

REQUEST FOR PROPOSALS –

Revised by Addendum 8 - 8/10/10



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-263-9400 TTY Relay: 711

DATE RFP ADVERTISED: May 27, 2010

RFP Title: **Wheelchair Accessible Taxicab Service**

Requesting Dept./ Div.: **King County Department of Executive Services**

RFP Number: **1036-10-RLD**

Revised Due Date: **September 23, 2010 – no later than 2:00 P.M.**

Buyer: Roy L. Dodman, roy.dodman@kingcounty.gov, 206-263-9293

Second Pre-Proposal Conference

A second conference to discuss questions related to this RFP shall be held at **1:30 p.m. on August 13, 2010**, in Conference Room 121/123 on the 1st Floor of The Chinook Building, 401 Fifth Avenue, Seattle, WA 98104.

Sealed Proposal are hereby solicited and will **ONLY** be received by

**King County Procurement Services Section
The Chinook Building, 3rd Floor
401 Fifth Avenue, Seattle, WA 98104-2333**

Office Hours - 8:00 a.m. - 5:00 p.m.
Monday - Friday

SUBMITTERS MUST COMPLETE AND SIGN THE FORM BELOW (TYPE OR PRINT)

Company Name		
Address		City/State/Zip Code
Signature	Authorized Representative / Title (Please Print Name and Title)	
E-mail	Phone	Fax
Office Use Only: NUM 6 CD-ROM 1 CON FED N		

This Request for Proposal will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

REQUEST FOR PROPOSALS

This Request for Proposals will be provided in alternative formats such as Braille, large print, audio cassette or computer disk for individuals with disabilities upon request.

Sealed proposals are hereby solicited and will be received only at the office of the King County Procurement Services Section at 401 Fifth Avenue, 3rd Floor, Seattle, Washington, 98104 no later than 2:00 p.m. on the date noted above regarding *Wheelchair Accessible Taxicab Services* on behalf of the *King County Department of Executive Services*. These services shall be provided to King County in accordance with the following and the attached instructions, requirements, and specifications.

Submittal: King County requires the fifteen (15) primary drivers and five (5) alternate drivers of a group ("Proposer") to sign and return *this entire Request for Proposal (RFP) document*, as well as the required Exhibits. The Proposer shall provide *one unbound original* and *six (6) copies* of the proposal response, data or attachments offered, for *seven (7) items* total. The original in both cases shall be *noted or stamped "Original"*. In addition, the Proposer shall provide *one (1) CD-ROM*, with either *one (1) pdf version* of the proposal, *one (1) Microsoft Word version* of the proposal (2000-2005 edition), or both.

Questions: Proposers are required to submit any questions in writing prior to the close of business Friday, September 3, 2010, in order for staff to prepare any response required to be answered by Addendum. Questions are best received and most quickly responded to when sent via e-mail directly to the following King County procurement personnel: *Primary* – Roy L. Dodman, Senior Buyer roy.dodman@kingcounty.gov / *Secondary* – Cathy M. Betts, Buyer cathy.betts@kingcounty.gov. Questions may also be sent via email to the address above.

INFORMATION FOR PROPOSERS

SECTION I - GENERAL INFORMATION

- A. King County is an Equal Opportunity Employer and does not discriminate against individuals or firms because of their race, color, creed, marital status, religion, age, sex, national origin, sexual orientation, or the presence of any mental, physical or sensory handicap in an otherwise qualified handicapped person.
- B. All submitted submittals and evaluation materials become public information and may be reviewed by appointment by anyone requesting to do so at the conclusion of the evaluation, negotiation, and selection/award process. Please note that if an interested party requests copies of submitted documents or evaluation materials, a standard King County copying charge per page must be received prior to processing the copies. King County will not make available photocopies of pre-printed brochures, catalogs, tear sheets or audio-visual materials that are submitted as support documents with a proposal. Those materials will be available for review at King County Procurement.
- C. No other distribution of submittals will be made by the Proposers prior to any public disclosure regarding the RFP, the proposal or any subsequent awards without written approval by King County. For this RFP all submittals received by King County shall remain valid for one hundred-twenty (120) days from the date of submittal. All submittals received in response to this RFP will be retained.
- D. Submittals shall be prepared simply and economically, providing a straightforward and concise but complete and detailed description of the primary and alternate drivers' ability to meet the requirements of this RFP. Fancy bindings, colored displays and promotional materials are not desired. Emphasis shall be on completeness of content.
- E. King County reserves the right to reject any or all proposals/submittals that are deemed incomplete and or not responsive to its needs.
- F. In the event it becomes necessary to revise any part of this RFP, addenda shall be created and posted at the King County Procurement web site. Addenda will also be conveyed to those potential submitters providing an accurate e-mail address. If desired, a hard copy of any addenda may be provided upon request.
- G. King County is not liable for any costs incurred by any Proposers prior to selection/award.
- H. News releases pertaining to this RFP or to the services, to which it relates, shall not be made without prior approval by, and then only in coordination with, the King County Department of Executive Services.
- I. King County Code 4.16.025 prohibits the acceptance of any proposal after the time and date specified on the Request for Proposal. There shall be no exceptions to this requirement.
- J. King County agencies' staffs are prohibited from speaking with potential RFP Proposers about the RFP during the solicitation period.

Please direct all questions to:

Roy L. Dodman, Team Lead
206-263-9293
roy.dodman@kingcounty.gov

and

Cathy Betts, Buyer
206-263-9291
cathy.betts@kingcounty.gov

NOTE: Documents and other information are available in alternate formats for individuals with disabilities upon advance request by calling the Procurement Receptionist at 206-263-9400 or TTY711.

- K. Protest Procedure - King County has a process in place for receiving protests based upon either the specifications included in a solicitation, or in the selection/award process. If you would like to receive or review a copy, please contact the Buyer named on the front page of this document or call Procurement Services at 206-263-9400.
- L. Electronic commerce and correspondence. King County is committed to reducing costs and facilitating quicker communication to the community by using electronic means to convey information. As such, most

Invitations to Bid, Requests for Proposal, and Requests for Qualifications as well as related exhibits, appendices, and issued addenda can be found on the King County Internet Web Site, located at <http://www.kingcounty.gov/operations/procurement>. Current bidding opportunities and information are available by accessing the “**Solicitations**” tab in the left hand column.

King County Procurement Services features an **Online Vendor Registration (OVR)** program that permits vendors, consultants and contractors to register their business with the County. This OVR system allows interested parties to either directly register their firm by creating a unique User ID, or to visit the website as a guest. Information regarding bid/proposal documents will be available to all users; however, site visitors accessing the site as a guest will not be able to document their interest in a project or add their name to the document holder’s list. They will receive no automatic notification of issued addenda. As such, the County encourages full registration in order to directly communicate with document holders regarding any issued addenda or other important information concerning the solicitation.

After submittals have been opened in public, the County will post a listing of the businesses submitting submittals, and any final award determination made.

Full information on vendor registration is available at the website. If you are viewing a paper version of this RFP, you may download this document at <http://www.kingcounty.gov/operations/procurement>. Navigate to the “Solicitation” web page. There you can view the web pages either as a guest or by logging-in as a registered vendor. Search for **1036-10RLD** to access documents specifically for this solicitation and follow the resulting link to navigate to the “Solicitation Details” web page.

- M. Unless otherwise requested, letters and other transmittals pertaining to this RFP will be issued to the e-mail address noted in our files, and after submittal, noted on the first page of this document. If other personnel should be contacted via e-mail in the evaluation of this proposal, or to be notified of evaluation results, please complete the information in the table below.

Contact Name	Title	Phone	E-mail address

- N. Washington State Public Records Act (RCW 42.56) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the Act, or are otherwise privileged.
- O. Proposals submitted under this RFP shall be considered public documents and with limited exceptions proposals that are recommended for selection/award will be available for inspection and copying by the public. King County may request an electronic copy of your proposal response at a later time for this purpose. This copy may be requested in MS Word format, and delivered either by e-mail or directly delivered on CD.

If Proposers consider any portion of his/her proposal to be protected under the law, the Proposers shall clearly identify on the page(s) affected such words as “CONFIDENTIAL,” PROPRIETARY” or “BUSINESS SECRET.” The Proposers shall also use the descriptions above in the following table to identify the effected page number(s) and location(s) of any material to be considered as confidential (attach additional sheets as necessary). If a request is made for disclosure of such portion, the County will determine whether the material should be made available under the law. If the material is not exempt from public disclosure law, the County will notify the group representative of the request and allow them ten (10) days to take whatever action it deems necessary to protect its interests. If the group representative fail or neglect to take such action within said period, the County will release the portion of the proposal deemed subject to disclosure. By submitting a proposal, the primary and alternate drivers assent to the procedure outlined in this paragraph and shall have no claim against the County on account of actions taken under such procedure.

Type of exemption	Beginning Page / Location	Ending Page / Location

- P. Proposers are urged to use recycled/recyclable products and both sides of paper for printed and photocopied materials, whenever practicable, in preparing responses to this RFP.
- Q. During the solicitation process, King County strongly discourages the transmittal of company information, brochures, and other promotional materials, other than address, contact and e-mail information, prior to the due date of proposals. Any pre-packaged material received by a potential Proposer prior to the receipt of proposals shall not be reviewed by the County.
- R. Proposal/Bid Identification Label: Please see the Proposal/Bid Identification Label at the conclusion of Section IV.
- S. **NOTE: This Revised RFP supersedes the previously issued RFP documents (original and via Addendum 7), and *must* be used when submitting a proposal for these services. This Revised RFP shall be completed, signed and returned, along with the proposals, in the submittal package.**

SECTION II – SOLICITATION PURPOSE AND OBJECTIVES

PART 1 – OVERVIEW AND BACKGROUND

King County and the City of Seattle are seeking proposals from interested taxicab drivers for issuance of 15 dual (city and county) Wheelchair Accessible Taxicab (WAT) licenses. Fifteen (15) dual WAT licenses will be issued to fifteen (15) individual for-hire drivers identified as “primary drivers” in the proposal, who qualify and meet all the criteria set forth in this request for proposal (RFP). Each proposal shall consist of fifteen (15) “primary drivers”, and five (5) “alternate drivers”. All twenty (20) drivers must be listed in the proposal submitted.

Full-time experience driving taxicabs or for-hire vehicles licensed by Seattle and/or King County, and/or full-time experience driving for a government agency providing disable transportation, driving records (safety), conduct records (customer service), and experience transporting disabled persons who use mobility devices will be scored for each of the fifteen (15) primary drivers in the proposal. If a primary driver in the RFP proposal fails to meet eligibility requirements, then the first alternate will be scored instead, rather than disqualifying the entire RFP proposal. The alternate driver will take the place of the disqualified driver as a primary driver. Only the 15 primary drivers, including any alternate drivers who become primary drivers, will be scored for purposes of awarding the RFP. There must be at least fifteen (15) primary drivers and two (2) alternate drivers remaining at the conclusion of the evaluation process. Failure to provide the required primary/alternate drivers may result in rejection of the proposal.

No primary driver or alternate driver is eligible under the RFP if that driver was already awarded a WAT license in either of the two lotteries held by the City of Seattle on November 30, 2009, and March 1, 2010, King County Code (KCC) 6.64.420 and Seattle Municipal Code (SMC) 6.310.330.

DUAL TAXICAB LICENSES. The dual WAT licenses which will be awarded pursuant to this RFP are to provide taxicab service to both passengers using mobility devices and ambulatory passengers. The taxicabs will be allowed to pick up passengers in Seattle, unincorporated King County, and cities located in King County that have signed an interlocal agreement with King County for taxicab regulation, including Auburn, Bellevue, Burien, Covington, Enumclaw, Federal Way, Issaquah, Kenmore, Kent, Kirkland, Maple Valley, SeaTac, Redmond, Renton, Sammamish, and Shoreline.

The King County Code (KCC 6.64) and the Seattle Municipal Code (SMC 6.310) exempt WAT-licensed vehicles from the maximum taxicab license limits. An award of licenses will be made to the fifteen (15) primary drivers determined by the County to be the most qualified person(s) to perform taxicab services. The successful primary and alternate drivers will be required to execute an award letter with the County that sets forth the specific commitments, conditions and actions that apply to the licenses issued under this RFP, including full compliance with King County Code, Chapter 6.64 and Seattle Municipal Code, Chapter 6.310, and particularly those provisions specifically referencing wheelchair accessible taxicabs. These commitments, conditions and actions may not generally be required of other licensees.

PART 2 - BACKGROUND

The Director has determined that there is a need for additional WAT service in areas served by City and County licensed taxicabs as set forth at KCC 6.64.700.B. In making her determination, the Director considered the sufficiency of wheelchair accessible taxicab service at levels established in adopted policy KKC 6.64 and SMC 6.310.

The Director determined that the response time needs to be reasonable. The average response time should be 10 minutes in Seattle and 30 minutes in the rest of the county, which would be comparable to response times for non-accessible taxis. The county should provide as many taxis as necessary to achieve comparable response times. The current 16 accessible taxis in the demonstration project did not meet the goal of responsive service countywide as defined by comparable response times and that customer satisfaction therefore could be increased by increasing the number of WAT taxicab licenses.

The Director determined that there is additional need for reliable, predictable service both to and from their desired locations for the WAT customers. Accessible taxis should be available across the region, county to city and city to county, without undue hardship on the customer. The current system forces a deadheading

cost on drivers who provide such service. The Director determined that the County should coordinate with the City of Seattle and its regulatory and licensing framework and issue dual licenses to resolve the parity issue.

The Director considered the value of taxicab licenses is estimated at over \$100,000, and determined that WAT licenses issued at no cost, and with no annual renewal fee, would increase the economic viability, ensuring that the services remain available.

The Director determined that the increase in population in the Seattle and King County area supported an increase in the number of WAT licenses to serve the area.

The Director determined that forty-five (45) wheelchair taxicab licenses should be issued. That the number of new permanent City of Seattle and King County WAT licenses to be issued to replace the existing temporary, WAT licenses should be thirty (30) initially and should not be transferrable for five (5) years. Thirty (30) have already been issued by lottery and fifteen (15) of them should be issued under this RFP.

PART 3 - PROPOSAL EVALUATION

The Technical Evaluation Committee (Committee) will evaluate and rank each proposal using the criteria set forth in this RFP. The County will consider the requested materials submitted to determine whether the proposal submittal is in compliance with the specifications set forth in this RFP. The County may request additional information from Proposers. The requests for information can occur at any point in the evaluation process.

The committee may find that the primary and alternate drivers appear fully qualified to perform the required services as outlined in this RFP, or it may require additional information or actions from the Proposer(s). In the event the committee determines that there are problems of such a nature or magnitude that it is advantageous to the County to bypass the highest scored proposal, the committee shall evaluate the qualifications of the next ranked proposal for award. Proposers whose proposal is bypassed for award by the committee for whatever reason shall have no claim for costs incurred including, but not limited to, presentation costs, proposal preparation, the cost of providing additional information requested, or modification made either to its proposal or internal structure or systems.

PART 4 - SCORING PROCESS AND EVALUATION CRITERIA

Category #	Criteria Category Title	Points
<u>Primary Driver Points</u>		
1.	Driving record (moving accidents and moving violation convictions).	150
2.	Conduct record (passenger complaints and violations of driver requirements in Seattle or King County taxicab codes).	175
3.	Experience transporting disabled Individuals using mobility devices.	75
<i>Total Possible Individual Primary Driver Score</i>		400
<u>Proposal Plan Points</u>		
1.	Operation/management plan.	250
2.	Customer service plan.	100
3.	Ongoing training plan.	50
<i>Total Possible Score</i>		400

Maximum possible proposal points = 6,400

PART 5 - MINIMUM DRIVER REQUIREMENTS

For this RFP, all primary and alternate drivers must meet the following minimum experience, driving record and conduct record qualifications. The driving record (safety) and conduct record (customer service) standards for RFP primary and alternate drivers are very strict because passengers in wheelchairs are more vulnerable to

injuries during vehicle accidents and they have special needs for transportation that require the highest levels of customer service.

1. **Experience.** All primary and alternate drivers must have both the following minimum total experience and minimum recent experience driving a Seattle or King County taxicab or for-hire vehicle. The recent experience must have been as a full-time driver of a taxicab or for-hire vehicle. "Full-time" means a minimum of 40 hours per week and 40 weeks per year.
 - A. **Total Experience.** Five (5) years of full-time driving experience during the ten (10) years immediately preceding September 23, 2010. For continuous experience, this experience shall be demonstrated by the for-hire driver license number. In the case of interrupted experience, the experience shall be demonstrated by copies of for-hire driver license application files, if available, or a notarized letter from the licensed taxicab association.

A driver may combine a minimum of three (3) years taxicab driving experience with a minimum of three (3) additional years of other driving experience providing disabled transportation for government regulated agencies, such as Access (ADA regulated by a county transit agency) or Hopelink (Department of Social and Health Services, DSHS), etc. Please complete Exhibit E for all drivers using this type of experience to meet the minimum experience requirements.
 - B. **Recent Experience.** Two (2) years of full-time driving experience immediately preceding September 23, 2010. This experience must be continuous and shall be documented by computer dispatch records and other records retained by a taxicab association. The recent experience shall be included as part of the total experience required.
2. **Driving Record.** All primary and alternate drivers must meet or exceed both the moving accident and driver moving violation conviction standards described below based upon the Department of Licensing "Abstract of Complete Driving Record" and other relevant records.
 - A. **Vehicle Accidents.** Primary and alternate drivers shall not have more than one (1) moving accident during the five (5) years immediately preceding the date of license application. Primary and alternate drivers shall not have any moving accidents during the 2-year period of recent experience. Any moving accidents during the five (5) years immediately preceding September 23, 2010, that result in a serious injury or fatality shall disqualify an individual driver. "Serious injury" means an injury (1) requiring emergency service response where a person requires medical treatment as determined by emergency medical response personnel; or (2) resulting in a person seeking medical attention at a medical facility, hospital emergency room or admittance to a hospital.
 - B. **Violation Convictions.** Primary and alternate drivers shall not have more than one (1) moving traffic violation conviction during the five (5) years immediately preceding September 23, 2010, including, but not limited to: speeding, failure to yield right of way, improper lane change, disobey road sign, following to close, and negligent driving. Violations for registration/tabs and carpool lane are not included. Primary and alternate drivers shall not have any moving traffic violation conviction during the 2-year period of recent experience.
 - C. **Not-At-Fault Accidents.** A primary or alternate driver who claims that a moving accident should be disregarded, based on the driver not being at fault, must submit the moving accident report with the proposal. The moving accident may be disregarded by the Technical Evaluation Committee providing that: (i) there was a law enforcement investigating officer at the scene, (ii) the investigating officer completed the accident report and indicated on the report that the driver was not at fault, and (iii) no violation was issued to the driver in connection with the accident.
3. **Conduct Record.** All primary and alternate drivers must meet or exceed both the Notice of Violation/Notice and Order and passenger complaint standards described below based upon records maintained by King County and the City of Seattle.

Notice of Violation/Notice and Order and Passenger Complaints. Primary and alternate drivers shall have no (0) Class 3 violations or passenger complaints and no more than two (2) Class 2 and three (3) Class 1 violations or passenger complaints issued by taxicab inspectors for driver requirements during the five (5) years preceding September 23, 2010. Please refer to [Exhibit F](#) for examples of how driver conduct

relating to safety and service will be classified. Exhibit F is not an exhaustive list of all County and City code requirements for driver. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64). A Notice of Violation/Notice and Order and/or passenger complaint that is rescinded by the City of Seattle or King County or is appealed and dismissed at a taxicab hearing will not be counted. Passenger complaints will be counted if they are determined to be credible after investigation by a King County or City of Seattle taxicab inspector.

PART 6 - SCORING

The Evaluation Committee will score and rank each proposal on the completeness and adequacy of the Proposer's responses and on additional available relevant information. A total score for each proposal will be the sum of the points awarded for each of the fifteen (15) primary drivers in the driver group and the group proposal..

- Driving Record.** Each moving accident and each moving violation conviction shall be counted as incidents. For example, a driving record with one (1) moving accident and one (1) moving violation conviction equals two incidents for the purpose of scoring this RFP (even if the violation was issued as a result of the accident).

Driving Record – Total Maximum Points = 150

Number of Incidents	Points
None during previous five (5) years	100
None during two most recent years	50
One (1) incident in years 3 through 5	30
Two (2) incidents in years 3 through 5	20

- Driver Conduct Record.** There are three classifications for scoring in this area. The higher the number the more severe the conduct. Each driver start with 175 points. For class 1 (the least severe) a driver will deduct 25 points for each incident up to and including three incidents. Class 2, a driver will deduct 50 points for each incident up to and including two (2) incidents. If a driver has a Class 3 incident they will not be eligible. Each Notice of Violation/Notice and Order issued, by a Seattle or King County taxicab inspector that is rescinded by the City of Seattle or King County or is appealed and dismissed at a taxicab hearing will not be counted.

Driving Conduct Record – Total Maximum Points = 175

Number of Conduct Record Incidents	Points
Class 1, 2, and 3	175 points for no incidents in previous five (5) years.
Class 1	Deduct 25 points for each incident up to and including three (3) incidents.
Class 2	Deduct 50 points for each incident up to and including two (2) incidents.
Class 3	Not eligible if driver has any incidents.

- Experience transporting disabled individuals using mobility devices.** Primary and alternate drivers who have had experience transporting mobility-impaired persons using walkers and wheelchairs that fold and are loaded into the trunk or rear seating area and drivers who have had experience transporting mobility-impaired persons using wheelchairs and electric mobility devices that do not fold are eligible for points based on years of experience and the degree of difficulty loading and securing mobility devices as follows:

Experience transporting disabled – Total Maximum Points = 75

Years Experience	Manual Wheelchairs and Walkers	Electric Mobility Devices
less than 1 year.....	0 points	0 points
1 year	5 points	10 points
2 years	10 points	20 points
3 years	15 points	30 points
4 years	20 points	40 points
5 years	25 points	50 points

4. **Operation/Management Plan.** The Proposer shall submit an operational management plan. Elements of the plan will detail the group's approach toward financial stability.

Operation/Management Plan - Total Maximum Points = 250

Plan Description	Points
A. Describe details of how the group's plan to market their service to this special population that result in generating sufficient daily revenue in the start-up period and over the next five years.....	90
B. Prepare a forecast of anticipated trips each year, and how the group will acquire trips and build the business over the next five years to reach the disabled community.	80
C. Describe how the group will create revenue or promote their service for the general public within the service areas of King County and the City of Seattle. Include the projected net profit each driver will make each year, over the next five years.....	80

If the primary drivers are creating an association to be approved by the city of Seattle, they must describe in detail the start up and ongoing plans to maintain the association over the next five years. ***If you are forming your own association, this step is required but there will be no points awarded.*** The plan needs to include:

- A. Describe is the approval process and contact information.
- B. Describe the dispatching system/software that will be used.
- C. Provide the location (address) and operational costs, purchase/lease costs, utilities and permit cost if any, etc.
- D. Provide the staffing plan; staff positions, hours of operation and staffing.
- E. Provide a detailed timeline of what the Proposer will do to ensure that all drivers are licensed with the capacity to go active within 60 days of award (Rule R-6.310.500D.6.) and ready to serve the public.

5. **Customer Service Plan.** The Proposer shall submit a customer service plan. Elements of the plan will detail the Proposer's approach to providing customer service.

Customer Service Plan - Total Maximum Points = 100

Describe the follow in detail	Points
A. How will passengers be able to file vehicle and driver complaints?.....	15
B. How will drivers handle complaint investigations and what will be the process for resolving?.....	15
C. How will passenger suggestions for service improvement be reviewed considered/implemented?.....	20
D. How will drivers ensure that they do not refuse/skip an accessible taxicab ride request and what action would be taken if a driver is found refusing/avoiding an accessible ride?.....	20
E. How will the drivers ensure that they are delivering courteous service?	15
F. What will the drivers' policy be for assisting passengers who use mobility aids and those with packages?.....	15

6. Ongoing training plan to assist wheelchair accessible and special needs community.

To best serve this growing population, drivers should continue to receive training and education on providing safe, high-quality service for riders who use wheelchairs, including loading and securing (tie-downs) of passenger and their mobile devices. Drivers should also make an ongoing effort in understanding the needs of the disabled community and be involved in special needs passenger assistance training.

Ongoing Training Plan – Total Maximum Points = 50

Describe the following in detail
A. How will the drivers in the group understand and obtain ongoing training?
B. How will drivers continue to meet the growing needs of the disabled community?
C. How will drivers stay educated and current with the safety guidelines pertaining specifically to the disabled community?
D. How will drivers incorporate existing and new safety guidelines pertaining specifically to the disabled community?

Scoring Summary. The fifteen (15) primary drivers in the proposal with the highest total **Primary Driver Points** (6,000 possible points) and the most **Proposal Plan Points** (400 possible points) will be awarded the fifteen (15) WAT licenses. If any of the primary drivers fail to meet minimum eligibility criteria for total experience, driving records, or conduct records then the first ranked alternate driver will replace the primary driver and the records of the alternate driver shall be scored instead. If more than three (3) primary drivers, fail to meet minimum eligibility criteria for total experience, driving records, or conduct records then the proposal may be rejected. The Committee’s determination pertaining to not-at-fault moving accidents and other point scoring shall be final.

In the event no proposals are received that result in at least fifteen (15) primary drivers and two (2) alternate drivers, King County reserves the right to request otherwise responsive Proposers to provide additional drivers to be considered as primary drivers.

In the event clarification questions are issued to Proposers, the scoring may be adjusted to reflect the new information.

PART 7 - LICENSE AWARD

License award will be made by the County to the responsive primary drivers whose proposal meets the requirements of the RFP, and will be the most advantageous to the County with respect to the evaluation criteria above. The County shall have no obligations until an award letter is signed between the primary and alternate drivers and the County.

PART 8 - SIGNING OF AWARD LETTER AND NOTICE TO PROCEED

The primary and alternate drivers to whom the County intends to award the licenses shall sign the award letter and return it to the County. Upon authorization by the County Executive, or designee, an award letter will be issued. Upon receipt by King County of any required documentation and submittals by the Proposer, a Notice to Proceed may be issued, if appropriate.

SECTION III – SCOPE OF SERVICES TO BE PERFORMED

PART 1 – SERVICE REQUIREMENTS

1. All drivers must abide by the municipal taxicab laws of the City, SMC 6.310, and County, KCC 6.64. Each of the fifteen (15) dual WAT must be licensed to individual drivers and must affiliate with the same taxicab association licensed by the City of Seattle pursuant to SMC 6.310.130.
2. WAT licensed vehicles issued through this RFP must be double shifted, for a minimum of five (5) consecutive years from the issuance of the WAT licenses, so that the WAT provides service to the public during both the day and evening shifts (up to at least 2:00 a.m.) seven (7) days per week and fifty-two (52) weeks per year. Failure to comply with this requirement may result in the ordered removal of the primary driver WAT license at the sole discretion of either King County or the City of Seattle.
3. The drivers of the WAT licensed vehicles will provide wheelchair accessible taxicab service in King County and the City of Seattle for people who use wheelchairs or other mobility devices. The drivers shall provide priority wheelchair accessible taxicab service to private pay passengers in wheelchairs or using other mobility devices before any other passengers in King County and the City of Seattle (SMC 6.310.450.J and KCC 6.64.680.L). All WAT drivers must submit original trip sheets, on a monthly basis, to the City of Seattle on forms prescribed by the Director. All drivers must comply with audits of trip sheets or they may be ordered removed of the WAT license at the sole discretion of either the City of Seattle or King County.
4. The WAT drivers must provide curb-to-curb service at taximeter rates except that special discount rates are permitted as authorized by SMC 6.310.530.E and KCC 6.64.760.E. WAT drivers must accept Metro taxicab scrip as payment for fares. At the driver's discretion, door-to-door service may be provided at no extra charge.
5. If a driver refuses to accept a wheelchair trip offered by the taxicab association dispatch computer or a dispatcher, the driver may be removed from the driver group at the sole discretion of either the City of Seattle or King County. A wheelchair trip may only be refused under the specific exceptions listed at SMC 6.310.465.L or KCC 6.64.680.I.
6. Service response time, for wheelchair trips, during peak hours, if arranged 24 hours in advance, must average less than 40 minutes in Seattle and one (1) hour in King County. Service response time during off-peak hours must average less than 20 minutes in Seattle and 30 minutes in King County. Average service response times shall be computed on a monthly basis. Failure to comply with this requirement may result in withdrawal of the WAT license from the primary driver and re-award to the first listed qualified alternate driver in the proposal at the sole discretion of King County or the City of Seattle. Average service response times do not apply during natural disasters, severe inclement weather, and civil disturbance or in areas with significant traffic delays due to major road construction projects as determined by King County or the City of Seattle.
7. Drivers may provide service outside the service area boundaries described below but are not required to meet the service response time standards in paragraph 6 above.
8. Service Area Boundaries -
 - North boundary: King County border
 - South boundary: King County border
 - West boundary: Puget Sound
 - East boundary: Eastern border of the following zip codes:
 - 98072 (Woodinville but not Duval)
 - 98053 (Redmond but not Carnation)
 - 98074 (Sammamish but not Fall City)
 - 98075 (Sammamish but not Fall City)

- 98029 (Issaquah but not Fall City)
- 98027 (Preston but not Snoqualmie)
- 98038 (Maple Valley/Hobart but not Ravensdale/Cedar Falls)
- 98042 (Kent/Covington but not Black Diamond)
- 98092 (Federal Way/Auburn/Pacific but not Krain/Enumclaw)

PART 2 – VEHICLE DESCRIPTION

1. All vehicles used to provide service must meet all Federal Motor Vehicle Safety Standards (FMVSS) and applicable Americans with Disabilities Act (ADA) requirements and be approved by King County and the City of Seattle. The drivers must provide wheelchair accessible vehicles that are configured, at a minimum, to accommodate the following:
 - A. Seats at least three passengers and one wheelchair or at least two passengers and two wheelchairs or four (4) passengers pursuant to Seattle Taxicab Rule R-6.310.320.P;
 - B. Passengers using a mobility device will enter the vehicle using an ADA compliant side or rear entry ramp or an ADA compliant power lift installation.
2. Vehicle Maintenance and Repairs
All WAT vehicle maintenance, repairs, and associated costs are the responsibility of the primary drivers..
3. Vehicle Leases
All primary drivers must sign written leases with “second shift drivers” that comply with SMC 6.310.315.
4. Vehicles must, at all times, meet the requirements of both taxicab codes, S.M.C. 6.310 and K.C.C 6.64.
5. Vehicle Taximeters
A receipt-issuing taximeter, meeting the requirements of Seattle Taxicab Rule R-6.310.320.L, must be provided and installed in each taxicab by the primary driver. Taximeter statistical functions must be "zeroed" by the taximeter technician before beginning service.
6. Vehicle Digital Security Cameras
7. The WAT taxicabs must be equipped with operable digital security cameras, meeting the requirements of Seattle Taxicab Rule R-6.310.320.S, and installed by approved technicians.

PART 3 – WHEELCHAIR ACCESSIBLE TAXICAB LICENSES

1. Fifteen (15) dual wheelchair accessible taxicabs (WAT) licenses for Seattle and King County will be issued to the fifteen (15) drivers designated as the primary drivers. The primary drivers (taxicab licensees) must purchase their own vehicles and pay all operating costs. All WAT vehicles must be double-shifted so that wheelchair taxicab service is available both day and evening hours (up to at least 2:00 am).
2. The primary driver's dual wheelchair accessible taxicab license is only valid if the primary driver is part of the driver group and personally drives the wheelchair accessible taxicab a minimum of forty (40) hours per week, forty (40) weeks per calendar year, for five (5) consecutive years from the date of license issuance pursuant to SMC 6.310.330.K and KCC 6.64.420.F.
3. The primary driver's dual wheelchair accessible taxicab licenses are non-transferable for five (5) years following the initial license issuance pursuant to SMC 6.310.330.N and KCC 6.64.710.A. The dual taxicab licenses expire annually and can be renewed with no annual license fees pursuant to SMC 6.310.150.B and KCC 6.64.025.A.
4. Dual wheelchair accessible taxicab licenses allow drivers to operate as standard taxicabs and provide taxicab service to able-bodied passengers through computerized dispatch service or stand-and-hail service.

5. If a primary driver leaves the taxicab association that the majority of primary drivers of the driver group have elected to affiliate with or if a primary driver's license is revoked by King County or the City of Seattle, the dual taxicab license for that driver shall be surrendered to King County and the City of Seattle. At the sole discretion of King County and the City of Seattle, the WAT license may be re-awarded to the first alternate driver listed in the driver group proposal or if he/she is not qualified or is unavailable, to the next alternate driver who is qualified and available. Alternate drivers must be qualified under the RFP standards at the time the license is considered for re-award. If there are no alternate drivers qualified and available, King County and the City of Seattle may allow the driver group to submit new alternate drivers for consideration.

PART 4 – CONTRACTED SERVICE OTHER THAN PRIVATE PAY ACCESSIBLE TAXICAB RIDES

The taxicab association, on behalf of the driver group, may contract to provide WAT service with organizations such as King County ACCESS or Hopelink (DSHS Medicaid trips). However, those contracts are subject to the following limitations:

1. Contract service should not absorb more than 50% of the accessible taxicab fleet at any hour.
2. Accessible taxicab rides from private pay customers cannot be turned away.
3. All WAT must accept King County/Metro taxi scrip as payment in full for fares.

PART 5 – PRIMARY DRIVER REQUIREMENTS

1. The primary drivers **must** all affiliate with the same taxicab association licensed by the City of Seattle for five (5) consecutive years following the issuance of the WAT licenses. The drivers can change affiliation to a different taxicab association or form a City of Seattle approved association.
2. Primary drivers **must** submit trip sheets completed by themselves and all second-shift drivers of the WAT. Complete trip sheets using forms specified by the City of Seattle and submit them monthly to the City of Seattle as required by SMC 6.31.330.N.
3. Primary drivers **must** actively participate in the computerized dispatching service of a taxicab association licensed by the City of Seattle. Take a wheelchair trip before any other trips pursuant to SMC 6.310.450.J and KCC 6.64.680.L. Do not refuse any wheelchair trips in the City of Seattle or King County offered by a dispatch computer or a dispatcher regardless of distance. A WAT driver that fails to accept wheelchair trips may be ordered removed from the WAT by the City of Seattle or King County and, if the driver is a primary driver, the WAT license may be re-awarded to the first ranked alternate driver and the sole discretion of the City of Seattle or King County.
4. Primary drivers **must** sign a written lease with all other drivers and file a Taxicab Lease Summary Sheet with the City of Seattle pursuant to Rule R-6.310.315. Verify that the lease drivers have a valid for-hire driver license and has completed special training required by SMC 6.310.415.D and KCC 6.64.660.O.
5. All drivers **must** participate in random drug testing (paid for by the primary driver) when directed by the City of Seattle or King County.
6. Primary drivers **shall** personally drive the WAT an average of 40 hours per week, 40 weeks per calendar year pursuant to SMC 6.310.330.K and KCC 6.64.420.F. In addition, they are responsible to assure that the WAT is operated a second shift at least the same amount of time.

SECTION IV – REQUIRED SUBMITTAL INFORMATION

The information listed in Parts 1 – 3 below are required for each proposal submitted for this RFP. If any of the following information is not present, the proposal may be considered non-responsive, resulting in it not being evaluated or considered.

PART 1 – DRIVER ASSOCIATION INFORMATION

The following information is required to be submitted with the proposal:

Association Group Name: _____

Business Address: _____

City: _____

Phone Number: _____

Cell Phone Number: _____

FAX number: _____

E-mail address: _____

Who will represent the primary and alternate drivers in your proposal? _____

PART 2 – PRIMARY AND ALTERNATE DRIVER REQUIREMENTS

1. Designate fifteen (15) dual-licensed for-hire drivers to become the licensees for fifteen (15) sets of King County and City of Seattle taxicab licenses issued for fifteen (15) dual-licensed wheelchair accessible taxicabs (WATs). These drivers will be considered the primary drivers.
2. Each Proposer shall provide the information requested on the Driver Group Sheet (see attached [Exhibit A](#)).
3. The Proposer shall designate five (5) dual-licensed drivers to be alternate drivers and have each driver provide the information requested on the Alternate Driver Sheet (see attached [Exhibit B](#)).
4. The Proposer shall provide a reliable photocopy of each primary and alternate driver’s for-hire driver license. All primary and alternate for-hire drivers must have a for-hire license number that was issued before September 23, 2005. *For-hire driver license numbers must be less than 13405 to qualify for this RFP.*
5. Each primary and alternate driver shall provide a certified copy of their driving record (5-year Abstract) from the Washington State Department of Licensing that is dated on or after May 27, 2010.
6. The Proposer shall complete a Driver Report Form for each primary and alternate driver (see attached [Exhibit C](#)).
7. The Proposer shall provide accident reports completed by law enforcements officer for all moving accidents for each primary and alternate driver.
8. The Proposer shall complete the Driver Experience Transporting Disabled Individuals Requiring a Mobility Device (see attached [Exhibit D](#)) for all primary and alternate drivers.
9. The Proposer shall complete the Driver Experience with Other Government Agencies form (see attached [Exhibit E](#)) for all primary and alternate drivers that are using this type of experience to meet the minimum qualifications.

10. Provide a detail written;

- A. Operation/management plan;
- B. Customer service plan – tracking and routing; and
- C. Ongoing training plan to assist wheelchair accessible and special needs customers.

PART 3 - PROPOSAL CHECKLIST

1. One (1) signed copy of entire RFP package.
2. One (1) signed copy of any Addendum that was issued. (If it has signature box at bottom of first page, it must be returned.)
3. One (1) unbound copy of proposal response marked “Original.”
4. Six (6) copies of proposal response.
5. One (1) CD-ROM, with either one (1) pdf version of the proposal, one (1) Microsoft Word version of the submittals (2000-2005 edition), or both.
6. Complete the Proposal/Bid Identification Label below (or reasonable facsimile) and attach it to a prominent place on the exterior of the submission envelope, box, etc.


URGENT – SEALED BID ENCLOSED Do Not Delay – Deliver Immediately			
URGENT	 King County	King County Procurement & Contract Services Section Chinook Bldg, 3 rd Floor, 401 Fifth Avenue CNK-ES-0340 Seattle, WA 98104-2333	URGENT
	Bid No.	RFP 1036-10-RLD	
	Bid Title	Wheelchair Accessible Taxicab Service	
	Due Date		
	Vendor		

EXHIBIT A

Primary Driver Group Sheet

#	Driver Name	Date of Birth	For-Hire Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

EXHIBIT B

Alternate Driver Sheet

#	Alternate Driver Name	Date of Birth	For-Hire Number
1			
2			
3			
4			
5			

EXHIBIT C

Driver Report Form

Instructions: Each primary and alternate driver must complete and sign this form. Additional comments may be written on the back or attached.

Driver Name _____ Date of Birth _____

For-Hire Driver License Number _____ WA Drivers License #: _____

Taxicab Association From Date _____ To Date _____

Passenger Complaint Information

Please list all passenger complaints involving this driver during the past five (5) years

Date _____ Type _____ Resolution _____

Date _____ Type _____ Resolution _____

Date _____ Type _____ Resolution _____

Date _____ Type _____ Resolution _____

Date _____ Type _____ Resolution _____

Vehicle Moving Accidents and Citations

Please list all vehicle moving accidents and citations involving this driver during the past five (5) years

Date _____ Type _____ Fault _____ Injuries _____ Damage (\$) _____

Date _____ Type _____ Fault _____ Injuries _____ Damage (\$) _____

Date _____ Type _____ Fault _____ Injuries _____ Damage (\$) _____

Date _____ Type _____ Fault _____ Injuries _____ Damage (\$) _____

I hereby authorize the Department of Licensing to forward my driving record to King County Department of Executive Services, Records and Licensing Services Division, (500 4th Ave, MS: ADM-ES-0411, Seattle, WA 98104). I certify that this information is complete, accurate and true.

Driver Signature _____ **Date** _____

EXHIBIT D

Driver Experience Transporting Disabled Individuals Requiring a Mobility Device

Instructions: Each Primary and Alternate Driver must complete and sign this form. Additional comments may be written on the back or attached.

Driver Name _____ For-Hire Number _____

Experience

Please list all experience this driver has transporting disabled individuals requiring a mobility device during the past five (5) years. Please attach an additional sheet(s) if necessary.

Date from	Date to	Employer	Described Manual Wheelchair and Walker Experience	Describe Electric Mobility Devices Experience

I hereby authorize the King County Department of Executive Services, Records and Licensing Services Division, (500 4th Ave, MS: ADM-ES-0411, Seattle, WA 98104) to verify the information stated above. I certify that this information is complete, accurate and true.

Driver Signature _____ **Date** _____

EXHIBIT E

Driver Experience with Other Government Agencies

Instructions: Each Primary and Alternate Driver must complete and sign this form if they are using driving experience with other governmental agencies providing transportation to people with disabilities to qualify for Driving Experience.

Driver Name _____ For-Hire Number _____

Experience

Please list all experience this driver has working for a government agency transporting disabled individuals over the past five (5) years. Please attach an additional sheet(s) if necessary.

Date from	Date to	Employer	Contact Name and Phone Number

I hereby authorize the King County Department of Executive Services, Records and Licensing Services Division, (500 4th Ave, MS: ADM-ES-0411, Seattle, WA 98104) to verify the information stated above. I certify that this information is complete, accurate and true.

Driver Signature _____ **Date** _____

EXHIBIT F

Conduct Record Classifications

These are examples of how driver conduct relating to safety and service will be classified. Please note that this table is not an exhaustive list of all County and City code requirements for drivers. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64).

Classification 1	Classification 2	Classification 3
1. Lack of driver knowledge of route or requested destination.	1. A conviction, bail forfeiture or other adverse finding received by the driver for any criminal offense or traffic violation that occurs during or arises out of the driver's operation of the taxicab.	1. A for-hire licensee shall not tamper with, disable, remove, or willfully damage the digital security camera equipment required.
2. The for-hire driver ensures that the vehicle contains the following current documentation: the state for-hire certificate, the county and/or city taxicab or for-hire vehicle license, the vehicle registration, and the proof of insurance card.	2. A vehicle accident required to be reported to the State of Washington involving any affiliated taxicab.	2. A for-hire licensee shall not alter, edit, destroy, remove, copy, transfer, transmit, erase, delete, overwrite, obscure, damage, encode, lock, render unreadable, or otherwise tamper with any image made by a digital security camera, other than as may occur in the normal operation of the digital security camera system as mandated and authorized by the Director.
3. A for-hire driver, before starting each shift, shall ensure that the state for-hire certificate, the county and/or City taxicab or for-hire vehicle license, vehicle registration and proof of insurance card are in the vehicle.	3. Any restriction, suspension or revocation of a State of Washington driver's license issued to a driver of an affiliated taxicab.	3. A for-hire driver who operates a wheelchair accessible taxicab must successfully complete a separate training program for the special needs of passengers in wheelchairs, including but not limited to, loading and tie-down procedures and door-to-door service as prescribed in rule by the Director.
4. A for-hire driver shall not operate a taxicab or for-hire vehicle unless the interior and the exterior of the taxicab or the for-hire vehicle is clean and in good repair.	4. The for-hire driver ensures that the taxicab maintains a continuous connection between the taximeter and the computer dispatch system, if such system is installed.	4. A for-hire driver shall not operate a taxicab or for-hire vehicle without first obtaining and maintaining a valid for-hire driver's license.
5. A for-hire driver shall, at the end of each trip, check the vehicle for any article(s) that are left behind by passenger(s). Such articles found in taxicabs are to be reported as found property to the taxicab association, and such property is to be	5. A driver shall not operate a taxicab or for-hire vehicle when the taxicab or for-hire vehicle has been placed out-of-service by order of the director.	5. A for-hire driver shall not solicit for prostitution nor allow the vehicle to be used for such unlawful purpose.

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Classification 1	Classification 2	Classification 3
returned to the taxicab association representative at the end of the shift or sooner if possible (SMC 6.310).		
6. A for-hire driver operating under a temporary for-hire license shall not drive, operate, or be in control of a taxicab or for-hire vehicle other than that designated on the temporary for-hire license.	6. A driver shall not use a cell phone while a passenger is in the taxicab.	6. A for-hire driver shall not knowingly permit the taxicab or for-hire vehicle to be used for the illegal solicitation, transportation, or sale, or any other activity related to illegal drugs.
7. A for-hire driver shall not drive, be in control of or operate a taxicab or for-hire vehicle where the required customer information board is not displayed or does not contain all required information.	7. A driver shall not operate a taxicab that has a taximeter which is not sealed, in good working order, or accurate.	7. A driver shall neither drink any alcoholic beverage while on duty or eight hours before going on duty nor have in his or her possession an open or unsealed container of any alcoholic beverage.
8. A for-hire driver shall deposit all refuse appropriately and shall under no circumstances litter.	8. A driver shall not ask, demand or collect any rate or fare other than as specified on the meter, required by ordinance, or pursuant to special rates or contract rates on file with the director.	8. A driver shall not transport more passengers than the number of seat belts available nor more luggage than the taxicab capacity will safely and legally allow.
9. A for-hire driver shall have in their possession a map of Seattle and the region published within the past two (2) years, which will be displayed to any passenger upon request.	9. A driver shall not refuse a request for service because of the driver's position in line at a taxicab zone; a passenger may select any taxicab in line.	9. A driver shall not physically assault a passenger.
10. A for-hire driver must activate the taximeter at the beginning of each paid trip, whether the fare is computed by the taximeter, contract or flat rate, and deactivate the taximeter upon completion of the trip. Beginning of a trip means the point where the passenger is seated, or materials stowed, and the forward motion of the	10. A driver shall not refuse to transport in the taxicab or for-hire vehicle: <ul style="list-style-type: none"> a. Any passenger's wheelchair that can be folded and placed in either the passenger, driver or trunk compartment of the taxicab or for-hire vehicle; 	10. Vehicular homicide that resulted in loss of for-hire license.

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Conduct Record Classifications

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Classification 1	Classification 2	Classification 3
<p>vehicle begins. The taximeter shall not be engaged unless the taxicab is transporting passengers or materials for compensation. The taximeter shall be engaged when transporting passengers or materials for a contract trip or an airport flat rate trip.</p>	<ul style="list-style-type: none"> b. An assist dog or guide dog to assist the disabled or handicapped; and c. Groceries, packages or luggage when accompanied by a passenger. 	
<p>11. A for-hire driver shall assure that the meter reading is visible from a normal passenger position at all times.</p>	<p>11. A driver shall use the most direct available route on all trips unless the passenger specifically requests to change the route.</p>	
<p>12. A for-hire driver shall not operate a taxicab or for-hire vehicle that does not have the rate posted as prescribed by the Director.</p>	<p>12. A driver shall not refuse to transport any person except when:</p> <ul style="list-style-type: none"> a. The driver has already been dispatched on another call; b. The passenger is acting in a disorderly, threatening or suspicious manner, or otherwise causes the driver to reasonably believe that the driver's health or safety, or that of others, may be endangered; c. The passenger cannot, upon request, show ability to pay fare; or d. The passenger refuses to state a specific destination upon entering the taxicab. 	
<p>13. A for-hire driver provides secure storage for all items left in the taxicab by patrons and turned in by drivers of affiliated taxicabs.</p>	<p>13. A driver, before starting each shift, shall check the lights, brakes, tires, steering, seat belts, taximeter seal, and other vehicle equipment to see that they are working properly. The driver shall also ensure that the state for-hire certificate, the county and/or city</p>	

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Classification 1	Classification 2	Classification 3
	taxicab or for-hire vehicle license, vehicle registration and proof of insurance card are in the vehicle.	
14. A driver shall allow the director to inspect the taxicab or for-hire vehicle at any reasonable time or place.	14. A driver shall not drive, be in control of or operate a taxicab or for-hire vehicle that does not meet the vehicle standards as set forth in KCC and SMC.	
15. A driver shall, at the end of each trip, check his or her vehicle for any article that is left behind by his or her passenger or passengers. The articles are to be reported as found property on the TAXI Hotline, as well as to the service organization, and the articles are to be returned to the service organization or affiliated representative at the end of the shift or sooner if possible. Unaffiliated taxicabs or for-hire vehicles shall deposit the articles at the records and licensing services division (KKC 6.64).	15. A driver shall have in his or her possession a valid for-hire driver's license at any time he or she is driving, in control of or operating a taxicab or for-hire vehicle and the license shall be displayed as prescribed by the director.	
16. A driver shall not use offensive language, expressions or gestures to any person while the driver is driving, operating or in control of a taxicab or for-hire vehicle.	16. A driver shall be in control of a taxicab or for-hire vehicle for neither more than twelve consecutive hours nor for more than twelve hours spread over a total of fifteen hours in any twenty-four-hour period. Thereafter, driver shall not drive any taxicab until eight consecutive hours have elapsed.	
17. A driver shall complete trip sheets and shall show all trips in an accurate and legible manner as each trip occurs.	17. If operating a wheelchair accessible taxicab, a driver shall provide priority service to private pay passengers in wheelchairs or other mobility devices.	

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Conduct Record Classifications

These are examples of how driver conduct relating to safety and service will be classified. Please note that this table is not an exhaustive list of all County and City code requirements for drivers. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64).

Classification 1	Classification 2	Classification 3
<p>18. A driver shall complete all items on trip sheets including:</p> <ul style="list-style-type: none"> a. Driver's name and for-hire license number; b. Company name and vehicle name and number; c. Vehicle for-hire license number; d. Beginning and ending odometer reading; e. Beginning and ending time of each shift worked; f. Date, time, place or origin, and dismissal of each trip; g. Fare collected; h. Number of passengers; i. "No shows"; 10 Contract rates or special rates. 	<p>18. A for-hire driver shall operate the taxicab or for-hire vehicle with due regard for the safety, comfort and convenience of passengers.</p>	
<p>19. A driver shall allow the director to inspect the daily trip sheet at any time while driving, in control of or operating a taxicab.</p>	<p>19. A driver shall not cruise at Sea-Tac airport C. A driver shall not solicit on the Sea-Tac terminal drives or inside the airport terminal building.</p>	
<p>20. A driver shall wear suitable clothes that are neat and clean and the driver shall be well groomed at all times while on duty. For the purposes of this subsection:</p> <ul style="list-style-type: none"> a. Neat and clean," as it relates to clothes, means that all clothing is clean, free from soil, grease and dirt and without unrepaired rips or tears b. Suitable clothes" mean full-length pants, collared shirt and shoes. It 	<p>20. A driver shall not drive, be in control of, or operate a taxicab or for-hire vehicle on the passenger or check-in drives at Sea-Tac airport without having on display a Port of Seattle authorized permit, when available for-hire.</p>	

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Conduct Record Classifications

These are examples of how driver conduct relating to safety and service will be classified. Please note that this table is not an exhaustive list of all County and City code requirements for drivers. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64).

Classification 1	Classification 2	Classification 3
<p>shall not be permissible for any driver to wear as an outer garment any of the following:</p> <ul style="list-style-type: none"> i. undershirts or underwear; ii. tank tops; iii. body shirts (see-through mesh); iv. swimwear; v. jogging or warm-up suits or sweatshirts or similar attire; vi. shorts or trunks (jogging or bathing); vii. sandals; or viii. any similar clothing; and <p>c. Well groomed refers to that state of personal hygiene, body cleanliness and absence of offensive body odor normally associated with bathing or showering on a regular basis, and means that hair is neatly trimmed, beards and mustaches are groomed and neatly trimmed at all times in order not to present a ragged appearance and scalp and facial hair are combed and brushed.</p>		
<p>21. A driver shall provide his or her customer with professional and courteous service at all times.</p>		
<p>22. A driver shall at all times assist a passenger by placing luggage or packages that are less than fifty pounds in and out of</p>		

EXHIBIT F

Conduct Record Classifications

These are examples of how driver conduct relating to safety and service will be classified. Please note that this table is not an exhaustive list of all County and City code requirements for drivers. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64).

Classification 1	Classification 2	Classification 3
the taxicab or for-hire vehicle.		
23. A driver shall provide each passenger with an accurate receipt upon payment of the fare. The receipt shall accurately show the date and time, the amount of the fare, the taxicab name and number and the printed name and for-hire driver license number of the for-hire driver.		
24. A driver shall not permit a non-fare-paying passenger, or pets, to ride in the taxicab or for-hire vehicle. Validly licensed trainees, when approved by the passenger, are exempt from this requirement.		
25. A driver shall not smoke while the taxicab or for-hire vehicle is occupied without the consent of all passengers.		
26. A driver shall be able to provide a reasonable and prudent amount of change, and if correct change is not available, no additional charge may be made to the passenger in attempting to secure the change.		
27. A driver may solicit passengers only from the driver's seat or standing immediately adjacent to the taxicab or for-hire vehicle, and only when the vehicle is safely and legally parked.		
28. A driver shall not use any other person to solicit passengers.		
29. A driver shall not hold himself out for designated destinations, provided that nothing shall prevent use of long-haul and short-haul lines at the airport.		

EXHIBIT F

Conduct Record Classifications

These are examples of how driver conduct relating to safety and service will be classified. Please note that this table is not an exhaustive list of all County and City code requirements for drivers. The Technical Evaluation Committee will have flexibility to evaluate specific situations and requirements to code (SMC 6.310 and KKC 6.64).

Classification 1	Classification 2	Classification 3
30. A driver while in a taxicab zone shall not leave the taxicab unattended for more than fifteen (15) minutes.		
31. A driver shall occupy a taxicab zone only when available for hire.		
32. A driver shall not perform engine maintenance or repairs on the taxicab while in a taxicab zone.		