

Director Rules Chapter 2,

Section 201 A:

Every CCN holder must supply the MTC with the form in which it does business, for example, a corporation, a limited liability company, a partnership, sole proprietorship, etc. Every CCN holder must supply the MTC with its filing with the Secretary of State of Missouri. Every CCN holder must supply the MTC with a resolution of its corporation, Limited Liability Company or partnership showing the officers of the company and stating that these persons have the authority to speak for the company and to bind the company. Each CCN holder must supply the MTC with a copy of its by-laws if a corporation or limited liability company which by-laws must indicate clearly which officers have the authority to bind the company. The by-laws of each corporation or limited liability company each company's by-laws must clearly state the foregoing or they will be rejected and if not amended to clearly state the foregoing, the CCN will be revoked.

Chapter 2, section 202 B:

Application for a new CCN shall be accompanied by a non-refundable application fee of \$150.00; a merger, acquisition, transfer of ownership or sale involving a CCN must be accompanied by a non-refundable application fee of \$2,500.00; upon approval of the application an additional fee of \$100 for each permit proposed to be transferred will be due.

1. An application for a CCN or any modification thereof shall be addressed to the MTC on forms provided by the MTC. Any material required in the application process may be submitted as an appendix to the application form.
2. This application shall be in writing, verified by the affidavit of the applicant, or if the applicant be a corporation, a limited liability company or an association of persons of any kind, by its duly authorized officer or agent.
3. The application must contain:
 - a. If for a new CCN: The full name and business address, telephone numbers and email addresses of the applicant, and if a partnership, the same information for all partners; if a corporation, limited liability company or association of persons, the same information for all principals or stakeholders and all officers and directors thereof and a fictitious name registration if any.

- b. If for a merger or acquisition or transfer or sale of ownership then: the full names and business addresses, telephone numbers and email addresses of the current owners of record and the proposed new owners or if a partnership or partnerships the same information for all partners in all entities involved and if a corporation, limited liability company or association of persons the same information for all principals, or stakeholders and all officers and directors thereof and a fictitious name registration if any on both sides of the proposed transaction.
- c. If for a new CCN: The full name, address and full contact information of the managing officer who shall be designated as the person to whom all correspondence from the MTC shall be addressed and who shall be the official representative in dealing with the MTC.
- d. If for a merger or acquisition or transfer or sale of ownership then: the same information as in “c” above for the proposed surviving entity.
- e. The service category under which the applicant is proposing to provide service or is providing service.
- f. What, if any, previous experience the applicant has had, or if the applicant is a partnership, the partners therein have had, or if the applicant is a corporation or other association of persons, the officers and directors have had, in the service category for which application is made.
- g. The number of vehicles the applicant desires to operate.
- h. The color scheme proposed to be used or currently being used.
- i. The passenger capacity of each vehicle according to manufacturer's rating.
- j. The type, model and description of vehicle for hire to be used or being used, engine horsepower or identification and description of other means of motivation, and name of the manufacturer as well as the age of each vehicle.

- k. The applicant must agree that the applicant will provide operational oversight for its services to include the training of company drivers, the monitoring of driver compliance with this code and the general fitness and continuing maintenance of vehicles in operation under each certificate and must submit a plan for how this will be accomplished.
 - l. A detailed description of what the applicant is proposing to undertake including any merger or acquisition of any assets to be used in the operation of a new or existing CCN and the way in which those assets will be used or deployed, whether it is anticipated that such merger or acquisition will give rise to a need for further permits either immediately or in the reasonably foreseeable future.
 - m. The applicant must give permission for an FBI background check on all principals involved in the proposed CCN holder.
 - n. In the event of an acquisition, the applicant must provide a plan for continuing to serve the community which the acquired or merged company has historically served.
 - o. The applicant must provide a plan and a timetable for upgrading the acquired fleet so that the vehicles will provide electronic credit card capability.
 - p. All units must have their meters re-certified prior to operation if a merger or sale is approved.
 - q. Applicant must provide a list of all drivers proposed to be working for the applicant after the merger or acquisition to the extent available.
4. The Director shall have a public hearing on any proposed new CCN for public comment prior to submitting his recommendations to the MTC and applicant will, in addition to other fees, be responsible for the cost of the hearing and for any legal fees incurred by the MTC in performing its due diligence in connection with the application. An applicant may request a good faith estimate of these costs from the Director but the estimate notwithstanding the applicant will be responsible for the actual costs.

5. The Director will not conduct a public hearing on applications for merger, acquisition or transfer of ownership prior to submitting his recommendations to the MTC and applicant will, in addition to other fees, be responsible for the all costs of the of processing the application and for any legal fees incurred by the MTC in performing its due diligence in connection with the application. An applicant may request a good faith estimate of these costs from the Director but the estimate notwithstanding the applicant will be responsible for the actual costs.

Chapter 2, section 209: the level of insurance required by each class of CCN holder shall be as follows:

Taxicabs: \$ 200,000.00 Combined single limit for any one (1) accident.
Premium Sedans: \$ 200,000.00 Combined single limit for any one (1) accident.
Vintage Premium Sedans: \$ 200,000.00 Combined single limit for any one (1) accident.
Limousines: \$ 200,000.00 Combined single limit for any one (1) accident.
Airport Shuttles: \$ 200,000.00 Combined single limit for any one (1) accident.
Courtesy Vehicles: \$ 200,000.00 Combined single limit for any one (1) accident.
Carriages & Horse drawn vehicles: \$ 1,000,000.00 Combined single limit for any one (1) accident.
Non-Emergency Medical Transport Vehicles: \$ 300,000.00 Combined single limit for any one (1) accident.
Alternative transportation vehicles: \$ 1,000,000.00 Combined single limit for any one (1) accident.

Chapter 2, section 209 the method for filing a proof of insurance with the MTC:

Proof of insurance must come to the MTC from the insurer not from a broker or agent. It must have a telephone contact number and an email contact address. If insurance is frequently allowed to lapse by a CCN holder, pre-payment of premiums will be required.

Chapter 2, section 209 the method of achieving reinstatement for lapsed insurance with the MTC: If insurance coverage is found to have lapsed for any reason, the CCN holder must produce proof of insurance as required under these rules immediately. CCN holders will not be allowed to operate without valid insurance so operations may be suspended until valid insurance is obtained by the CCN holder. If insurance is frequently allowed to lapse by a CCN holder, pre-payment of premiums will be required.

Chapter 2, section 210, the form in which CCN holders are to provide the Director with their office address, business telephone number and electronic mail address Page 2 of the MTC Application for CCN.

Chapter 2, section 210A, the types of telephone equipment that will comply with this section shall include any telephone equipment being capable of accepting and recording live voice messages.

Chapter 2, section 211A, the requirements of a training program to be offered to employees by the CCN holder

Driver Training — Each CCN holder must provide to drivers or certify that drivers have attended and passed a comprehensive driver training program, whose curriculum and delivery shall be approved by the MTC. The curriculum shall include, at a minimum, applicable government rules and regulations; geography and map reading of the licensing jurisdiction and surrounding jurisdictions; major points of interest in the jurisdiction, general familiarity with the jurisdiction and its surrounding area; driver safety and defensive driving; passenger safety; vehicle safety and maintenance/inspection checks; and customer service and relations, including guidelines for assisting disabled, frail, and elderly passengers and familiarity with the Vehicles for Hire Code and the Director's Rules.

From time to time the Director may obtain access to training programs offered by private or public entities such as the Convention and Visitors Commission (CVC). When these programs are offered at no cost and designated by the Director, attendance for drivers will be mandatory.

Chapter 2, section 211A, the method for gaining approval of its training program from the MTC: Details of the program curriculum must be submitted to the Director for approval or the name, address and curriculum of the course to which the drivers of any CCN holder are being sent.

Chapter 2, section 211 A. the requirements for a training manual for drivers: A training manual should contain a written version of the material which is covered in the company's driver training program.

Chapter 2, section 211A, the procedure for having a training manual approved by the MTC: Training manuals should be submitted to MTC at the time that the driver program is submitted for approval and will dealt with along with the driver training program. Training manuals from any outside driver's training program may also be submitted at the same time that the MTC's approval of that outside program is sought.

Chapter 2, section 214, the contents of the application of re-certification by the CCN holder, the time limits for same and method of submission to the MTC: The application for re-certification shall contain the same information as an application for a new CCN and must be completed and returned to the MTC within 60 days from the date received. If

additional time is needed a written request from the CCN holder will be submitted to the Director. The Director may extend the filing period by one (1) 30 day period.

Director's Rules Chapter 3

Chapter 3, section 301.A for the purposes of a permit transfer pursuant to this section the person seeking a transfer must comply with the provision of section 302.

Chapter 3, section 302.B.1 for the purposes of this section to be a valid lease such lease must be for a vehicle owned by the holder of a valid CCN. A valid lease cannot be with any other person.

Chapter 3, section 302.E: for the purposes of this section a vehicle permit shall be a decal posted on the exterior of vehicle's lower left rear glass or if the vehicle has no rear window in a suitable similar location as determined by the MTC's Inspector. Temporary permits shall be similarly posted, but may also be in the form of a rear view mirror hang tag or other posting as determined by the Director on a case by case basis.

Chapter 3, section 304 for purposes of this section any inspections required on a particular vehicle may be scheduled at the same time by making an appointment for such with the MTC.

Chapter 3, section 304 D inspection fees shall be as follows for each class of vehicle for hire:

Taxi cabs of all classes: \$55.00

Premium Sedans: \$240.00

Vintage Premium Sedans: \$240.00

Limousines: \$240.00

Airport Shuttles: \$240.00

Courtesy Vehicles: \$240.00

Carriages & Horse drawn vehicles: \$55.00

Alternative transportation vehicles: \$55.00

Chapter 4 Director's Rules

Chapter 4, section 401.A.3 transfer of an MTC license by a driver may only be from one CCN holder to another. The driver seeking such a transfer should contact the MTC's

offices and request a form for transfer. If the transfer is within the same type of service, e.g., taxicab to taxicab no new examinations will be required. If the transfer is between different classes of service, e.g., from a taxicab to a horse drawn carriage or to a premium sedan, the driver seeking such transfer must be able to demonstrate a minimum level of competency in handling the new vehicle and a familiarity with the requirements for such vehicle type both by the State of Missouri and the VHC.

Chapter 4, section 401.A.4 a temporary MTC license may be obtained after regular application for an MTC license is completed and approved by requesting a temporary license from the director until such time as a permanent license may be issued.

Chapter 4, section 401.B.4 any holder of a MTC driver's license the status of whose state driver's license changes, for example the state license is suspended, must report this status change to the director immediately. An in person verbal report or an email report will suffice and a written memorial of the status change will be provided to the driver by the director. A status change like a suspension may result in a similar suspension of the driver's MTC license pending the reinstatement of the driver's state license but failure to report a status change will result in revocation of the driver's MTC license.

Chapter 4, section 401.B.6 the physician supplying the statement of physical condition must be a D.O. or M.D. holding a valid, current license to practice medicine and the statement must state that the physician has personally examined the driver.

Chapter 4, section 401.B.8 fees for obtaining a Department of Revenue Driver Record Report for the 1/1/10 to 1/1/11 shall be \$ 5.00.

Chapter 4, section 401.B.14 currently all drivers training is provided by the CCN holder. As soon as other training courses are available and approved, they will be listed here.

1. Courses offered by the Convention and Visitors' Commission designated by the Director are approved courses.

Chapter 4, section 401.B.15 failure comply with the fingerprinting requirements of this section will result in suspension of a driver's MTC license which suspension will last until compliance is had.

Chapter 4, section 401.B.16 copies of the current VHC and Directors Rules will be posted on the MTC website at <http://www.stl-taxi.com/> and MTC driver's license holders and CCN holders may obtain printed copies from the director. All others seeking copies from the director may obtain them by paying a fee of \$5.00 for the VHC and \$5.00 for the Director's Rules.

Chapter 4, section 401.C.2.e under this section criminal activity involving any crime to the person of another or any crime that could have posed a risk of injury to another or which indicates dishonesty as an element shall be a disqualifying factor. A driving record that shows tickets for careless and reckless or imprudent driving, multiple

speeding tickets or tickets issued in connection with accidents can be disqualifying factors.

Chapter 4, Section 401.D all drivers shall display their MTC license while on duty in the following manner: Drivers shall display their MTC licenses either worn around their necks or clipped to the breast pocket of a shirt.

Chapter 4, section 401.E the fee for and MTC drivers license for the period 1/1/10 to 1/1/11 shall be \$100.00.

Chapter 4, section 401.F the fee for a replacement for an MTC license for the period 1/1/10 to 1/1/11 shall be \$10.00 per piece.

Chapter 4, section 401.H the chapter 12 appeal mentioned in this section is available only to current holders of a MTC license who are denied renewal and not to new applicants who have not previously been licensed or applicants who failed to renew their MTC license for a year or more. If the Director denies a driver's license to an applicant on a renewal application or places [the] said application on hold because of pending charges, the decision shall be in writing copied to the CCN holder stating the reason for said action and the procedure for appeal pursuant to chapter 12 of this code and sent by certified or registered mail to the applicant. If the Director denies a new application the denial shall be in writing with a copy to the CCN holder. **No appeal shall be provided.**

Chapter 5, Director's Rules

Chapter 5, section 501.F

Taxi meters shall be certified pursuant to the following procedure:

The Director shall assign an MTC inspector who will manage the vehicle and taxi meter inspection process by the creation of a schedule for all taxicab company vehicles. For all permit or fleet renewal inspections, the inspector will notify each taxicab company of said appointments no later than seven business days in advance of the inspection time. The inspector will create the schedule and have full control of all inspection appointments including all re-inspections conducted due to mechanical malfunctions, repairs or code violations.

Chapter 5, section 501.M

For the purpose of this section major credit cards shall be as follows:

American Express, Discover, Master Card and VISA

Chapter 5, section 502 approved and authorized taxicab stands in St. Louis City are located:

As designated by the City of Saint Louis Department of Streets.

St. Louis County: As designated by St. Louis County Government.

Municipalities: As designated by each municipality's authorized department.

Chapter 5, section 503.A the vehicle may not have mud, oil other stains or visible dirt or tears in the interior. Windows must be clean and free of smears at the beginning of the work day. The vehicle must be washed unless there has been rain within the last 24 hour period. No body damage will be tolerated on vehicles for hire.

Chapter 5, section 503 B the interior of the vehicle must be free of food or other litter, only a reasonable amount of personal reading material such as a book or newspaper or both will be permitted. A notebook computer, personal digital assistants (PDA), or mobile global positioning system may be permitted in the passenger compartment provided that all associated wiring, cradles and/or accessories do not create a hazard for or interfere with the driver's safe operation of the vehicle and those devices do not interfere with passenger safety or comfort. No litter or debris of any kind may be left in the passenger compartment. Seats must have all springs intact and the seat covering must be clean with no tears or visible dirt.

Chapter 5, section 503.C if the vehicle has a trunk it may contain only a spare tire and a jack and tire tool stored as specified by the manufacturer in the vehicle handbook.

Chapter 5, section 504.B a CCN holder may submit to the director a scheme of dress for those drivers operating vehicles of the CCN holder which is unique for that CCN holder's drivers. The director will not unreasonably withhold approval of such alternate attire but it should be remembered that the purpose of uniform dress for operators of vehicles for hire is so that the public can readily identify the driver as the operator of a vehicle for hire and all alternate attire schemes must also accomplish this.

Chapter 5, section 504.B.4.b CCN holders may submit to the director color photos of a prototype cap for their drivers and the director will review it the same manner as alternate attire.

Chapter 5, section 504.F requires that drivers display a professional demeanor in the presence of passengers and members of the public. A professional demeanor means that a driver may not argue loudly with a passenger or another driver in public, may not curse a passenger or use foul language directed at a passenger or another driver in a public place, may not use obscene gestures directed toward a passenger or another driver in a public place. Professional demeanor also requires that a driver may not refuse to follow the directions of an airport taxi starter, a MTC enforcement officer or police officer nor may a driver argue with those aforesaid concerning any directions given or citations

issued in public. Public confrontation means heated or loud argument in a public place, obscene or combative gestures in a public place, loud vulgar or obscene language in a public place, fighting, shoving and threats in a public place.

Chapter 5, section 504.H prohibits cigarettes of any kind, cigars or pipes.

Chapter 5, section 504.I no CCN holder shall require a driver to operate a vehicle that has safety deficiencies or physical damage. If a CCN holder allows or requires such a vehicle to be operator it will be viewed as a violation of the VHC by the CCN holder.

Chapter 5, section 504.K shall apply to all MTC licensed drivers in all categories.

Chapter 5, section 504.O drivers can get authorization to carry a non-passenger by contacting the MTC office and obtaining MTC Agent approval on a form provided by the CCN holder bearing the signature of the CCN holder's authorized agent, describing the full name of the non-passenger, the purpose for which authorization is requested and the dates the non-passenger will occupy the vehicle.

Chapter 5, section 504.Q for the purposes of this section email notification will also be acceptable.

Chapter 5, section 504.S for the purposes of this section MTC driver's licenses may be displayed by the driver wearing such license around his neck or clipped to shirt breast pocket.

Chapter 5, section 504.U further rules governing driver conduct are as follows: This Section is reserved for future use by the Director as needed.

Chapter 6 Director's Rules

Chapter 6, section 602 D the Director will from time to time designate certain training courses offered by different organizations which will be mandatory to attend for all drivers.

Chapter 6, section 603 G the name of the passenger for which the on-call taxi is waiting must be displayed in the curb side rear window of the taxi or held in the hand of the driver facing the curb.

Chapter 6, section 603 H the meter must be operated even if the taxi is charging a flat fee and such flat fee may not exceed the meter rate. Any violation of this section in addition to any other penalty shall result in a full refund of the fare charged the passenger.

Chapter 6, section 604 B premium sedans shall bear a permit supplied by the MTC which shall be affixed to the lower left rear glass of the vehicle.

Chapter 6, section 604 D hotel concierge services may summon a premium sedan for a passenger but such summons must be at the specific direction of the passenger.

Chapter 6, section 604 H the name of the passenger for which the on-call taxi is waiting must be displayed in the curb side rear window of the taxi or held in the hand of the driver facing the curb.

Chapter 6, section 604 L a “premium vintage sedan” shall be any of the listed premium sedans which are 25 years old or older. This list may be augmented by the addition of other exotic autos as they may be presented to the MTC for consideration. To have a vehicle considered for placement on the “vintage” list the CCN holder must submit photos and details on the vehicle to the Director and present same for inspection when required.

Chapter 6, section 605 A shuttle stops shall be submitted annually to the Director for approval. New stops may be submitted from time to time to the Director.

Chapter 6, section 606 B NEMT vehicles shall bear a permit supplied by the MTC which shall be affixed to the lower left rear glass of the vehicle

Chapter 6, section 606 C NEMT drivers shall wear uniforms as approved by the Director after application by the certificate holder.

Chapter 6, section 606 G NEMT drivers and vehicles must be covered by commercial insurance in order to be licensed by the MTC. A driver’s personal, private insurance card will not be considered proof of commercial insurance. Personal vehicle policies do not cover the commercial, for-hire operation of a vehicle for hire.

Chapter 6, section 607 A shuttle stops shall be submitted annually to the Director for approval. New stops may be submitted from time to time to the Director.

Chapter 6, section 608 D.3 animals determined to be insufficiently fed to perform the services routinely required of it may be ordered removed from service until such time as the animal regains sufficient health to perform those duties.

Chapter 6, section 608 D.10 in the event a driver reports a violation of this code or a safety or health problem with an animal which report is determined to be factually accurate and a CCN holder takes any adverse action against such a driver, such action may be considered as grounds for revocation of the CCN.

Chapter 6, section 608 E.8 MTC drivers licenses must be displayed either worn around the neck or clipped to a breast pocket and plainly visible.

Chapter 6, section 609 A courtesy vehicles may not be entered into service older than 3 model years and may not remain in service older than 10 model years.

Chapter 6, section 609 B courtesy vehicles shall bear the following markings: The Name of the CCN holder shall be prominently and permanently displayed on both sides of the vehicle, and a CCN holder issued, non-repeated fleet number shall be displayed on both sides of the vehicle in numbers at least 3 inches in height.

Chapter 6, section 609 C Courtesy vehicles shall be operated under the terms and conditions set forth in the application for CCN as approved by the Director. The Director may at his discretion set limitations for the operation of courtesy vehicles including but not limited to hours of operation, routes taken and specific vehicles to be used. Operation of a Courtesy vehicle service outside of the terms and conditions set forth in the approved application for CCN shall be a violation of this code and subject to penalties there under including suspension or revocation of the CCN.

Chapter 7 Director's Rules

Chapter 7, section 701 F the name of the passenger for which the on-call taxi is waiting must be displayed in the curb side rear window of the taxi or held in the hand of the driver facing the curb.

Chapter 7, section 701 G sleeping in the cab or absence from the cab will, in addition to any other section violation of the VHC will be considered a violation of this section.

Chapter 9 Director's Rules

Chapter 9, section 901. B. The Director shall impose reasonable measures in the form of Director's Rules intended to ensure compliance with the VHC as approved by the MTC. Notices of such measures shall be posted on the MTC website and clearly labeled as Director's Rules. Violations of such Rules shall be treated as any other violation of this code. The Director may modify the Director's Rules on his own initiative without MTC approval. The MTC may modify or revoke any Director's Rules upon a finding that the measure is generally excessive or excessive in light of all of the facts of a particular case. The Director shall file a copy of all such rules and any amendments thereto with the MTC. Unless disapproved by the MTC a Director's Rule will become effective 10 days after it is filed with the MTC.

Chapter 9, section 901 E in the event of a state of emergency the Director will notify all CCN holders who will be responsible for notifying all of their drivers promptly of whatever requirements that the Director may have in regard to the emergency. Whatever directions the Director issues drivers are still subject to the directions of police, fire or other emergency personnel working at the scene of any emergency

Chapter 10 Director's Rules

Chapter 10, section 1001 A there will be ongoing unannounced inspections of vehicles and drivers to insure compliance with this section.

Chapter 10, section 1001 B direct confrontations between drivers or CCN holders and agents of the MTC are never appropriate and will be considered serious violations of the VHC code. If a driver or CCN holder has a disagreement concerning an agent's attitude or authority it should be dealt with by filing a complaint in writing with the Director.

Chapter 10, section 1001 C insurance cards which reflect a driver's personal auto insurance for any class of vehicle for hire under this code will never be considered adequate proof of insurance to operate a vehicle for hire. Only proof of valid commercial vehicle insurance will be considered adequate.

Chapter 12 Director's Rules

Chapter 12, section 1201. A failure to appear will also result in the assessment of court costs for the hearing date in question. The substance of the appeal will be disposed of at the hearing officer's discretion.

1202 Continuance.

- A. Anyone charged with a code violation may obtain one continuance from the Director for good cause shown. Any further continuances must be obtained from the hearing officer before whom the person is scheduled to appear prior to the date of appearance. Since the MTC believes that continuances put an undesirable strain on the enforcement system and are unfair to the charged party, continuances are to be discouraged and additional court costs of \$100.00 will be imposed for the continuance unless the hearing officer determines otherwise.

1204 Procedure for Appeal to a Hearing Officer.

- A.
 4. If the person presenting his case is found by the hearing officer to have committed all or any of the cited violations of the VHC then, in addition to any other appropriate penalty and points that person will be responsible for court cost in the amount of one hundred dollars and 0/100 (\$100.00). This amount may be adjusted from time to time by the MTC through the Director and any such adjustments will be communicated to all owners and drivers and posted on the MTC's website and at the MTC's offices.

1206 Appeal from Hearing Officer Decision.

- A. Appeals from a decision of the hearing officer are to the MTC's appellate hearing officer. Only one hearing officer will act as appellate hearing officer and will work with the Director to establish dates for appellate hearings. In order to be

timely, notice of appeal must be delivered to the Director in writing within ten (10) working days of the original hearing officer's decision.

- B. When a hearing officer's decision is appealed the court costs set out in section 1204.A.4 shall be stayed pending the outcome of the appeal. An appeal bond in the amount of two hundred dollars and 0/100 (\$200.00) must be filed with the notice of appeal for the notice of appeal to be valid. If the appellant prevails on appeal then no court costs will be imposed and the appeal bond will be refunded. If the hearing officer's decision is upheld on appeal then the actual costs of the appeal will be taxed to appellant as well as the costs for the underlying hearing. The appeal bond will be applied against these costs.