County
- 24 hour access, 7 days a week
- Same day service
- No transfers required
- Low-cost

Eligibility

You must be an ADA paratransit certified resident of Solano County. Additionally, you must be ambulatory or able to enter and exit a taxi without the help of another person. Your mobility device must be able to be folded for transport in the trunk of the taxi.

Intercity Taxi Scrip may be a travel solution if you do not require an accessible vehicle and can travel with minimal assistance. If you are a wheelchair user and cannot independently transfer from the wheelchair to the back seat of a taxi, you should continue to use paratransit for your travel needs.

If you are not currently ADA paratransit certified and would like an application, please call your local public transit provider:

Dixon Readi-Ride (707) 678-7442
Vacaville City Coach (707) 449-5170
Fairfield & Suisun DART (707) 428-7535
Vallejo RunAbout (707) 648-1999
Benicia Breeze (707) 746-4300
Rio Vista Delta Breeze (707) 374-5337
Unincorporated Solano County (707) 784-2797
ADA Photo ID Card

To purchase and use the new Intercity Taxi Scrip you will need an ADA photo ID card. This card will allow you to use both Intercity Taxi Scrip as well as paratransit services throughout Solano County. This new ADA photo ID card will replace your current paratransit card, if your local public transit provider issued one to you. Contact your local public transit program for information on how to obtain your new identification card.

There is no charge for your new ADA photo ID card. You will be required to show your ID each time you purchase or use Intercity Taxi Scrip.

Sample ADA Picture ID Card

Lost or Stolen ADA Photo ID Card

Please contact your local public transit provider. A replacement card will be issued for a $5 charge. Please allow up to three weeks for processing.

Service Areas & Hours of Operation

Taxi service operates 24 hours a day, 7 days a week. It takes approximately 15 to 30 minutes from the time you place your phone call for the taxi to arrive. While taxi service does not require an advance reservation, for reduced wait times, one to two hours notice is appreciated.

Intercity Taxi Scrip is valid for taxi trips originating and ending within Solano County. For instance, you can use Intercity Taxi Scrip from Benicia to Dixon (both within Solano County), but not to Davis, Sacramento or Richmond which are located in other counties.

Taxis may only provide service within the jurisdiction in which they are licensed. For example, Vallejo taxis may take a passenger TO another city, but may not be allowed to pick up a passenger FROM another city. For your return trip, you must call a taxi from your current city (point of pick-up).
Purchasing Intercity Taxi Scrip

Scrip books may be purchased for $15.00. Each book contains $100.00 worth of scrip. Intercity Taxi Scrip is non-refundable and will expire. The expiration date is printed on the front of the Scrip booklet. Only purchase the amount of scrip you intend to use. Limitations may apply to the number of scrip books you may purchase in any given month and vary from city to city. Please check with your local public transit provider for details.

Scrip books are available for sale at the following locations with your ADA photo ID card:

**Benicia**
City Hall Finance Department  
250 East “L” Street  
707-746-4300

**Dixon**
City Hall  
600 East “A” Street  
707-678-7000

**Fairfield**
Fairfield Transportation Center  
2000 Cadenasso Drive  
707-428-7635

**Suisun City**
Amtrak Station  
177 Main Street  
707-374-2878

**Vacaville**
City Hall  
Public Works Department  
650 Merchant Street  
707-449-5170

**Rio Vista**
City Hall  
Finance Department  
One Main Street  
707-374-6451

**Vallejo**
City Hall 1st Floor  
Cashier’s Office  
555 Santa Clara Street  
707-648-4315

Florence Douglas Senior Center  
333 Amador Street  
707-643-1044
**Scheduling a Ride**

When calling for a taxi, please tell the dispatcher:

- Your name
- Your ADA number
- That you will be using Intercity Taxi Scrip
- The date and time you want to be picked up
- Your exact pick up and destination addresses
- Where you will be waiting, the exact pick up location (for example: “Solano Mall in front of Red Robin”)
- Special instructions such as gate codes
- The number of persons traveling with you
- If you use a mobility device such as a collapsible wheelchair or walker
- If you are traveling with a service animal or pet
- If traveling to an appointment, both your desired pick-up time and your scheduled appointment time

The following taxi companies have agreed to participate in the Intercity Taxi Scrip program. Simply call the taxi within your city to request a ride.

**Benicia**
- City Cab (707) 745-3399
- Yellow Cab (707) 745-4040

**Fairfield/Suisun**
- Fairfield Cab (707) 422-5555
- Veteran’s Cab (707) 421-9999
- Yellow Cab (707) 428-4400

**Rio Vista**
- Vista Cab (707) 374-6572

**Vacaville/Dixon**
- AA Taxi (707) 449-8294
- Yellow Cab (707) 446-1144

**Vallejo**
- California Taxicab (707) 645-1000
- City Cab (707) 643-3333
- Yellow Cab (707) 644-1234
Service Restrictions

The Intercity Taxi Scrip program offers curb-to-curb transportation service. Please note, taxi drivers are not required to assist passengers. If you require assistance, please travel with an attendant.

Drivers are NOT Permitted To:

- Enter the residence of a rider.
- Perform any personal care assistance for any rider, such as lifting or carrying a passenger.
- Perform errands for riders, such as picking up prescriptions or groceries.

Scheduling Recurring Trips (Subscription Trips)

Taxi availability is dependent upon overall demand for service in your community. When demand is high, wait times may be longer. You are encouraged to schedule recurring trips in advance.

Subscription service may be available for recurring trips on the same day(s) and time(s) each week. To request information about subscription service, contact the taxi dispatcher.

Canceling a Trip

Early trip cancellations provide more service opportunities for other customers. Please make every effort to cancel your trip as early as possible. Persons who repeatedly refuse taxi trips at the door when the taxi has arrived within 10 minutes of the requested pick up time, may be denied future service or charged a fee by the taxi company. For rules and policies regarding cancellation and refused trips, please call the taxi company.

Taxi Fares

Taxi fares are set by local City Councils. Rates are posted within each taxi and vary throughout the county. Taxis accept cash in addition to Intercity Taxi Scrip. No change is given for scrip. Taxi drivers may not have exact change for cash fare.

At the time of your trip, you must show your ADA photo ID card to the driver. If you do not have your ADA photo ID card, you must pay the full taxi fare.
**Taxi Wait-Time & Tips**

Drivers are not allowed to accept Intercity Taxi Scrip as payment for wait time or tips. You may use cash to have a taxi cab wait for you or to pay a tip.

**Attendant and/or Companion**

Fares are charged by trip, not per person. There is no additional charge for extra passengers; however, taxi capacity is limited to the number of persons who can be safely transported while each is wearing a seat belt.

**Transporting Packages**

The amount of space in a taxi is limited. You are responsible for loading and unloading your packages or other carry on items. Drivers are not required to assist riders with their carry on items. If you require assistance, please travel with a companion.

**Seat Belts**

All passengers must wear lap and shoulder belts as required by California Motor Vehicle law.

**Traveling with Children**

When traveling with a child under the age of six who weighs less than 60 pounds, you must provide the child’s safety seat and properly secure the child in it.

**Service Animals and Pets**

Both service animals and well behaved pets are allowed and travel free. Service animals must be under your direct physical control at all times. Small pets must be fully enclosed in a secure container you can manage.

A driver may refuse to transport an animal if it is not under your control, is disruptive or behaves in an aggressive or threatening manner. Please tell the taxi dispatcher you will be traveling with a service animal or pet when scheduling your trip.

**Suspension of Service**

Suspension from our program can result when a rider obtains or uses service under false pretenses; for example, provides false information on the eligibility application, allows others to ride in their place, or misuses taxi scrip.
Customer Service

The public transit providers of Solano County are committed to ensuring quality customer service is offered within the Intercity Taxi Scrip program. Your comments are welcome as they are an important tool to improve service.

All taxis operating in Solano County carry pre-stamped, no postage necessary, Taxi Comment Cards available for your use.

If you have an immediate concern, please contact the taxi company’s dispatcher or manager.

For program concerns or suggestions, or if you are unable to resolve an issue with a taxi company, contact your local public transit provider listed below:

- Dixon Readi-Ride (707) 678-5020
- Vacaville City Coach (707) 449-5170
- Fairfield & Suisun Transit (707) 428-3298
- Vallejo Transit (707) 648-4315
- Benicia Breeze (707) 746-4300
- Rio Vista Delta Breeze (707) 374-5337
- County of Solano (707) 784-6765

The Intercity Taxi Scrip Program is provided by:
ATTACHMENT I

INTERCITY TAXI SCRIP PROGRAM
MEMORANDUM OF UNDERSTANDING
INTERCITY ADA TAXI SCRIP PROGRAM

MEMORANDUM OF UNDERSTANDING (“MOU”) AMONG THE CITIES OF BENICIA, DIXON, FAIRFIELD, SUISUN CITY, RIO VISTA, VACAVILLE AND VALLEJO, THE COUNTY OF SOLANO AND VETERANS CORPORATION DBA Veterans Cab - Fairfield VETERANS CORPORATION DBA Yellow Cab – Vallejo VETERANS CORPORATION DBA Yellow Cab – Benicia VETERANS CORPORATION DBA AA Cab – Vacaville NORTH BAY TRANSIT DBA Yellow Cab Vacaville VETERANS CORPORATION DBA AA Cab – Dixon LIBERTY TRANSIT, INC DBA Vallejo City Cab LIBERTY TRANSIT, INC DBA Benicia City Cab CALIFORNIA TAXICAB COMPANY - Vallejo FAIRFIELD YELLOW CAB, LLC FAIRFIELD CAB VISTA CAB COMPANY – Rio Vista

The taxicab companies participating in this Intercity ADA Taxi Scrip (“Program”) agree to conduct their operations under the Program in accordance with the Intercity ADA Taxi Program Guidelines (attached hereto and made a part hereof), prepared by the public agencies participating in the Program, and specifically to:

1. Accept Intercity ADA Scrip coupons (“Scrip”) as cash for taxicab rides between the cities of Benicia, Dixon, Fairfield, Suisun City, Rio Vista, Vacaville, Vallejo, and unincorporated Solano County.

2. Accept Scrip for payment only from persons meeting Program eligibility.

3. Limit acceptance of Scrip for rides with an origin and destination to participating agencies for intercity travel.

4. Ask all passengers at the time the trip is scheduled if they will be paying with Scrip and inform them they will be required to show Program identification.

5. Collect the Scrip from drivers and bundle in groups of 50 for submission with invoice.

6. Submit a monthly invoice to the City of Vacaville for reimbursement of Scrip accepted for payment along with the monthly report required under Section 9, below, and bundled Scrip. The parties agree to provide an incentive to
ATTACHMENT I

encourage taxicab drivers to pick up passengers requesting service from the cities of Benicia, Dixon, Rio-Vista, and unincorporated Solano County. Additionally, incentive will be provided and for increased time associated with assisting passengers who use collapsible wheelchairs. Taxicab driver incentives are outlined below:

a) Incentive of $5.00 will be given to encourage drivers to pick up passengers requesting service from the cities of Benicia, Dixon and unincorporated Solano County.
b) Incentive of $10.00 will be given to encourage drivers to provide return trip to Rio Vista.
c) Incentive of $5.00 will be given to compensate drivers for increased time associated with transporting passengers that use collapsible wheelchairs.

7. Monitor driver trips to ensure passenger miles do not exceed what is necessary to arrive at the passenger’s destination.

8. Provide documentation confirming all company employees have received ADA Sensitivity training and information regarding Program requirements per the ADA Disability Etiquette Training Requirements, which are hereby incorporated herein by reference.

9. Provide the City of Vacaville with a monthly written report, which should include the total number of Scrip trips and the total number of regular trips. The operational reporting form will be provided to the taxicab companies by the transit agencies and must accompany the monthly invoice, which is hereby incorporated herein by reference.

Requests for incentive as defined by this agreement in Section 6 must be included on the monthly invoice and supported by the monthly report. Additionally, the monthly report must contain the following Scrip trip information:

a. Revenue Hours – A revenue hour is defined by the time the vehicle is in revenue service. *(Time vehicle is in service, record pick up and drop off time)*
b. Revenue Miles – A revenue mile is determined by the mileage while the vehicle is in revenue service. *(Record revenue miles per trip)*
c. Passenger Fare – Record passenger fare for each trip in appropriate column on attached log.
d. Passenger Trips – Record total number of passengers per trip.
e. ADA Number – Record of passenger’s ADA certification number to be inserted on log provided by the public agencies.
f. Mobility Device – Record of type of mobility device used by rider. For purposes of this agreement, it is agreed only wheelchairs qualify as a mobility device for incentive payment.
10. Require taxicab drivers to request proof of Program eligibility when Scrip is presented. Drivers who fail to do so shall subject the taxicab company to disqualification from participation in the Program. The participating agencies will monitor driver adherence to this requirement. If a driver fails to request proof of eligibility or accepts Scrip from a non-qualified user the following action will be taken:

a) First Instance – Documented phone call to taxicab company notifying company of noncompliance.

b) Second Instance – Written notification of noncompliance.

c) Third Instance within a six month period- Disqualification from Program participation may occur at the discretion of the public agency in which the taxicab company is licensed.

* Taxicab drivers and companies will be given a ninety (90) day grace period from date of start up to allow for Program implementation.

10. Be in full compliance with the applicable public agency’s ordinances and regulations as established in each jurisdiction, which are hereby incorporated herein by reference.

11. Recognize that any participating agency may withhold any outstanding or future payments relating to the Program in the following instances:

a. Failure to provide completed monthly reports.

b. Failure to abide by any requirements as set forth in the ordinances and regulations of public agency, including but not limited to satisfactory vehicle inspections, maintaining vehicle permits on appropriate vehicles, driver permits, valid proof of insurance, and verification by the County Department of Weights and Measures to determine the accuracy of taximeters.

c. Failure to document passenger ADA Identification number on monthly submittal.

12. Recognize that the Intercity Taxi Scrip Program is subject to availability of Scrip in each participating public agency.

13. Wait time is not authorized under this Program.

The City of Vacaville Transportation Division will administer the Program, issue the Scrip, and ensure that invoices with proper backup submitted by the taxicab companies are paid within 30 calendar days.

Any of the parties to this MOU may withdraw upon 30 days written notice to the other parties. Should any of the proposed parties to this MOU not execute this MOU, or should any of the parties subsequently withdraw from this MOU, this MOU shall remain in effect on to the remaining parties.
ATTACHMENT I

Attachments

1) City of Dixon Municipal Code, Section F, Taxicabs
2) City of Vacaville Municipal Code Title 5 Chapter 19, Taxicabs.
3) City of Fairfield Municipal Code Chapter 19, Taxicabs.
4) City of Vallejo Municipal Code Title 5, Chapter 5.32, Taxicab Standards Ordinance.
5) City of Benicia Municipal Code Title 5, Chapter 5.32, Taxicabs.
6) City of Rio Vista Municipal Code Title 5, Chapter 5.40, Taxicabs and Other For-Hire Vehicles.
7) Riders’ Guide.
8) ADA Disability Etiquette Training Requirements
9) Required Monthly Report
City of Benicia

Jim Erickson
City Manager

City of Vallejo

Robert F. D. Adams
City Manager

City of Vacaville

Rod Moresco
Director of Public Works

City of Dixon

Jeff Matheson
Public Works & Community Services Director

City of Fairfield

George Fink
Transit Manager

City of Rio Vista

John Andoh
Transit Coordinator

County of Solano County

Birgitta E. Corsello, Director
Department of Resource Management

Liberty Transit
DBA Benicia/Vallejo City Cab

Kaaren Pieri

Veteran’s Corporation
DBA Benicia/Vallejo Yellow Cab
DBA AA Taxi of Vacaville/Dixon

Rubi Giri

California Taxicab Company

Bhushan Puri

North Bay Transit
DBA Yellow Cab Vacaville

Rubi Giri

Fairfield Yellow Cab, LL

Lance Kasperek

Vista Cab Company

Bill Burns, Owner