

## **Open Taxi System for Cruise Ship Terminal Honolulu Harbor, Oahu**

This document sets forth requirements for those who wish to engage in and provide on-demand taxi services for the Honolulu Harbor Cruise Ship Terminal at Pier 2.

Only those individuals who: (1) satisfy the Taxi Driver Qualification requirements; (2) agree to comply with and adhere to the Code of Conduct for Taxi Drivers; and, (3) have motor vehicles which conform to the Taxi Vehicle Standards, as set forth herein, may participate in the provision of these services.

### TAXI DRIVER QUALIFICATIONS

Each and every individual wishing to be qualified and authorized to operate a taxicab and provide on-demand taxi service at the Cruise Ship Terminal via an open-access taxi system, shall obtain or possess, and submit to the Harbors Division written evidence of all of the following minimum qualifications or items:

1. Be at least eighteen (18) years of age;
2. Possess: (1) a valid motor vehicle driver's license issued by the State of Hawaii; and (2) a valid taxi certificate and business license issued by the City and County of Honolulu;
3. Not have outstanding arrest warrants or criminal convictions pending for offenses committed while driving intoxicated or recklessly;
4. Not be addicted to the use of drugs or alcohol;
5. Be subject to background checks or clearances if required by Federal Motor Carrier Safety Regulations and applicable statutes of the State of Hawaii;
6. Be free of medical conditions that may render the driver unfit for the safe operation of a motor vehicle.

### CODE OF CONDUCT FOR TAXI DRIVERS

While on duty and operating a taxicab to provide on-demand taxi service at the Cruise Ship Terminal via an open-access taxi system, each and every taxi driver shall at all times comply with: (1) all applicable laws, statutes, ordinances, rules and regulations of the United States of America, State of Hawaii and City and County of Honolulu pertaining to providing demand responsive taxi service at the Cruise Ship Terminal; (2) all applicable covenants, provisions, requirements, restrictions, stipulations, terms and conditions of this Permit; and, (3) all applicable Hawaii administrative rules of the Department of Transportation. In addition, each

and every taxi driver shall, at all times while at the Cruise Ship Terminal, adhere to the following code of conduct:

1. Provide professional, courteous, and efficient ground transportation service to all passengers;
2. Provide passenger and luggage assistance upon request. Although lifting is not required, each taxi driver shall also provide assistance to passengers using wheelchairs upon request;
3. Ensure that all disabled individuals who are covered by the Americans with Disabilities Act of 1990, are not discriminated against nor refused demand responsive taxi service by any taxi driver because of their disability. Each and every taxi driver who engages in or provides on-demand taxi service at the Cruise Ship Terminal via an open-access taxi system may not deny taxi service to an individual with a disability who is capable of using taxi vehicles. It would be considered a discriminatory practice to refuse service to a customer/passenger because he or she is blind or used a wheelchair, if the wheelchair was one that could be stowed in the taxi vehicle and the customer/passenger could transfer to a vehicle seat. Further, it would be considered a discriminatory practice for a taxi driver to insist that a wheelchair user wait for a lift-equipped taxi van or another type of life-equipped vehicle if the disabled customer/passenger could be transported to his or her destination by an automobile;
4. Remain with his or her taxicab at all times while at the designated taxi stands or at the Cruise Ship Terminal, except when the taxicab is in the designated taxi hold area. There shall be no loitering in the terminal area or sidewalks adjacent to the designated taxi stands;
5. Maintain professional manner while waiting for passengers at the designated taxi stands (e.g., no sitting on the exterior of the vehicle, no gambling or playing other games, no littering, no use of coarse language, no sleeping in the vehicle, no physical or verbal acts of intimidation or violence, no liquor or drug use, no loud music, and no other activity deemed inappropriate);
6. Present a professional, clean and neat appearance, and shall, at all times, comply with the following personal hygiene and grooming standards:
  - a. Hair shall be kept clean, combed and trimmed;
  - b. Facial hair (e.g., moustaches, beards, sideburns, etc.) shall be kept clean, and neatly trimmed and groomed;
  - c. Face and body shall be kept free of dirt, and body odor shall be controlled so as not to be offensive to the general public; and,
  - d. Proper and daily oral hygiene shall be used;

7. Comply with and satisfy the following dress code standards:
  - a. Male taxi drivers shall wear shirts with collars (preferably made from Hawaiian print textile materials), full-length trousers, and socks with either dress or athletic shoes;
  - b. Female taxi drivers shall wear shirts or blouses with collars (preferably made from Hawaiian print textile materials), full-length trousers or skirts of appropriate length, and dress or athletic shoes;
  - c. Apparel considered unacceptable and prohibited by the State as working attire for taxi drivers include tank tops, T-shirts, jeans, shorts, jams, swim wear, shower shoes and slippers; and,
  - d. No attire may bear overt commercial advertisements, or offensive symbols, photographs or messages.
8. Follow proper taxicab operating procedures while providing on-demand taxi service to passengers at, and from the Cruise Ship Terminal. Unauthorized solicitation of customers while at the Cruise Ship Terminal is prohibited;
9. While awaiting passengers, the taxi driver shall wait alone in the taxicab. Further, the taxi driver shall not refuse to provide on-demand taxi service to any customer, except under the following circumstances: (1) if the taxi driver has already been dispatched; (2) if the customer, in the opinion of the taxi driver, appears to be under the influence of alcohol or drugs; or (3) if the customer refuses to use the taxi and wants another taxi;
10. Report the finding of lost or forgotten articles, belonging to passengers which are subsequently found in his or her taxicab, to cruise line or Harbors personnel, or contract security;
11. Keep at all time in his or her taxicab a current map book that shows the location of all the streets, roads and highways, major hotels, and visitor destinations and attractions on the island of Oahu;
12. Not knowingly operate a taxicab that is in such an unsafe condition as to endanger passengers or property. Further, the wearing of headsets or earphones by any taxi driver while he or she operates a taxicab at, or from the Cruise Ship Terminal is prohibited; and,
13. Comply with instructions issued by Security personnel with regards to:
  - a. Taxi vehicle circulation path on roadways around the Cruise Ship Terminal; and
  - b. Taxi vehicle staging sequence or queuing procedure while waiting for customers/passengers.

## TAXI VEHICLE STANDARDS

In order to operate a taxicab and provide on-demand taxi service at, and from the Cruise Ship Terminal, each and every taxi driver shall be required to provide evidence that his or her taxi vehicle complies with and satisfies all of the following taxi vehicle standards:

1. Licensed by the appropriate governmental regulatory agency, operating in conformance with the requirements and procedures prescribed by such agency, and at all times, display a current safety check sticker and current evidence of licensing and registration by the applicable regulatory agency of the government;
2. Be equipped with a taxicab meter which shall be in accordance with the terms and conditions as set forth by the State of Hawaii, Office of Weights and Measures. The taxicab meter shall be mounted in a permanent manner; and in a position that is visible to all passengers;
3. Display in the interior of the taxicab the typical authorized fares to major destinations in the City and County of Honolulu, e.g. downtown Honolulu and Waikiki;
4. Provide a seating capacity for at least five (5) passengers, including the driver;
5. Be in safe mechanical, operating and damage-free condition, clean and acceptable in appearance and meet all of the requirements prescribed for taxicabs herein;
6. Have an illuminated taxicab dome light mounted on the roof of the taxicab, in accordance with applicable ordinance or rule and regulation of the City and County of Honolulu;
7. Comply with the rules and regulations set forth by the Motor Vehicle Safety Office, Department of Transportation, State of Hawaii;
8. On conventional passenger vehicles, there shall be a minimum of four (4) doors for ease of boarding and discharge of passengers;
9. Mini-van type vehicles which are equipped with a right side sliding door or which are equipped with special seating and access provisions for disabled/handicapped persons may be equipped with three (3) doors;
10. For passenger safety, each and every taxicab shall be equipped with seat belts for mandatory use by each and every passenger at all times;
11. Each and every taxicab shall be equipped with a working air conditioning system. The air-conditioning system shall be operable and turned on whenever the outside temperature reaches eighty (80) degrees or higher, or at the request of a passenger;
12. Each and every taxicab shall be equipped with a working interior light in the passenger compartment;

13. The trunk of each and every taxicab shall be lined and contain only necessary items, such as a spare tire, tire jack and flashlight. The spare tire and tire jack shall be secured and concealed with an appropriate cover material;
14. The exterior and interior of each and every taxicab shall be maintained in a clean and damage-free condition;
15. Harbor Taxi Permit shall be displayed on the front bumper, passenger side;
16. The exterior of each and every taxicab shall comply with and satisfy the following appearance standards:
  - a. The exterior paint shall be maintained free of oxidation or rust;
  - b. The vehicle body shall be free of any noticeable sheet metal damage, dents, scratches or marks that would give the impression that the taxicab is in a poorly maintained condition or that the taxicab's appearance is in an unacceptable condition;
  - c. Be kept clean from road dirt, mud and grime; and
  - d. For each and every taxicab originally equipped with wheel covers by the manufacturer, wheel covers shall be mounted in place on all four (4) wheels;
17. The interior of each and every taxicab shall comply with and satisfy the following appearance standards:
  - a. Be kept clean and free of litter and offensive odors;
  - b. The upholstery shall be kept intact, free of rips and tears and wiped clean on a daily basis; and
  - c. The ashtrays shall be emptied whenever full.

I understand and agree to the provisions of the Open Taxi System, and understand that the Permit may be rescinded at the sole discretion of the State Harbors Division for matters of non-compliance.

I further agree to security inspections of my taxi as required.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

Date \_\_\_\_\_