



ADMINISTRATION AND REGULATORY AFFAIRS DEPARTMENT

Transportation Section Policy

Subject: **Vehicle-for-Hire Data Submission Guidelines**

Policy No. **VFH-012**

Effective Date:
Upon Approval

1. AUTHORITY

1.1 Chapter 46, Houston Code of Ordinances

2. PURPOSE

2.1 The purpose of the policy is to establish guidelines for the mandatory submission of data by permittees and registrants as required by Section 46-11 of the City of Houston Code of Ordinances and establish procedures for noncompliance.

3. POLICY STATEMENT

3.1 The City of Houston regulates vehicles-for-hire in the interest of the health and safety of the riding public. The City also regulates these vehicles and drivers to ensure customer service standards are upheld, including the availability of vehicle-for-hire services citywide. As a result, the City has a strong public policy rationale for requiring the provision of granular trip information, as well as other key data points, on an ongoing basis, to ensure the governing body has sufficient information in creating and changing regulations for the vehicle-for-hire industry. Best practices studies show that regular, reliable industry data is vital in crafting regulations that promote customer service and ensure a well-functioning vehicle-for-hire market. The inclusion of quarterly data submission requirements authorized by City Council allows ARA to recommend smart, targeted regulations that can meet the joint public policy goals of customer service and public safety.

4. PROCEDURES

4.1 This policy will be effective from the date of signature and expire upon date of any replacing or overriding Ordinance provision and/or new Director's Rule and Regulation.

4.2 This policy is for all vehicle-for-hire permittees and registrants regulated under Chapter 46.

4.3 Permittees and registrants shall submit operations data pertaining to the performance or facilitation of transportation services to ARA on a quarterly basis. Reports shall be submitted on or before the following dates and cover the following time periods:

Date Due	Months Covered
April 20	January, February, March
July 20	April, May, June
October 20	July, August, September
January 20	October, November, December

Approved:

Date Approved:

2/2/2015

Page 1 of 3

4.4

Each permittee and registrant shall report the following information:

- a) The total number of trips provided by the permittee or registrant in the city, specifying the number of trips provided by all authorized methodologies used to connect prospective passengers with the permittee's or registrant's vehicle-for-hire service. This includes, without limitation, the number of trips provided as a result of direct, in-person solicitation of the licensee by the passenger (street hails), the number of trips provided as prearranged transportation services through a web-based smart phone application (app), and the number of trips provided as prearranged transportation services through a telephonic, radio-based, or other dispatch system.
- b) The total amount of revenue retained by the permittee or registrant.
- c) The total amount of revenue retained by the permittee's or registrant's licensees.
- d) The gross receipts generated by the permittee's or licensee's vehicle-for-hire service in the city, specifying the number of trips provided by all authorized methodologies used to connect prospective passengers with the permittee's or registrant's vehicle-for-hire service. This includes, without limitation, the gross receipts generated by direct, in-person solicitation of the licensee by the passenger (street hails), the gross receipts generated by prearranged transportation services through a web-based smart phone application (app), and the gross receipts generated by prearranged transportation services through a telephonic, radio-based, or other dispatch system. A gross receipt is defined as the revenue for all trips originating within the City of Houston limits.
- e) The total number of trips provided to passengers traveling to George Bush Intercontinental Airport and William P. Hobby Airport.
- f) The total number of permitted vehicles in operation.
- g) The total number of vehicles available and in use by the permittee or registrant that are wheelchair accessible vehicles. A wheelchair accessible vehicle means either a ramp- or lift-equipped vehicle-for-hire.
- h) The total number of wheelchair accessible trips requested of the permittee or registrant.
- i) The total number of wheelchair accessible trips completed by the permittee or registrant.
- j) The total number of licensees that provide vehicle-for-hire transportation services on behalf of the permittee or registrant.
- k) The total number of rides requested and accepted by the permittee or registrant and its licensees within each zip code, within the city and the number of rides that were requested but not accepted by the permittee and registrant and its licensees within each zip code.
- l) The total number of accidents or collisions involving a permittee or registrant and its licensees, including the date and time of the accident or collision, and the cause of the accident or collision.
- m) The total number of hours each of the permittee's or registrant's licensees spent providing vehicle-for-hire information services.

- 4.5 Each permittee and registrant should submit all required information in one of the following formats:
- a) Spreadsheet input following prescribed format as defined and provided for the purpose of submission by the ARA and updated from time to time. Such format will be published and maintained current, and accessible to permittees and registrants, on the ARA, Transportation Section web page at <http://www.houstontx.gov/ara/regaffairs/transportation>.
 - b) Electronic data provision via a proprietary database using an equivalent range of field titles and data variables as consistent with the field titles and entry structure as defined in 4.5 (a), using the current field definitions as provided by the ARA in their most current form at the time of submission.
- 4.6 A permittee or registrant unable to collect and report the required information may request, each year, a waiver from the director excusing the permittee from all or part of the quarterly reporting requirements. In requesting a waiver, a permittee or registrant must:
- a) Clearly articulate the specific operations data that it is unable to report and the reason it is unable to provide that data.
 - b) Provide a sample of the operations data it is able to produce.
 - c) Submit a plan of action that acknowledges the operations data submission requirements of 46-11(a) and provides a definitive timeframe within three years from the date of submitting its initial waiver request wherein the permittee or registrant will provide all operations data required pursuant to 46-11(a).
- 4.7 A waiver request must be submitted at the time of the renewal of the current permit or certificate of registration or at the time of application if the permittee or registrant has not previously registered or been permitted. However, each permittee or registrant in operation prior to November 4, 2014 may submit a waiver request prior to their permit or registration renewal. This waiver request covers the duration of the existing permit or registration.
- 4.8 The Director shall review each waiver request and make a determination whether to issue a waiver for some or all of the data submission requirements.
- 4.9 All companies will receive notification in the mail along with their annual permit or certificate of registration renewal notice. Notices will be mailed to the address on the record no less than 45 days prior to the due date.
- 4.10 A reminder notification will be mailed or emailed no less than 15 days prior to the data submission requirement due date.
- 4.11 A permittee or registrant that fails to comply with Sec. 46-11(a) or any provision of this policy is subject to revocation, suspension or nonrenewal of the permit or certificate of registration pursuant to Sec. 46-5.

