

SAT TAXICAB DRIVER DISCIPLINARY GUIDELINES

The City of San Antonio (City) in accordance with Section 3-16 of the City's Code of Ordinances establishes these Disciplinary Guidelines. These practices and procedures shall apply to all Taxi services and drivers operating at San Antonio International Airport (Airport).

1. Violations

The following violations may result in disciplinary proceedings:

- Failure to observe public health & safety (33-001)
- Expired City Permit (33-062)
- Expired Airport Permit (3-86)
- Unacceptable operating conditions of a vehicle for hire (33-063)
- Violation of rates and fees (33-981)
- Destruction of Airport property (3-19)
- Solicitation at Airport (no issuing of discount tickets or coupons) (3-91)
- Non-permitted commercial activities at Airport (3-22)
- Improper conduct at Airport (3-23)
- Drugs, alcohol, and intoxication (3-24)
- Improper use of streets, roads, & sidewalks (3-29)
- Improper sound devices (3-30)
- Illegal advertising (3-32)
- No smoking except in designated areas (3-33)
- Prohibition against feeding & sheltering wild animals & birds (3-39)
- Unacceptable appearance standards (3-40)
- Violation of GTC & outer curb protocol (3-88 & 3-89)
- Interfering with or failing to follow instructions from Airport staff (3-90 & 3-23)
- Any other violation of the SAT Airport Taxicab Driver Rules and Regulations

2. Progressive Discipline

Except for violations listed in Section 3, the following progressive discipline shall be instituted by Airport:

- 1st violation of applicable rules/regulations will result in an Administrative Notice.
- 2nd Violation of applicable rules/regulations will result in a 24-hour suspension from picking up passengers at the Airport.
- 3rd violation of applicable rules/regulations will result in a 72-hour suspension from picking up passengers at the Airport.
- 4th violation of applicable rules/regulations or if a prior suspension has been served for the same type of violation(s), the driver's pick-up privileges at the Airport will be revoked entirely.

The severity of any single violation/offense may warrant, as determined solely by the Airport Director, bypassing the progressive discipline outlined above and the imposition of a longer period of suspension or permanent revocation of pick-up privileges.

3. Conduct Outside the Progressive Discipline Schedule

Drivers who engage in any of the following conduct will have their accounts deactivated and their pick-up privileges suspended for a minimum of 7 days, even if the driver has no previous history of suspensions:

- Engaging in physical altercation
- Defacing Airport property
- Charging passengers, a fee other than the authorized by City Code/Regulations
- Causing an incident on Airport property where serious damage or injuries occur
- Harassing and /or threatening a customer, another driver, or Airport staff member

The Airport may in its discretion suspend a driver for longer than 7 days following a serious offense if additional time is needed to investigate the incident or if the nature of the offense is such that a longer suspension period is deemed appropriate.

4. Request for Reconsideration

There shall be no reconsideration for 1st violations. Drivers who have been issued a suspension for a 2nd, 3rd or 4th violation and do not believe such suspension is warranted, may request a reconsideration meeting as set out below. Such requests must be made in writing to the Director with a copy to the Parking Superintendent, within 10 calendar days of receipt of the suspension notice. The Director or Designee shall have 10 calendar days to respond to the request for reconsideration in writing and determine whether any administrative action taken should be rescinded.

In the event the Director or Designee decides to proceed with a reconsideration meeting the following process will be followed.

4.1 Initial Meeting Protocol between Driver / Airport Parking Management

- 4.1.1 This meeting may only be requested by the driver personally.
- 4.1.2 This meeting is solely for gathering of evidence and is not intended for advocacy.
- 4.1.3 A driver may bring a translator, but such translator may only provide translation service and not act as an advocate.
- 4.1.4 A copy of the determination will be provided to the driver for his/her personal records.

4.2 Subsequent Meeting for Reconsideration

- 4.2.1 The driver may request a subsequent meeting to reconsider the initial findings.
- 4.2.2 This meeting may only be requested by the driver personally.
- 4.2.3 Driver may if desired bring additional supporting documentation and or witnesses to support their position.
- 4.2.4 Driver may bring a translator and/or advocate to this meeting if desired.
- 4.2.5 A representative from the Airport Executive staff will be in attendance.