

# **TNC Updates: Background Check Audit & Enforcement**

---

**Jared Munster**

*Director of the Department of Safety and Permits*

June 16, 2016



CITY OF NEW ORLEANS

# TNC Background Check Audit

---

- Background Check Audit conducted between February 16 and March 4.
  - Background Check Audits are not included in TNC Regulations, but are performed as part of City's focus on public safety.
  - 50 Drivers chosen at random from the February driver's list.



# TNC Background Check Audit

---

- Methodology
  - For the First Quarter review utilized the following information:
    - Docket Master (Criminal District Court)
    - National Sex Offender Registry
    - Existing Records of the Taxicab Bureau



# TNC Background Check Audit

---

- Results
  - Of the 50 drivers reviewed, one was submitted to the TNC for additional review due to findings of the background check.
    - The TNC immediately suspended this driver pending full review.
    - The driver has since been terminated from the platform based on the standards of Chapter 162.
  - The TNC and their provider have changed review protocols to correct for the error identified.



# TNC Background Check Audit

---

- Ongoing Activities
  - As previously noted to the Committee, these audit activities will continue quarterly.



# TNC Complaints

---

- During 2016, out of approximately 4,000 registered drivers, 14 complaints were received regarding TNC Service:
  - 7 Complaints for Overcharging
  - 1 Complaint of vehicle overloading
  - 2 Customer conduct complaints
  - 3 Complaints for solicitation of fares
  - 1 Complaint of an out-of-state vehicle operating in New Orleans.



# TNC Complaints

---

- Of the 14 complaints received in 2016, two have been substantiated and are scheduled for hearing:
  - 1 complaint relative to offering service without use of the TNC app
  - 1 complaint regarding a vehicle with out-of-state plates.
- Hearing scheduled on June 24, 2016



# TNC Enforcement

---

- In addition to reviewing complaints, Bureau staff ‘secret-shop’ TNCs to ensure compliance with the performance standards of Chapter 162.
  - Specifically, evaluating the vehicles for compliance with:
    - Trade dress
    - Solicitation
    - Confirmation that the driver appears on the TNC Register



# TNC Enforcement

---

- The Department also strategically deploys Investigators to TNC hot-spots to monitor behavior
  - TNC apps have been installed on all City-devices for observation purposes.
- As always, passengers and concerned citizens can report any observed violations to 311 or through the Taxi Bureau's website: <http://nola.gov/taxicab-for-hire-bureau/feedback/>

