

DRAFT CityFleet Taxicab and LPT Vehicle Inspections – Team Charter

Chartering Group	Team Sponsor(s)	Team Lead	Kickoff Date	Target End Date
OMF Core Leadership Team	Thomas Lannom Bryant Enge	Kathleen Butler John Hunt	2/17/2012	TBD
Mission Statement:	<p>Improve the private for-hire permitting program vehicle inspection process to provide:</p> <ul style="list-style-type: none"> ➤ Better protection of public safety through direct inspections; ➤ Improved convenience to company owners by decreasing the number of inspecting agencies; ➤ Inspections that meet recognized best practices in the industry. 			
Problem Statement:	<p>The City's Private For-Hire Transportation (PFHT) program requires a full, mechanical inspection of each permitted vehicle by a certified ASE Master Mechanic. There is also a visual inspection required by City staff, Port of Portland staff, and TriMet staff for each vehicle permitted under various specific industry segment programs.</p> <ol style="list-style-type: none"> 1) Safety: There is a conflict of interest inherent in those inspections performed by private mechanics--they are often the same mechanics who do the work on the vehicles. Company owners and managers complaint that the mechanics have an interest in finding problems that don't really need repair. Once a problem is repaired, the mechanic may inspect his own repairs, which fails to provide an adequate level of review. The public and the vehicle owners alike would be better served by a process that separates the repair and the required inspection. 2) Convenience: In addition to the ASE certified master mechanic inspection, all vehicles must be visually inspected by Regulatory Division staff. Those companies holding permits for airport pick-up must also obtain separate inspections for each vehicle by Regulatory Division and Port of Portland staff. Those who hold specially assisted (medical) transportation permits must obtain separate inspections by Regulatory and TriMet staff. These multiple inspections are a duplication of staff time, as well as an inconvenience for company owners and drivers. Inspections also create scheduling difficulties for TriMet service to their customers. The multiple duplicate inspections cause more loss of revenue than is necessary by causing vehicles to be off the road for multiple inspection appointments. 3) Facilities: Current Regulatory staff, Port of Portland staff, and TriMet staff inspections of vehicles are performed at inadequate facilities, often outside in poor weather conditions and without the equipment necessary to evaluate the vehicle adequately. 4) Industry Standards: Most large municipalities that regulate taxicabs and other for-hire transportation vehicles have found it necessary to institute City-provided inspection programs for the reasons listed above. CityFleet has ASE Certified Master mechanics and a facility properly designed to provide convenient and thorough inspections. 			
Goals/Deliverables:	<ol style="list-style-type: none"> 1) Team leads have begun review of the current process, and have begun to outline a process for Fleet inspections to meet City Code and permit 			

	<p>renewal cycles.</p> <ol style="list-style-type: none"> 2) City Attorney's office will provide advice on any liability issues. 3) Detailed inspection protocols will be reviewed by stakeholders. 4) The program will be designed to provide full program cost recovery for Fleet and Regulatory. 5) Team leads will prepare draft outline of the proposed inspection process for approval by Bureau Directors. 6) Any necessary Code or Administrative Rule language changes will be drafted by Kathleen Butler, and reviewed by John Hunt, and submitted for approval to Bureau Directors. 7) Additions to the program, such as joint Regulatory/Fleet ad-hoc inspections in the field, are planned for the future.
Customer(s)	Revenue Bureau, Fleet, TriMet, Port of Portland, Regulatory permittees
Success Indicators	A streamlined vehicle inspection process performed by Fleet certified ASE Master Mechanics for all Private For-Hire Transportation permitted vehicles. Elimination of duplicative inspection processes. Separation of function between mechanic performing repairs and mechanic certifying vehicle.
Scope & Constraints	<p>Scope includes: Vehicle inspections required for Revenue Bureau, TriMet, and Portland of Portland Private For-Hire Transportation motorized vehicles: taxis and LPT (executive sedans, limousines, tour vehicles, medical transport).</p> <p>Scope excludes: Other types of PFHT inspections, such as pedicabs and horse-drawn carriages.</p> <p>Constraints & Boundary Conditions: Bureaus must maintain full cost recovery for the program, which is not anticipated to be a problem, given that companies currently pay for multiple inspections. The convenience of a single point of inspection will allow for full cost recovery. Processes must be designed for simplicity and ease of communication between the two Bureaus. The initial process must include a clear description of conditions necessary meet risk management concerns. Clear protocols must be provided to all staff for managing the transition. This is particularly important for issues such as adequate notification and instructions, to achieve high levels of cooperation from those bringing vehicles for inspection.</p>
Decision Ratifier:	Kathleen Butler (Revenue) and John Hunt (Fleet)
Decision Communication:	Recommendations will be provided by the decision ratifiers to the Bureau Directors.
Level of Authority/ Decision Process	Code changes and implementation schedules will be reviewed and approved by the Bureau Directors.
Other Team Processes:	Meetings, emails to review and design process.
Team Members	Kathleen Butler, Revenue Frank Dufay, Revenue Patrick Kramer, Revenue Lauren Wolfe, Revenue John Hunt, Fleet
Sunset:	Upon completion of one year of active vehicle inspection program by Fleet.

Milestones:

May 15, 2012:	Initial Draft of Proposal
June 15, 2012:	Complete Stakeholder Review of Proposal
July 15, 2012:	Final Proposal and Process Documents
July 31, 2012:	Approval by Bureau Directors
August 31, 2012:	Necessary Code Changes and/or Administrative Rule Changes to Council
October 1, 2012	Begin Fleet Inspection of Private For-Hire Transportation Vehicles