

**DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY SIGNAL CENTER AND FORT GORDON
Fort Gordon, Georgia 30905-5735**

**USASC&FG Regulation
No. 55-7**

6 May 2008

**Transportation and Travel
COMMERCIAL TAXICAB OPERATIONS**

Summary. This revised regulation updates the policies and procedures for commercial taxicab operations on Fort Gordon.

Applicability. This regulation applies to all military personnel, their dependents, civilian employees, contractual and non-contractual commercial taxicab firms and their drivers conducting business or driving vehicles on Fort Gordon.

Supplementation. Supplementation of this regulation is prohibited unless specifically approved by Headquarters, US Army Signal Center and Fort Gordon (USASC&FG).

Suggested improvements. The proponent of this regulation is the Directorate of Family and Morale, Welfare, and Recreation (DFMWR). Users are invited to send comments and suggested improvements on Department of Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, USASC&FG, ATTN: IMSE-GOR-MW, Fort Gordon, Georgia 30905-5735 and/or submit DA Form 1045 (Army Ideas for Excellence Program (AIEP) Proposal) to the installation coordinator.

Availability. This regulation is only available on the USASC&FG publications website at www.gordon.army.mil/dhr/DocMgt/docmgt.htm.

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***This regulation supersedes USASC&FG Regulation 55-7, 30 June 2004**

1. Purpose. The purpose of this regulation is to set forth policies and procedures under which commercial taxicab firms will operate at the US Army Signal Center and Fort Gordon (USASC&FG) Regulation 55-7.

2. References. Related publication and prescribed and referenced forms are listed in appendix A.

3. Explanation of abbreviations. Abbreviations used in this regulation are explained in the glossary.

4. Responsibilities.

a. Technical Support Services (TSS) personnel, DFMWR, referred to hereafter as the Contracting Officers Representatives (CORs) for the contract between the Installation Morale, Welfare, and Recreation Fund (IMWRF) and the on-post contractual commercial taxicab operator.

(1) Has primary responsibility to enforce the contract.

(2) Has responsibility to ensure compliance to this regulation.

(3) Has primary responsibility for coordination and administration of this regulation and the contract.

(4) Determines, in coordination with local police and Directorate of Emergency Services (DES), accountability of individual taxicab drivers via local police records checks or other existing records pertinent to the individual concerned.

(5) Issues permit to acceptable drivers via FG Form 353 (Taxicab Driver's Permit).

(6) Serves as the taxicab committee chairman and arranges meetings between the committee and taxicab firm's representatives quarterly or as needed to discuss pertinent business.

(7) In coordination with the Nonappropriated Fund (NAF) Contracting Officer, as necessary, initiates disciplinary actions or recommends appropriate administrative action for offenses committed by contractor and/or individual drivers of firms.

b. Directorate of Emergency Services (DES).

(1) Conducts periodic spot checks of taxicab vehicles and drivers while (entering) on post, and takes necessary actions to ensure post service taxicabs are properly registered. Pursuant to this regulation and the contract, the Military Police have the authority to conduct unannounced spot checks on post taxicab service vehicles.

(2) Registers taxicabs of authorized firms in compliance with existing regulations.

(3) Processes police background checks, local and national, and provides finger printing for driver applicants at the request of the COR and provides same to COR. Prior to running a national agency check on taxicab drivers the DES must have a signed release document form from the individual being checked. Release form to be obtained from contractor.

(4) At installation entrances, screens taxicabs entering installation and denies access to non-contractual taxicabs, which are not delivering fares to Fort Gordon. Direct non-contractual taxis through Gate #1 to the Welcome Center, to drop off fares for a transfer to a contractual taxi. Non-contractual taxis may not operate on the installation except through Gate #1 to the welcome center and return via the most direct route.

c. Unit Commanders.

(1) Ensures that a copy of this regulation is readily available in the unit orderly room and that all newly assigned personnel, including personnel on temporary duty, are made aware of the contents.

(2) Promptly reports complaints on taxicab service to the COR, 706-791-3595/791-4110.

5. Policies and procedures.

a. General.

(1) Contractor(s) authorized to conduct business on Fort Gordon will be contracted by the NAF SOUTH EAST REGION CENTRALIZED CONTRACTING OFFICE.

(2) Taxicab service will be available 24 hours a day, seven days a week.

(3) Taxicab drivers will be professionally competent and of sound character.

(4) Non-contractual taxicabs entering Fort Gordon for the purpose of delivering passenger(s) must arrive at Gate 1 and drop their passengers at the Welcome Center for transfer to contracted taxis AND MUST IMMEDIATELY EXIT THE BASE OUT GATE #1, EMPTY. No non-contract taxis may operate on the installation.

(5) Non-contractual taxis may not enter the installation except THROUGH Gate 1 to deliver passengers to the Welcome Center for transfer to contractual taxis.

(6) All taxis must be in a state of good repair, attractiveness, and cleanliness. Minimum insurance prescribed by the contract and/or state law (whichever is greater) must be maintained.

(7) All conveyances painted or having signage identifying it as a conveyance for hire will be deemed for commercial use only and as such ineligible for registration as a privately owned vehicle on Fort Gordon. Only contractual taxicab service will be eligible for vehicle registration and only as a commercial carrier.

(8) Contracting Officers Representative (COR) provides a list of contractual companies to DES, along with a monthly roster of authorized vehicles/drivers.

(9) The dispatch office for the taxicab services on-post will provide the name of any taxicab driver upon telephonic request from the Military Police Station, at any time.

b. Vehicle Registration.

(1) All contractual taxicabs permitted to conduct business on Fort Gordon will be registered with the Vehicle Registration Section, DES. The registration will be valid for the duration of the contractual period or three years, whichever is shorter.

(2) Prior to vehicle registration the contractor must furnish documentary evidence of vehicle ownership and registration in the name of the contractor. The definition of vehicle ownership also includes a valid lease agreement in the name of the licensed company.

c. Requirements.

(1) Contractor Requirements.

(a) Contractor is responsible for compliance with all elements of this regulation and the contract.

(b) Whether contractor owned or subcontracted all vehicles and drivers operating under this contract are the responsibility of the contractor.

(c) Contractor will ensure all vehicles operating under contract are insured in accordance with the contract and this regulation.

(d) Contractor will ensure vehicles are safe, well maintained, fully operational, and will inspect vehicles weekly, ensuring negotiated rate cards, driver's permits, picture, and copy of this regulation are posted in each taxicab.

(2) Vehicle Requirements.

(a) Vehicles will be equipped with working air conditioners, heaters, SEATBELTS and two-way radio communications or a computerized link to a central dispatch office.

(b) Vehicles will be maintained in a constant state of good repair, attractiveness, and cleanliness.

(c) Vehicles will be of adequate size to permit comfortable transportation of one passenger in the front seat and three passengers in the rear seat. Vehicles equipped with factory-installed jump seats may carry up to eight passengers. Maximum vehicles capacity will be stated (minimum 1-inch letter and numerals) on the rear of the vehicle and on the driver's side.

(d) Vehicles will be marked with the sign "POST SERVICE" in 4-inch letters on both front doors. Additionally, each vehicle will display a 12-inch high post taxicab number on both front doors and vehicle rear. All vehicles and numbers will be color contrasting to that of the vehicle and will be two digit numbers only (00 through 99).

(e) Driver's post permit, with photograph, will be prominently displayed so it may be easily seen from the back seat. Rates will be prominently displayed within the interior of the taxicab.

(f) Post service taxicabs will not display advertising without written permission of the NAF Contracting Officer.

(g) Baggage racks will be securely anchored to the vehicle. Temporary baggage racks may be used. Baggage carried outside the vehicle in baggage racks or in the trunk with the lid raised will be secured with a ½-inch rope or cargo restraint device and will be protected against wet weather. Baggage will not protrude from the racks, trunk, or passenger compartment. Baggage will not be carried on any outside portion of the taxicab, i.e., between a raised trunk lid and rear window. Baggage and ability to control the vehicle, or the safe operating characteristics of the taxicab are the responsibility of the driver.

(3) Taxicab Driver Requirements.

(a) Drivers applying to operate taxicabs on Fort Gordon must be recommended in writing by the contractor. Contractor will endorse applicants via applications for taxicab driver permits. The permit is valid for 12 months but is subject to suspension and/or cancellation by the COR if driver violates this regulation or the contract. Drivers are an extension of the contractor and as such must comply with this regulation and all the appropriate terms of the contract.

(b) Applicants must submit to a police background check and fingerprinting, and must possess a valid license by the State of Georgia or the State of South Carolina.

(c) Applicants will provide two, 2-inch by 2-inch photographs of themselves for licensing purposes.

(d) Applicants will be rejected if records reflect conviction of any of the following within the 24-month period preceding date of application: driving under the influence of drugs or alcohol, reckless driving, speeding (two counts), any drug or controlled substance violation, or any offense classified as a felony.

(e) Convictions older than two years, as well as financial irresponsibility and general behavior will also be considered in determining whether or not an applicant should be accepted.

(f) Physical examinations are not required unless applicant is physically handicapped or displays other symptoms of physical or mental disability.

(g) The ability to speak and understand the English language is a prerequisite for a permit.

(h) Drivers will adhere to the dress standards set for entry into any community facility (USASC&FG Reg 600-2). Drivers are not permitted to wear athletic shorts, bathing suits, excessively abbreviated or revealing clothing, fishnet type shirts, hair curlers without covering, halter or tube tops, mesh running singlets, shower shoes, or sleeveless garments. Shirts with tails will not be worn outside of trousers. The COR will decide which clothing does or does not meet these standards.

(4) Standard Penalties.

(a) Commercial taxicab operations on the Fort Gordon installation are authorized as a service to the entire post population. All personnel are entitled to equal treatment regardless of the time of day or the desired destination. Instances of discrimination, provisions of this regulation will be reported to the COR. Penalties for offenses committed during commercial taxicab operations are listed in table 1, below.

Table 1 Penalties for offenses		
<u>OFFENSE</u>	<u>1ST OFFENSE</u>	<u>2D OFFENSE</u>
Failure to display rate card	7-day suspension of post and taxi driver permits	Revocation of post and taxi driver permits
Failure to display driver's permit	7-day suspension of post and taxi driver permits	Revocation of post and taxi driver permits
Failure to have USASC&FG Reg 55-7 in taxicab	7-day suspension of post and taxi driver permits	Revocation of post and taxi driver permits
Failure to respond or respond timely to request for service	Revocation of post and taxi driver permits	NA
Speeding while on duty	Revocation of post and taxi driver permits	N/A
Other moving violations	7-day suspension Up to revocation of post and taxi driver permits	Revocation of post and taxi driver permits

Table 1
Penalties for offenses - continued

<u>OFFENSE</u>	<u>1ST OFFENSE</u>	<u>2D OFFENSE</u>
Failure to stop vehicle during hoisting and lowering of National Flag at Fort Gordon	7-day suspension of post and taxi driver permits	Revocation of post and taxi driver permits
Overcharging passengers	Revocation of post and taxi driver permits	NA
Carrying a weapon	Revocation of post and taxi driver permits	NA
General misconduct (foul language, sexual comment, abuse of customer)	7-day suspension up to revocation of post and taxi driver permits dependent on on circumstances	Revocation of post and taxi driver permits
Driving under the influence of alcohol or drugs while on duty	Revocation of post and taxi driver permits	NA
Aiding or abetting prostitution	Revocation of post and taxi driver permits	NA
Reckless driving	Revocation of post and taxi driver permits	NA
Other offenses classified as a felony	Revocation of post and taxi driver permits	NA
Failure to utilize and enforce the wearing of seat belts	45-day suspension of post driving privileges	Revocation of post and taxi driver permits

(b) Repeated violations by drivers may be cause for revocation of the taxi contract.

(c) Penalties identified above are in addition to penalties and fines imposed by the United States (US) Magistrate Court or other administrative measures such as suspension or revocation of on-post driving privileges per USASC&FG REGULATION 210-3.

(d) Drivers will have three working days from COR notification of a suspension or revocation of permit to the contractor to rebut the charge in writing, through the contractor to the COR. If drivers do not submit a rebuttal, penalty is effective after five working days following notification to the contractor.

(e) Repeated violations by drivers will be cause for revocation of the contract and/or fines/penalties to the contractor as listed in table 2, below.

Table 2 Contractor penalties		
<u>OFFENSE</u>	<u>1ST OFFENSE</u>	<u>2D OFFENSE</u>
Repeated violations by drivers in given month (3 or more)	Corrective action with drivers \$500.00 fine	Corrective action \$1500.00 or loss of contract
Vehicle violation involving health, safety, welfare of customer	Corrective action with drivers \$500.00 fine	Corrective action \$1500.00 or loss of contract

d. Driver’s Rules of Operation.

(1) Drivers will not engage in any other form of business while operating their taxicabs on Fort Gordon. Selling, advertising, or acting as an agent in connection with any product, commodity, or service is prohibited. Specifically prohibited is acting as a travel agent by making airline reservations, escorting passengers through clearing, or in any way acting in a capacity other than taxicab drivers.

(2) Drivers will not knowingly transport Soldiers absent without leave or deserters.

(3) Drivers will not knowingly enter guarded, off-limits, restricted areas, or marked training areas.

(4) Drivers will neither load nor unload passenger(s) from the street side of the taxicab or at intersections, nor will they unload or load in such a place or manner as to obstruct traffic. Loading or unloading passenger(s) on the following main thoroughfares is prohibited: Avenue of the States, Lane Avenue, Kilbourne Street, Rice Road, Barnes Avenue, Chamberlain Avenue, and 25th Street. Drivers will pull into parking lots, turn on side streets, or pull off the shoulder of the road, whichever is deemed appropriate, when picking up or dropping off passenger(s) in these high traffic areas. Barnes Avenue Soldiers will be loaded or unloaded at the designated taxi stand shelters located on B Street and 22nd, 26th and 27th streets.

(5) Contractual taxicab or limousine service drivers will stop for passenger(s) when hailed, only if such can be safely accomplished if passenger(s) is going in the same direction as passenger(s) already on board. The original passenger(s) will not be inconvenienced by such stops. Contractual taxicab or limousine service drivers who refuse service to passenger(s) will immediately contact the central dispatcher to arrange for another taxicab to pick up passenger(s). This will be permitted only when the driver is going off duty or already has passenger(s) and is traveling in the opposite direction.

(6) Drivers will follow the provisions of USASC&FG Regulation 210-3. Violations will be referred to the US Magistrate Court, Augusta, Georgia, for appropriate legal action. Violators may have their on-post driving privileges suspended or revoked in accordance with USASC&FG 210-3 and AR190-5.

(7) Contractual taxicab or limousine service drivers loading passenger(s) at the Army Exchange (PX) Shopping Complex or other designated taxicab stand(s) (as listed in Paragraph 5g) are permitted to wait up to five minutes from the time the first passenger(s) boards for additional riders traveling in the same direction. The driver will pull out promptly at the expiration of the 5-minute period regardless of the passenger load. Passenger(s) attempting to board occupied taxicabs that will be traveling in opposite directions will be referred to the next unoccupied taxicab in line. If another taxicab is not available at the taxicab stand, the central dispatcher will be called to send another vehicle.

(8) Drivers will not carry weapons of any type on their person or in their taxicab.

(9) Contractual taxicab or limousine service drivers will ensure that a copy of this regulation is available in their taxicab at all times.

(10) As a safety precaution, taxicab drivers will stop during the hoisting and lowering of the National Flag at Fort Gordon.

e. Taxicab Committee.

(1) The Taxicab Committee will meet semiannually, or as required, at the call of the COR.

(2) The committee will consist of the COR (Chairman) and representatives from the DES, Criminal Investigation Division (CID), 15th Regimental Signal Brigade, 513th Military Intelligence Brigade, Dwight David Eisenhower Army Medical Center (DDEAMC), Deputy Garrison Commander, and DFMWR.

(3) The committee will address all aspects of commercial taxicab service in terms of adequacy, complaints, and general operational problems.

f. Taxicab Fares. Taxicab fares will be negotiated between the NAF Contracting Officer and Contractor. Contractor will submit proposed taxicab fare changes to the NAF Contracting Officer 60 days prior to the renewal date of contract or as required by the contract.

g. Designated taxi stands:

- (1) B Street and 2nd Street
- (2) B Street and 26th Street
- (3) B Street and 27th Street
- (4) ANCOG parking lot at Lane Avenue
- (5) Ring Hall
- (6) Main PX
- (7) DDEAMC
- (8) Darling Hall Parking Lot

APPENDIX A

REFERENCES

Section I.

Required Publications.

There are no required publications sited in this regulation

Section II

Related Publications

USASC&FG Reg 600-2

Dress Standards

Section III

Prescribed Forms

FG Form 353

Taxicab Driver's Permit

Section IV

Referenced Forms

DA Form 1054

Army Ideas for Excellence Program (AIEP) Proposal

DA Form 2028

Recommended Changes to Publications and Blank Forms

GLOSSARY

Section I Abbreviations

AIEP

Army Ideas for Excellence Program

CID

Criminal Investigation Division

COR

Contracting Officer's Representative

DA

Department of the Army

DES

Directorate of Emergency Services

DFMWR

Directorate of Family and Morale, Welfare, Recreation

IMWRF

Installation Morale, Welfare, and Recreation Fund

NA

Not applicable

NAF

Nonappropriated Fund

PX

Post Exchange

US

United States

USASC&FG

US Army Signal Center and Fort Gordon

Section II

Terms

There are no entries in this section.

6 May 2008

USASC&FG Reg 55-7

(IMSE-GOR-MW)

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