

**CITY OF SAN ANTONIO
LIMOUSINE, TOURS, AND CHARTERS
RULES AND REGULATIONS
April 25, 2016**

**LIMOUSINE SERVICE
TOUR SERVICE
CHARTER SERVICE
RULES AND REGULATIONS**

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Section

- 900 General Rules and Regulations
- 920 Vehicles and equipment
- 950 Driver / Special Event Permit Requirements

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SCOPE AND INTENT

These rules and regulations adopted by the City of San Antonio shall be followed by all holders, companies and/or sponsored companies, and drivers providing vehicle for hire service in the City of San Antonio.

SECTION 900. GENERAL RULES AND REGULATIONS

901. Each holder, their company and its management, sponsored company and each operator are individually and jointly responsible for complying with all rules and regulations of the City of San Antonio, any rule or regulation of the Department of Aviation, and any section of a State Statute or administrative code relating to the operation of a vehicle for hire.
902. Each holder is solely responsible for the compliance of their employees, operators, drivers and members with rule 901.
903. Each holder shall maintain and supply to the Director, Upon request, a current list of all drivers, including employees and/or any changes in addresses and CDL statuses that may have occurred since the last report.
904. Each holder shall notify the Director of the termination of any driver by the holder and the cause for such action, by written communication to be received by the Director no later than the third business day after the termination action.
905. Each holder shall be responsible for reimbursing overcharges to the customers.
906. Each holder shall submit to the Director and maintain on file evidence of valid liability insurance for all of its vehicles in service in a form acceptable to the Director and the City Risk Manager.
907. Each holder shall promptly investigate, report to the Director and keep on file a record of any circumstances in which Rule 965 has be violated.
908. Subject to rights of appeal as provided herein, each holder shall pay all monetary penalties assessed, to include management, sponsored companies, and operators.
909. Each holder shall have a driver appearance standard, approved by the Director.

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910. Each holder shall distribute and/or make available to all passengers and customers, cards, flyers, pamphlets, or other information determined by the Director and made available in sufficient quantities to the holder by the Department. Such information may include, but is not limited to, passenger surveys and complaint procedures.
911. A holder shall return any confiscated invalid City Drivers Permit to the Department.
912. A holder, operator or dispatcher shall not give, offer or receive compensation with the intent to affect an action which could be contrary to the rules and regulations of the Department, the terms of the operating permit, or State law, or with the intent, or purpose, of having an agent or employee of the City not perform his or her duties relating to the regulation of vehicles for hire. Specifically, a holder, operator or dispatcher shall not engage in such activity with any Transportation Department or Aviation Department personnel, drivers or any other person in the position to influence the operation of its vehicles.
913. Each holder shall conduct himself/herself in a professional manner and resolve all disputes with other holders, the business community, those in charge of stands on private property, and the general public with a goal of maintaining a favorable public image for the industry.
914. A holder shall, as soon as practical, notify the Director of an arrest , filing of a criminal complaint or indictment against himself, and/or on one of the drivers employed by him, whether or not any of the foregoing is related to on-duty conduct.
915. A holder that has contract business that has been approved by the Director, shall be exempt from the pre-arranged one (1) hour requirement for all contract business.
916. Each holder shall maintain records of the identification of the driver of each vehicle while on duty and/or duration of special event.
917. Each holder shall verify that each driver possesses a valid city driver's permit.
918. Reserved
919. Each holder that advertises equipment and accessories in their vehicles, such as televisions, video recorders, fax machines or telephones, shall maintain all advertised equipment in working order.

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SECTION 920. VEHICLES AND EQUIPMENT

If the holder and/or sponsored limousine service does not correct violations by the deadline established by the department, the department shall assess the penalty specified against the holder for each deadline not met. The holder may appeal the department's assessment to the Administrative Hearing Officer by submitting a request for appeal to the Ground Transportation Unit.

920. When a vehicle is found to be in violation of any safety rules and regulations as mandated by the State of Texas, rules and regulations established by the Director, the Director of Aviation, and all other applicable rules, regulations and laws, the vehicle will be immediately removed from service. The vehicle will be re-inspected and if the vehicle is found to be in compliance, it shall be activated back into service.
921. All above data must be documented in a record keeping program as approved by the Director. The Director shall have the authority to audit any of the above records upon request.
922. Each vehicle used in a vehicle for hire service which is operating under more than one operating authority or permit category (i.e. charter/tour) shall have affixed to the outside of the vehicle, a fixed sign, approved by the Director, measuring 6"x24" which indicates the manner in which the vehicle is operating at the time. The lettering making up the sign shall be of dimension as approved by the Director.
923. Failure or refusal to comply with the Director's request for inspection records shall result in the immediate suspension of the operating authority.
924. Each Holder shall submit to the Director, for approval, any advertisement that will be placed in or on vehicles.
925. Each holder shall not alter, falsify, remove, reinstall or tamper with any vehicle permit. Vehicle permits are not transferable from one vehicle to another. Except under the following circumstances:

1. Airport Vehicle Permits

Limousine, Tour, and Charter vehicles may have the permit affixed to a movable placard, as to be able to transfer the placard to one vehicle to the next. Airport permits utilized on vehicles that do not have a City Wide permit shall have the permit confiscated and must repurchase a airport permit.

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926. Each holder shall notify the Director immediately of the removal or destruction of any vehicle permit issued to the holder.

At the request of the Director, a holder shall immediately take a vehicle out of service and make the vehicle immediately available to the Director. Vehicle permits shall be subject to removal when: (Applies to Rules 927 through 931).

927. The vehicle is found to be in an unsafe operating condition.

928. The vehicle is found to be operating without City approved insurance requirements.

929. A correction notice was issued for vehicle or equipment defects with due notice given to correct the deficiency but no correction was made within the time allotted and the vehicle is still in service.

930. The vehicle is operating without a valid permit or the Director authorized the removal of the vehicle permit.

931. The vehicle has not been presented for inspection at the time and date scheduled.

Holders shall maintain all vehicles under their control in a safe, sanitary and efficient operating condition and must conform to all standards adopted by the Director. Vehicles will be in violation when: (Applies to Rules 932 through 941).

932. Unsanitary conditions exist to include, but not limited to, dirt, grime and stains, on either the interior or exterior portion of the vehicle.

933. Windows, to include windshields, are cracked, chipped, or missing.

934. Headlights, tail lights, brake lights, instrument panel lights, interior lights, lenses and covers are inoperable, broken, or cracked.

935. Handles on doors, door locks and window cranks are broken or missing.

936. Floorboards have holes, tears, rips, or any other openings. Floor coverings must be free from grease spots, stains, holes, tears, rips, and secured to the floor as manufactured. No more than one (1) floor cover shall be placed on top of the original or replacement cover.

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937. Upholstery, to include seats, doors, interior panels, trim, armrest, headliner, sun visors, and dashboard, has rips, tears, stains, holes, or any exposed wires, sharp objects or other material that could harm passengers or personal belongings. Headliners cannot be sagging and must be free of tacks, staples, tape, and must be properly secured as manufactured. If upholstery requires re-upholstering, it must be professionally installed and must comply with the existing interior color scheme as manufactured.
938. Body conditions consisting of tears, rips, gouges, holes, grime, tar, rust, oil, dents, missing body parts, and excessive scratches, loose pieces hanging from the vehicle, sharp or jagged edges, protruding metals or any other materials or objects that could harm passengers or personal belongings. All body repairs must be professionally performed as manufactured.
939. Wheels are not securely fastened to the wheel hub with the required number of lug bolts or lug nuts as originally manufactured. Wheels or rims cannot be bent, cracked, re-welded, or damaged so as to affect the safe operation of the vehicle. All wheels or rims must be of same style and design. Mismatching wheels or rims are prohibited. . Matching hubcaps or wheel covers shall be on all wheels for which hubcaps or wheel covers are standard equipment.
940. Tires have:
- (a) obvious tread wear indication,
 - (b) cuts in sidewalls,
 - (c) separation of tread,
 - (d) bumps or bubbles anywhere on the tires,
 - (e) metal or nails protruding from tires (if leaking air, ordered out of service),
 - (f) been re-cut or re-grooved.
941. Seat belts are not in place as required for each passenger, the number of which is determined by the designed seating capacity of the vehicle as manufactured. Seat belts shall be clearly visible to the passengers. Also seat belts must be clean, and cannot be frayed, split, or display torn webbing, the buckles must be functional and secured to vehicle's floor plan as manufactured.
942. Each holder shall make a vehicle available, upon request by the Director, for inspection purposes.
943. Each holder shall assure, after reasonable notice, all scheduled appointments for vehicle inspections are kept. All cancellations, by the holder, shall be reduced to writing and submitted to the office of the Director at least three (3) business days prior to the inspection date.
944. Each vehicle shall be equipped with a fire extinguisher as approved by the Director and permanently marked with the company's name.

945 – 949 Reserved

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SECTION 950. DRIVER / SPECIAL EVENT PERMIT REQUIREMENTS

950. Every person, before driving or accepting employment to drive a vehicle for hire within the City shall apply for and obtain a city driver's permit.
951. A holder shall not employ, contract with, or otherwise allow a person to drive a vehicle for hire owned and/or operated by the holder and/or sponsored limousine service unless such person has a valid city driver's permit.
952. A person shall not forge, alter, deface or counterfeit a city driver's permit.
953. A person shall not have in his/her possession any city driver's permit which has been forged, altered, defaced or counterfeited.
954. A driver shall, as soon as practical, notify the Director and his employing permit holder of an arrest of himself or of the filing of any criminal complaint or indictment against himself, whether or not any of the foregoing is related to on-duty conduct.
955. A driver and or special event driver shall drive only for a holder shown on his/her city driver permit. A driver shall obtain a replacement city driver permit before driving for any other holder not listed on his/her city driver permit and/or;
- a. When a driver is going to driver for more than one vehicle for hire company, the driver must submit a written acknowledgment from all companies that they are approving the driver to driver for more than one company. This letter shall include current companies, new company, hours expected to driver for each company, and signatures from each company that this addition involves.
956. A driver shall hold a valid driver's license issued by the state of Texas.
957. A driver shall have in his/her immediate possession a valid driver's license while operating a vehicle for hire and shall present the license upon request. The Municipal Court Hearing Officer may dismiss the penalty if a license and computer printout are presented at the hearing and the license was valid at the time of the violation
958. A driver shall have a valid city drivers permit issued by the Director, in his/her possession while operating a vehicle for hire.
959. A driver shall not operate a vehicle for hire while his/her city driver permit is suspended.

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960. A driver shall not knowingly allow the unauthorized use of a city driver permit. The city driver permit is nontransferable and it is not to be duplicated.
961. A driver shall not use another person's city driver permit.
962. A driver shall not apply for nor possess more than one city driver permit at any one time unless authorized by the Director.
963. A driver shall at all times, drive or park the vehicle:
- a. In a safe, careful and prudent manner.
 - b. In compliance with City traffic regulations.
 - c. In compliance with provisions of the Texas Motor Vehicle Code.
964. A driver shall not commit any unlawful act while on duty. A driver shall, as soon as practical, notify the Director and his employing permit holder of an arrest of himself or of the filing of any criminal complaint or indictment against himself, whether or not any of the foregoing is related to on-duty conduct.
965. A driver shall not engage in any unlawful act such as:
- a. The commission of a felony.
 - b. Pandering
 - c. Immoral Acts
 - d. Assault
 - e. Reckless Driving
 - f. Driving While Intoxicated
 - g. Propagate a continuous police record of any kind.
966. A driver shall not drink or possess any alcoholic beverage while on duty.
- (1) A holder or driver commits an offense if he provides an alcoholic beverage to a passenger for a fee or as part of the vehicle for hire service.
- (2) A holder or driver commits an offense if he purchases or stocks a vehicle for hire with an alcoholic beverage. A nonalcoholic beverage or mixer may be purchased and provided by the holder or driver.

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967. An alcoholic beverage may be in a vehicle for hire only if the passenger:
- (1) Brings the alcoholic beverage into the vehicle and meets minimum age requirements of the state; or
 - (2) Personally purchases the alcoholic beverage at a retail store while using the vehicle;
 - (3) or the holder may contract with a catering service to provide meals and alcoholic beverages.
968. A driver shall not enter any bar or cocktail lounge except for the purpose of announcing arrival to a prospective passenger.
969. A driver shall not operate a vehicle for hire after drinking or while under the influence of an alcoholic beverage, intoxicating liquor or any drug which may impair driving ability.
970. A driver shall not knowingly use, sell, handle or transport illegal narcotics at any time.
971. The driver shall assure that evidence of financial responsibility is carried in the vehicle.
972. A driver shall not operate a vehicle which is in an unsafe operating condition. The driver shall assure that at all times the lights, brakes, tires, steering, and seatbelts are in a safe operating condition.
973. A driver, while on duty, shall conform to the appearance standard submitted by the holder and approved by the Director.
974. A driver and/or a limousine, tour, or charter service shall maintain a trip sheet that provides the following information:
- (a) Name of client
 - (b) Appointment time
 - (c) Time client was picked up
 - (d) Location of pick-up and destination
975. A driver while on duty shall provide prompt, efficient service and be courteous at all times to the general public, other city-permitted drivers, and to City Inspectors. Minor discourtesies may be forgiven. Unwanted conversation, verbal abuse and/or profanity shall be punished accordingly. The citing Inspector shall provide a supplemental written report of the incident including the names, addresses, and/or telephone numbers of all witnesses.

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976. A driver shall not dismiss or discharge any passenger at a point other than the requested destination without adequate cause.
977. A driver discharging a passenger shall, when reasonable, discharge the passenger in a safe, well-lighted place convenient to public transportation.
978. A driver shall immediately notify the supervisor on duty of any incident of passenger discharge under Rules 976 and 977 and note the time, date, supervisor's name and other details of the incident.
979. A driver shall not accept any compensation from anyone other than the passenger or the passenger's agent.
980. A driver after receiving a hearing notice for a rule violation shall appear at the time and place for the hearing as indicated on the violation citation. The driver shall also appear at all subsequent hearings relating to the original hearing notice as required by the Director.
981. A driver when serving suspension time in accordance with these rules shall turn in the city driver permit to the Director at the time and place so directed.
982. A driver shall not use a vehicle for hire as his/her personal vehicle or for personal business at any time unless an "Out of Service" sign is conspicuously displayed as approved by the Director.
983. A driver shall not sleep or permit others to sleep inside the vehicle for hire while parked on a public street.
984. A driver shall not have in his possession or control any firearms, switchblade knives, knives, or other deadly weapons.
985. A driver shall not solicit passengers.
986. A driver shall not operate a vehicle while his or her ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him or her to continue to operate the motor vehicle.
987. A driver shall not be on duty as a driver for more than twelve (12) consecutive hours in any twenty-four (24) hour period without a continuous eight (8) hour off duty rest period.

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988. Hours of Operation in King William District.

In the King William District, tour and charter vehicles may be operated only during the following hours.

- (a) From 10:00 a.m. to 7:00 p.m., Monday through Friday; and
- (b) From 12:00 p.m. to 7:00 p.m., on Saturdays and Sundays.

989. Open air vehicles, are exempt from the requirement for air conditioning as stated in Section 33-063 (a) of Chapter 33, Vehicles for Hire.