

Office of the Inspector General

City of New Orleans

Report of Administrative Investigation

**Allegations of Neglect of Duty and Gross Negligence by
Larry Bishop, Airport Service Manager,
Ground Transportation, New Orleans Aviation Board**

OIG-ID-14-0020-I

E. R. Quatrevaux
Inspector General

December 05, 2014

FINAL
REPORT OF INVESTIGATION

14-0020-I

TITLE: Larry Bishop, Ground Transportation Manager, New Orleans Aviation Board

LOCATION OF OCCURRENCE: 900 Airline Drive, Kenner, LA 70062

DATE OF OCCURRENCE: September 2011 to September 2014

INVESTIGATED BY: Investigator Kristen Morales

VIOLATIONS: Policy Memo No. 83(R) - Standards of Behavior for City Employees, and City Code Section 2-1120 (20) (a). (**Exhibits 1 - 2**)

ACTION TAKEN: Referral for administrative action to Aviation Director, Iftikhar Ahmad

BASIS FOR INVESTIGATION

The investigation into this matter was predicated on a complaint received by the City of New Orleans, Office of Inspector General (OIG) on July 08, 2014. The complainant reported that there were "unfair practices" taking place at the New Orleans Airport Ground Transportation Department. The complainant explained that prior to calling the OIG, the Manager of Ground Transportation, Larry Bishop, was contacted on numerous occasions with specific complaints. The complainant alleges that since the Airport started the "Airport Taxicab decal use", multiple drivers are using the same decal in violation of the rules to pick up passengers at the airport. Complainant also alleged that Bishop accepted monetary payments for not enforcing the rules and has not followed or enforced the Code of Ordinances for issuance of Airport Taxicab Decals.

EXECUTIVE SUMMARY

Larry Bishop was hired as an Airport Operation Supervisor for the New Orleans Aviation Board in 2003. In 2005, Bishop was laid off due to Hurricane Katrina. In September of 2008, Bishop was again rehired as an Airport Operation Supervisor. In April 2011, Bishop was promoted to Ground Transportation Manager. The Ground Transportation Center was established to regulate daily operations of the for-hire industry at Louis Armstrong New Orleans International Airport (LANOIA) as set forth in New Orleans Aviation Board rules and regulations, Section 12 and New Orleans municipal ordinance, Chapter 22.

Ground Transportation collects documents on a daily basis. It is essential that these documents are organized and maintained properly. LANOIA and the City of New Orleans depend on these documents, which include applications and annual renewal requests, to collect revenue, take enforcement actions and make fiscally responsible decisions. Bishop was responsible for ensuring that these files were properly organized and maintained. The files were not properly organized or maintained and taxicab drivers were issued decals that did not meet the requirements due to Bishop's neglect of duty and failure to ensure public safety

LYING TO THE OIG, NEGLECT OF DUTY, AND GROSS NEGLIGENCE

On 09/09/2014, OIG Investigators contacted Bishop who voluntarily provided information and answered questions. Bishop lied to the OIG regarding the enforcement of the Ordinances and Rules as applied to Taxicab Decals. **(Exhibit 3)**

Bishop claimed that all paper work and applications for taxi cabs to operate at the Louis Armstrong New Orleans International Airport (LANOIA) were fully executed in a complete manner. In fact Bishop said that he would not and "has never" approved any application that was incomplete. Bishop specifically said that he, "will not accept the application if is not complete."

The OIG interviewed three LANOIA employees who said that Bishop authorized the issuance of decals in the past, even though the applications were incomplete or did not exist. Bishop also lied when he falsely said he had approval to issue Special Event Decals to cabs that did not possess Certificate of Public Necessity and Convenience (CPNC).

Bishop said that decal applicant, New Hope Baptist Church, did not need CPNCs for its rented vans in order to obtain Special Event Decals for the weekend of September 4 through the 6th of 2014 because they were picking up passengers at the Ground Transportation Center. This is a direct violation of the LANOIA's rules and regulations for Special Event Decals which require that vehicles possess a CPNC. Bishop also told the OIG that taxicabs operating in the Short Line did not need decals. This is in direct violation of the LANOIA rules and regulations which state, "Every person desiring to operate a taxicab from LANOIA shall first obtain a current Airport Taxi Use Decal."**(Exhibit 4)** Bishop clearly demonstrated that he knew of this policy because on July 23, 2013 Bishop purchased decals specifically for cabs which operated from the Short Line. **(Exhibit 5)**

Bishop stated that when issuing Taxicab Decals, Ground Transportation Decals, and Special Event Decals he followed the July 19, 2014 Rules and Regulations of the New Orleans Aviation Board (NOAB). Bishop also stated that he has, "not changed or altered or interpreted the rules set forth by the NOAB."

Bishop lied to the OIG when he said he has never instructed his staff to issue any type of decal for, "taxi or transportation," that did not have completed applications. Bishop said he specifically did not issue decals for, "limo or transportation companies," that did not have completed applications.

Bishop stated, "all taxicab drivers for LANOIA are required to get a background check." He explained that limousine companies are only required to get the background screening if they are from Orleans

Parish. (Note: The LANOIA requires that all applicants applying for a Taxi Decal pass a background screening that includes law enforcement checking the applicant's criminal record.)

Bishop lied to the OIG when he stated that he has never allowed anyone to obtain a decal without the required paperwork, including the background check.

The following four LANOIA employees told the OIG that Bishop ordered them to issue decals when the application was not complete or the applicant was ineligible to receive a decal.

On September 11, 2014, Alexandra Fajardo, Administrative Assistant to Bishop said that Bishop had, “Okayed” the issuance of decals in the past, even though the application paperwork submitted was not complete. Fajardo added that Ground Transportation (GT) employee Jose Rodriguez told Bishop the fact that the paperwork was incomplete, but Bishop would still approve the application. GT employees, Rodriguez, Al Ponte and Sebastian Taylor, all advised Fajardo that Bishop approved incomplete applications. **(Exhibit 6)**

On November 19, 2014, Mario Q. Martin, former LANOIA Administrative Assistant, said Bishop told all the GT staff to stop using a checklist they had created because not enough companies were purchasing decals. Martin said the application process then became very “sloppy” because Taxicab drivers would bring in applications with missing paperwork or missing documents and Bishop would still accept the applications. Martin was bothered by the fact that Bishop decided to take applications that were incomplete because he knew that the rules required that the applicant turn in a complete packet. **(Exhibit 7)**

On November 19, 2014, Crystal McMillon, former LANOIA Administrative Assistant said that Bishop would, “finagle ways to accommodate taxicab drivers.” Anytime taxicab drivers were told by other Ground Transportation staff that their application did not contain all the required documents the Taxicab drivers would meet with Bishop and Bishop allowed them to obtain a decal and bring in their paperwork at a later date. McMillon said that often times, they never turned in the paperwork and that is why so many files were missing or incomplete. **(Exhibit 8)**

On November 19, 2014, Sebastian Taylor, LANOIA Transportation Supervisor confirmed by email that Bishop told his employees to stop using the checklist. Taylor said that many files were incomplete and that the missing documents were never received or corrected, but decals were issued anyway. **(Exhibit 9)**

On September 11, 2014, Michelle Wilcut, Deputy Director of Human Resources, stated that she specifically instructed Bishop to create a checklist to use when issuing vehicle permits/decals that would also be maintained in the file of each vehicle. Bishop has never provided Wilcut with a copy of the checklist in use by the GTC. Wilcut asked Bishop the status of the checklist to which he responded that he was working on creating one. **(Exhibit 10)**

The OIG randomly selected 45 out of 900 decal files for review. All 45 files contained expired or incomplete information in the applications. Current and former LANOIA employees advised the OIG that

most of the applications were incomplete because Bishop ordered the employees to issue the decals. When ordered to issue the decals, the staff complied but noted on the decal checklist, "per Larry Bishop." The following 8 were selected at random to serve as examples;

1. Applicant, Charles Ritz, received LANOIA decal # 0261 even though at time of application (01/01/2014), Mr. Ritz did not meet the requirements to obtain a LANOIA decal. The note on the decal checklist stated, "has court ruling pending. Larry Bishop is aware Occupational license expired, Larry B. authorized to bring in Occupational license for 2014." **(Exhibit 11)**
2. Applicant, A Confidential Transportation Services, received LANOIA decal numbers 0182-0202 (21 decals) even though at time of application (01/01/2014) A Confidential Transportation Services did not meet the requirements to obtain LANOIA decals. The note on the decal checklist stated, "Authorized by Bishop to bring in discrepancies'; 16 expired inspection certificates, 6 New Orleans inspections, and CPNC renewal letter." The checklist is signed by GT employee Jose Rodriguez. **(Exhibit 12)**
3. Applicant, Commodore Transportation Inc, received LANOIA decal numbers 0177-0179, 0223-0260 even though at time of application (12/13/2013), Commodore Transportation Inc. did not meet the requirements to obtain LANOIA decals. The note on the decal checklist stated, "No Bingo cards, Authorized by Larry Bishop, has LPSC Authority Letter, Incorporation documentation missing." The checklist is signed by GT employee Sebastian Taylor. **(Exhibit 13)**
4. Applicant, Remote Airport Services received LANOIA decal # 0216 even though at time of application (12/30/2013), Remote Airport Services did not meet the requirements to obtain a LANOIA decal. The note on the decal checklist stated, "Larry Bishop Authorized for owner to bring in copies of the brake tag by 01/21/2014. Copy of CPNC is missing, Approved Driver form missing, incorporation documents missing, occupational license missing." The checklist is signed by former GT employee Mario Martin. **(Exhibit 14)**
5. Applicant, Park and Fly received LANOIA decal numbers 0045-0053 even though at time of application (12/27/2013), Park and Fly did not meet the requirements to obtain LANOIA decals. The note on the decal checklist stated, "Larry stated that incorporation papers are not needed or actual registration vehicle, the checklist would suffice, due to contract with the airport, missing incorporation documents and occupational licenses." The checklist is signed by GT employee Jose Rodriguez. **(Exhibit 15)**
6. Applicant, Crescent Transportation received LANOIA decals 0400-04010053 even though at time of application (01/02/2014), Crescent Transportation did not meet the requirements to obtain LANOIA decals. The note on the decal checklist stated, "missing CPNC licenses, vehicle inspection reports, cover page insurance, approved driver form, approved vehicle form, incorporation documents, and has until March 15 to produce a current occupational license per Larry Bishop." The checklist is signed by former GT employee Mario Martin. The application has a note in the back of the file that states, "02/10/2014 called and spoke to Jay Champagne owner/president of Crescent Transportation. Mr. Jay Champagne said he has 11 vehicles and has decided not to get decals for his vehicles." The application includes a letter from LPSC dated 10/11/13. The letter is addressed to Crescent Transportation Services, Inc however there is no content to the letter. The original letter from LPSC was altered. Bishop accepted this altered LPSC letter **(Exhibit 16)**

(OIG NOTE: OIG obtained a copy of the original letter from LPSC dated 10/11/13 which stated that the application to LPSC was rejected.) **(Exhibit 17)**

7. Applicant, New Hope Baptist Church received LANOIA decals 0239-02345 even though at time of application (08/22/2014), New Hope Baptist Church was not eligible to obtain LANOIA decals. **(Exhibit 18)**
8. Applicant, Durham School Services LANOIA decal 0238 even though at time of application (06/20/2014), Durham School Services was not eligible to obtain LANOIA decals. **(Exhibit 19)**

Bishop issued special event decals to two applicants, New Hope Baptist Church and Durham School Services even though they did not meet the eligibility requirements for a special event decal.

During the weekend of September 4-6th 2014, Bishop decided to accept incomplete paperwork from New Hope Baptist Church and allowed them to provide the paperwork at a later date. Bishop lied to the OIG when he said he specifically told New Hope Baptist Church, "to bring in their paperwork 3 days later, September 9, 2014." Bishop said that he, "did coordinate New Hope Baptist Church applications with DD Wilcut." (NOTE: Wilcut advised she never coordinated this with Bishop)

Bishop said he had also issued a special event decal, to Durham School Services for a wine tasting convention. This is in direct violation of LANOIA rules and regulations due to the fact that Durham School Services is not eligible for a special event decal because it did not meet any of the requirements.

On September 11, 2014, Scott Sturgeon, Contract Manager, United Protection Services (UPS), LANOIA advised that often drivers without decals would claim to have Bishop's permission to operate. Sturgeon would contact Bishop to determine if the driver had Bishops permission or not. Sturgeon advised that there were times when Bishop would allow access, and other times when Bishop would not allow the driver access to the GTC. Sturgeon advised that Bishop never documented any of his approvals for access to the GTC but he authorized it verbally which is in direct violation of LANOIA rules and regulations. **(Exhibit 20)**

FAILURE TO ENSURE PUBLIC SAFETY

The term "short line" refers to vehicles that transport passengers to locations close to the LANOIA, while the long line refers to vehicles that transport passengers to Orleans Parish

Bishop did not require short line cabs to obtain a current Airport Taxi Use Decal which is a direct violation of LANOIA rules and regulations. LANOIA rules and regulations state, "*Every person desiring to operate a taxicab from LANOIA shall first obtain a current Airport Taxi Use Decal to be issued by LANOIA in accordance with the requirements set forth.*"

Bishop admitted he violated policy. He stated that, "long cabs have decals and short cabs do not have a decal." If the taxicab did not have a decal they could only be in the short line. Bishop was asked if he allowed persons/taxis/limos/bus to pick up at LANOIA without a decal and he stated that, "short line taxis yes, long line taxis no." He also said that for limos who use the ground transportation center, "yes, however; if the limo was picking up curbside, no."

During a September 11, 2014 interview, Wilcut said that she has not, and would not instruct Bishop, or any other employee, to circumvent any rule or regulation. Wilcut was unaware that Bishop was issuing decals to anyone other than legitimate transportation companies. Wilcut was not aware that Bishop was not issuing decals for “short line” vehicles. Wilcut assumed that all vehicles operating at LANOIA were being decal. Wilcut held a staff meeting where she learned that “short line” vehicles were not being decal. Bishop sent Wilcut an email, explaining his reason for not decaling “short line” taxicabs. This email cites information which was read into the record during a meeting of the New Orleans Aviation Board. Wilcut advised the information in the email does not justify the non-issuance of decals.

On September 12, 2014, Walter Krygowski, Deputy Director (DD), LANOIA said he did not approve of allowing taxis to operate in the “short line” without being registered with the LANOIA. He recalled discussing the need for taxis to be registered and their Certificate of Public Necessity and Convenience verified with the issuing entity. He was not aware that, “short line” taxis were operating at the LANOIA without being registered and decal. He did not approve of this practice nor would he even consider doing so because it would lead to numerous public safety issues. **(Exhibit 21)**

Bishop failed to ensure public safety by personally creating Airport decals with no security features. The current Airport decal does not use the LANOIA logo, does not use specialty paper or coating that would show evidence of tampering and does not have any security marks to deter theft and counterfeiting. In fact, on 09/03/2014 an OIG Investigator was at the Airport reviewing decal files when a Taxicab driver came to the GTC to apply for an Airport decal. After reviewing the paper and checking the vehicle it was learned that this Taxicab had a fraudulent decal on the windshield. **(Exhibit 22)**

LACK OF ACCOUNTABILITY

The following four LANOIA employees told the OIG that Bishop would leave for several hours in the middle of the day with no notice to his staff. When his staff tried to contact via phone, Bishop would not take their calls.

On September 11, 2014, Alexandra Fajardo, Administrative Assistant to Bishop said that when she initially started working at the GTC, Bishop would arrive late, often 9:45 a.m. or later. She said that Bishop would randomly disappear with Fajardo not knowing where he went. Fajardo often heard Bishop on the telephone discussing his rental property, particularly issues with the air conditioning unit. She said normally he would call and discuss the property with his wife then depart for the day.

On November 19, 2014, Mario Q. Martin, former LANOIA Administrative Assistant, said that he recalled 2 or 3 times when Bishop left the office in the middle of the day and was gone for several hours.

On November 19, 2014, Crystal McMillon, former LANOIA Administrative Assistant stated that while she was there, Bishop would often leave for a couple of hours in the middle of the day. Sometimes he would leave and not return back to work. McMillon said Bishop never told her where he was going and when she did need to speak to him, she would attempt to contact him on his cell phone. McMillon stated that

Bishop would rarely answer her call or return her call. McMillon said that most of the time, Bishop would leave to take care of his rental property because he would receive calls from one of his tenants saying that something was wrong at the property.

On November 19, 2014, Sebastian Taylor, LANOIA Transportation Supervisor Taylor stated that Bishop would leave in the middle of the day with no notice, in his personal vehicle. Bishop would not take a briefcase or anything related to GT. Bishop would be gone for 2 or 3 hours when he did leave. Bishop would not tell Taylor where he was going or what he was doing. Taylor would call Bishop on his work cell phone but Bishop would not answer or return his calls. Taylor also said that Bishop would “often show up late for work.” Occasionally, Bishop would come back to the office with entirely different clothing on or would come back to the office and appear to be sweaty and tired.

FALSE DOCUMENT

The OIG was informed by LANOIA employees that Bishop ordered them to issue decals to taxicab drivers/ transportation companies that requested one and had no proof of a CPNC. Rodriguez and Ponte knew this to be against LANOIA rules and regulations and demanded that Bishop obtain a statement from Jefferson Parish stating that Jefferson Parish did not require a CPNC to operate a for-hire vehicle. The aforementioned letter is not from Jefferson Parish, but from Bishop. Bishop created a false document on 01/09/2014 when he provided this letter to LANOIA staff stating that, “*CPNC not required as per Jefferson Parish for this type of vehicle.*” (Exhibit 23, 24)

Jefferson Parish does require a CPNC and the municipal ordinance specifically states, “*No person shall operate or permit a vehicle owned or controlled by him to be operated as a vehicle for hire upon the streets of the parish without having first obtained a certificate of public necessity and convenience (C.P.N.C.) from the department as provided in this article.*” (Exhibit 25)

FAILURE TO COLLECT REVENUE FOR GROUND TRANSPORTATION

By not enforcing the rules and regulations of NOAB, for short line taxicab drivers, Bishop did not collect any revenue for short line cabs. OIG determined that Bishop failed to collect; background fee \$50.00 per applicant and decal fee \$200.00 per applicant for 2012, 2013, 2014 resulting in a loss of \$325,000.00 for the department.

CONCLUSION

As the Manager of the Ground Transportation, Larry Bishop failed in his duty and responsibility to ensure that all Taxicab files were properly organized and maintained. Bishop failed to ensure that pertinent documents were accurately placed and maintained in the appropriate files. He failed in his responsibility to ensure that New Orleans Aviation Board collected the appropriate Ground Transportation related revenue. Bishop failed in his duty and responsibility to ensure that drivers were properly licensed and decaled.

Bishop lied multiple times about the enforcement of the Ordinances and Rules as applied to Taxicab Decals. Bishop claimed that all paper work and applications for taxicabs to operate at LANOIA were fully executed in a complete manner. In fact Bishop said that he would not and “has never” approved any application that was incomplete.

Bishop lied when he said he has never instructed his staff to issue any type of decal that did not have completed applications. LANOIA employees told the OIG that Bishop ordered them to issue decals when the applications were not complete or ineligible. Bishop sent instructions to his staff via email stating “2013 CPNC renewals will be accepted without any additional CPNC paperwork required (appointment letter, receipt, etc.) and No driver will be denied a Decal or sent away for not having the proper documents without Approval by me.” (**Exhibit 26**)

Bishop failed to ensure public safety by not enforcing LANOIA’s rules and regulations. Bishop did not conduct the mandatory backgrounds checks nor did he ensure that drivers were properly licensed and insured. This meant that drivers with potential criminal records, unlicensed, uninsured, had access to the Airport and were transporting citizens.

Bishop issued decals to applicants even though they did not meet the eligibility requirements for a decal.

Based on the information above, Bishop is in violation of CAO Policy Memorandum No. 83(R), particularly section II.f, *“Each employee, because of the job assignment, has certain required duties and must assume certain responsibilities. Each employee has a job to do and must do that job. Failure to perform these duties or take these responsibilities is neglect of duty.”* By lying to OIG Investigators, Bishop violated City Code Section 2-1120 (20) (a), *“It shall be the duty of every city officer, employee, department, agency, board, commission, public benefit corporation, contractor, subcontractor, licensee of the city, and applicant for certification of eligibility for a city contract or program, to cooperate with the Office of Inspector General in any investigation, audit, inspection, performance review, or hearing pursuant to this chapter.”*

EXHIBIT LIST

- Exhibit 1: CAO Policy Memorandum Policy Memo No. 83R - Standards of Behavior for City Employees, effective July 17, 1989, revised October 28, 2013
- Exhibit 2: City Code Section 2-1120. Office of Inspector General (20)(a).
- Exhibit 3: September 09, 2014 OIG Memorandum of Interview: Larry Bishop
- Exhibit 4: LANOIA and Regulations Section 12 12.13 Airport Taxi Use Decals
- Exhibit 5: July 23, 2013, Short line Decal Procurement
- Exhibit 6: September 11, 2014 OIG Memorandum of Interview: Alexandra Fajardo
- Exhibit 7: November 19, 2014 OIG Memorandum of Interview: Mario Q. Martin
- Exhibit 8: November 19, 2014 OIG Memorandum of Interview: Crystal McMillon
- Exhibit 9: November 19, 2014 OIG Memorandum of Interview: Sebastian Taylor
- Exhibit 10: September 11, 2014 OIG Memorandum of Interview: Michelle Wilcut
- Exhibit 11: LANOIA Decal Applicant: Charles Ritz
- Exhibit 12: LANOIA Decal Applicant: A Confidential Transportation Services Inc.
- Exhibit 13: LANOIA Decal Applicant: Commodore Transportation Inc.
- Exhibit 14: LANOIA Decal Applicant: Remote Airport Services
- Exhibit 15: LANOIA Decal Applicant: Park and Fly
- Exhibit 16: LANOIA Decal Applicant: Crescent Transportation
- Exhibit 17: October 11,2013 LPSC letter to Crescent Transportation
- Exhibit 18: LANOIA Decal Applicant: New Hope Baptist Church
- Exhibit 19: LANOIA Decal Applicant: Durham School Services
- Exhibit 20: September 11, 2014 OIG Memorandum of Interview: Scott Sturgeon
- Exhibit 21: September 12, 2014 OIG Memorandum of Interview: Walter Krygowski
- Exhibit 22: Fraudulent Decals
- Exhibit 23: January 09, 2014 Letter by Larry Bishop: CPNC not required letter
- Exhibit 24: September 04, 2014 OIG Memorandum of Interview: Albert Ponte & Jose Rodriguez
- Exhibit 25: Jefferson Parish's Municipal Ordinances Part II-code of Ordinances, Chapter 38, Vehicles for Hire
- Exhibit 26: January 24, 2014: Electronic email from Larry Bishop to LANOIA employees

**CITY OF NEW ORLEANS
CHIEF ADMINISTRATIVE OFFICE**

POLICY MEMORANDUM NO. 83 (R)

October 28, 2013

TO: All Departments, Boards, Agencies and Commissions

From: Andrew D. Kopplin, First Deputy Mayor/CAO



SUBJECT: STANDARDS OF BEHAVIOR FOR CITY EMPLOYEES

I. PURPOSE

The purpose of this memorandum is to revise the standards of behavior guidelines for City of New Orleans employees. Our goal is to provide efficient and courteous service to the public and each other in order to enhance the effectiveness of city government while maintaining the high standards of quality and professionalism necessary to project the best image possible. We are all dependent on each other to accomplish this mission. Our behavior should indicate our willingness to work and demonstrate the pride we have in our profession. The standards given below are to help us achieve our goal.

II. GENERAL STANDARDS

- a. An employee shall be courteous, civil, and respectful.
- b. An employee shall have patience with the public and with fellow employees.
- c. An employee shall not discriminate against or show partiality to any person in the course of work duties because of race, sex, orientation, ethnic background, religion, political party, age, handicap, sexual, or personal prejudice. No special treatment, partiality, or favoritism shall be given to anyone because of "connections" or relationship.
- d. An employee shall report for work at time assigned and remain on duty until the work hours are completed, except for standard, authorized breaks and lunch periods. Work hours shall be spent in productive work without time being wasted.
- e. An employee unable to report to work shall inform the supervisor as early as possible, before or at the beginning of the work shift. An employee unable to complete a shift shall notify the supervisor before leaving the job. Some departments have more specific policies which apply in their respective departments.

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- f. Each employee, because of the job assignment, has certain required duties and must assume certain responsibilities. Each employee has a job to do and must do that job. Failure to perform these duties or take these responsibilities is **neglect of duty**.
- g. An employee shall investigate complaints thoroughly, objectively, and fairly to protect the public, the employees, and the government. If a citizen is not satisfied, then the employee shall refer the person to the immediate supervisor or other higher authority. No one should be sent away without a resolution to their issue if another solution can be found. The supervisor may have greater authority to resolve the problem or more knowledge to find a solution. The citizen will be satisfied by realizing that every effort has been made to resolve their concern.
- h. Personal telephone calls shall be kept to a minimum and shall be brief in duration. If possible, personal telephone calls should be made during breaks and lunch time, and in an area that is not used by the public.
- i. An employee shall not watch television, play games, or read for recreation during work hours.
- j. An employee shall not conduct any personal business which causes neglect or inattention to work duties.
- k. An employee shall not read newspapers during work hours except as a part of a specific assignment received in writing or as part of research in preparing an assignment.
- l. An employee shall not loiter in the hallways or other parts of the work place.
- m. Employees shall not conduct meetings in the passageways. Meetings shall take place at a work station or in a meeting room. If an employee meets someone in the hallway and a conversation begins, the people should move quickly to a work station or office to continue the conversation.
- n. Employees shall be encouraged to leave the work place or go to an authorized lounge area during the duty periods for lunch and breaks. Employees shall not eat in work areas in sight of the public. Eating should be done in eating areas.
- o. City property shall be used only for the purpose for which it was intended. Employees shall exercise care in the use of any city property and equipment, including vehicles, and promptly report to the immediate supervisor any damages, loss or theft. Use of City property is for work related purposes and not for personal benefit. Employees shall not use City supplies or office machines for personal business.

- p. An employee shall be financially responsible for City property issued, assigned, loaned or under his/her immediate control if the property is damaged or lost through the employee's negligence. Listed are several examples an employee may be deemed negligent such as: an employee failing to follow a manufacturer's or department's instructions for the use or care of equipment, using equipment for a purpose for which it was not intended, failure to return property to its place of safekeeping. Disciplinary action may include a fine or reimbursement paid directly to the department or through payroll deduction. **Please refer to Policy Memorandum No. 109 – Regulations Pertaining to Assignment, Usage and Care, and Return of City Property by Employees.**
- q. An employee shall not accept or solicit a valuable gift from any person, business, or organization for personal benefit. If an employee questions what is valuable, a supervisor, Civil Service or the Ethics Review Board should be consulted.
- r. Solicitations by City employees, without permission, in City facilities and on City property are prohibited at all times.
- s. City of New Orleans will not tolerate retaliation or threat of retaliation against those who make disclosures of actual or perceived misconduct. Acts or threats of retaliation in response to such disclosures may subject the person retaliating to disciplinary action, up to and including termination.

III. CUSTOMER SERVICE ETTIQUETTE STANDARDS

- a. An employee shall identify himself by name whenever serving anyone, unless the situation prevents such an identification. An employee shall courteously give his name to anyone who asks.
- b. When answering the telephone, an employee should give the name of the office, the employee's name and ask, "May I help you?"
- c. If a telephone caller asks for someone who is not available, the caller should be asked, "Would you like to leave a message or May I get someone else to assist you or would you like to be transferred to voicemail?"
- d. Any person who is not a member of the immediate work group, when entering the work place shall be greeted by the first available employee and asked, "May I help you?" Fellow workers and the public shall be treated with courtesy at all times.

IV. HEALTH AND SAFETY STANDARDS

- a. An employee shall not drink alcoholic beverages while at work or come to work under the influence of intoxicants or with the odor of intoxicants on their breath.
- b. An employee shall not use illegal substances during work hours or come to work under the influence of illegal substances.
- c. The sale, purchase, or possession of illegal substances at the work site is prohibited. Supervisors should be notified if an employee's work performance could be affected by the use of authorized prescription drugs.
- d. An employee shall adhere to the requirements of the smoking ordinance, the Health Department rules and regulations on smoking, and **Policy Memorandum No. 76, Smoking**, while on the job.
- e. An employee is expected to be a law abiding member of the community at all times including off duty work hours.
- f. An employee shall not bring or carry dangerous weapons while on duty or while on City property. Prohibited weapons include: clubs, explosive weapons, firearms, blades or any other objects regardless of designed purpose used with the intent of causing malicious threat, inflicting bodily injury or otherwise bearing assault or damage on body or property. **Exception: Employees who are required to carry weapons in the performance of their official duties and those authorized to carry weapons in an off duty capacity while working other employment shall be exempt from this policy.**
- g. An employee shall use sick leave only for the employee's personal illness, or personal injury, or death in the immediate family, as defined in the City Civil Service Rules. Sick leave cannot be used if a friend or family member is ill; annual leave is to be used for this purpose.

V. USE OF SOCIAL MEDIA AND SOCIAL NETWORKING STANDARDS

This section applies to new media, social media, Web 2.0 technologies, digital media and emerging media such as public and private blogs (BlogSpot) or internet-based comment pages (Nola.com), micro-blogs (Twitter), video sharing (You Tube or Vimeo), photo sharing (Flickr, SmugHug, or Webshots), wikis (WikiiSpaces, PBwiki, SocialText or Wetpaint}, social networking sites (Facebook, MySpace, Google+), web syndication (RSS, Atom, weblogs, vlogs, podcasts), internet-based bulletin boards (fo.ums), newsgroups (Usenet) chat rooms (Meebo, Chatroulette, or Tinychat), content aggregators

(mash-ups or portals), multiplayer online games (EverQuest, WoW, Happy Farm, Second Life, IMVU), and other forms of virtual or digital communications.

- a. The way we present ourselves and portray our colleagues affects the public's opinion of employees as City employees. If subject matter relates to City policies, City business, or other City workplace issues, City employees are responsible for maintaining compliance with **CAO Memorandum No. 110 regarding Media Advisory Procedures, and also No. 61 (R) on Internet Use & Access Authorization.**
- b. The City respects the rights of City employees to use social media as a medium of self-expression, but with online communications becoming more of a participatory action the lines between the public and the private, personal and professional are being blurred. As public servants, City employees may be perceived as representatives of the City of New Orleans and as such must at all times conduct themselves appropriately and consistently with the City's values and professional standards.
- c. To guide online conversations and social media postings City employees should:
 - Avoid the offensive. Do not post any defamatory, libelous, vulgar, obscene, abusive, profane, threatening, racially and ethnically hateful, or otherwise offensive or illegal information or material.
 - Unclassified employees, unless specifically authorized to do so, shall not use the position as a City employee to promote opinions, products or causes. Classified employees are prohibited by Civil Service Rule XIV and State Constitution, Article X to use the position as a City employee to promote opinions, products or causes unless explicitly permitted in Section 3.1 of said rule.
 - Do not post non-public information pursuant to the law.
 - Do not post any information that would infringe on privacy or legally protected rights of others.

VI. VIOLATIONS OF STANDARDS

Employee violations of a standard of behavior as set forth in this memorandum may subject the employee to disciplinary action and possible termination of employment. The City of New Orleans endorses the use for both classified and unclassified employees of progressive disciplinary action. The suggested progression is verbal warning, written warning, suspension, demotion of

circumstances warrant and termination. The implementation of disciplinary measures shall be at the discretion of a supervisor and/or the appointing authority.

VII. IMPLEMENTATION

Each employee is to sign a copy of the attached receipt acknowledging their receipt of this policy. The signed receipt is to be kept in the employee's personnel folder located in the department. New employees are to be issued a copy of this policy upon hire. Enforcement of this policy shall begin at date of hire. These standards may be amended as necessary. Departments are encouraged to develop additional standards tailored to specific department situations.

VIII. INQUIRIES

Questions regarding this policy should be addressed to the Chief Administrative Office, Employee and Labor Relations Division at (504) 658-8613.

ADK/PMRC/rth

Attachment

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT

I, _____, have received the Standards of Behavior for City Employees (Policy Memorandum No. 83 (R)). I understand that if I do not follow these standards, disciplinary action may be taken against me.

Date

Employee Signature

Updated 10/28/13
ADK/PMRC/rth

ARTICLE XIII. OFFICE OF INSPECTOR GENERAL (OIG)

City Code Sec. 2-1120. Office of Inspector General

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(1) Creation of the city Office of Inspector General . Pursuant to section 9-401 of the Home Rule Charter of the city, this article establishes the city office of inspector general, which includes the independent police monitor division. The authority and duties of the independent police monitor division are established in section 2-1121. [amended by MCS 24950, eff. July 12, 2012; added reference to IPM].

(2) Purpose. The purpose of this section is to establish a full-time program of oversight to prevent and detect fraud, waste and abuse, and to promote efficiency and effectiveness in city programs and operations. This oversight includes audits, criminal and administrative investigations, inspections and evaluations, and monitoring. The scope of oversight activities includes all entities subject to the jurisdiction of the Office of Inspector General, as set out in paragraph (12).

(3) Appointment.

(a) Appointing authority and procedure.

1. In the case of a vacancy in the position of Inspector General, the Ethics Review Board shall be responsible for appointing a new Inspector General.
 - a. The appointing authority shall convene within 60 days of a vacancy in the position of Inspector General to initiate the selection process for a new Inspector General.
 - b. The appointing authority shall conduct a nationwide search to fill the position of Inspector General.
 - c. Appointment of an Inspector General shall be by an affirmative vote of a majority of all the authorized membership of the appointing authority.
 - d. The chairperson of the appointing authority may appoint an Interim Inspector General to serve until such time as a successor Inspector General is appointed.
 - i. The eligible candidates for Interim Inspector General are: an existing First Assistant Inspector General, Deputy Inspector General, or other Office of Inspector General management personnel.
 - ii. The appointing authority may, by a majority vote of all of its members, overrule the chairperson's appointment and appoint an alternative eligible candidate as Interim Inspector General.
2. The appointing authority shall approve the Inspector's General's annual salary each year at a meeting of its board.

(b) Qualifications for appointment.

1. In considering a candidate for the position of Inspector General, the appointing authority shall evaluate and consider any and all qualifications that are relevant to the position of Inspector General, including, but not limited to:
 - a. The candidate's integrity;
 - b. The candidate's potential for strong leadership;
 - c. The candidate's demonstrated experience and/or ability in accounting, auditing, finance, law, management analysis, public administration, investigation, criminal justice administration, or other closely related fields;
 - d. The candidate's demonstrated experience and/or ability in working with local, state and federal law enforcement agencies and the judiciary; and

- e. Any other qualifications deemed relevant by the appointing authority.
2. The appointing authority's decision to appoint a particular candidate shall not under any circumstances be based in any part upon the candidate's age, gender, race, sexual orientation, religious affiliation or political affiliation.
3. A qualified candidate for Inspector General shall be a person who:
 - a. Holds a bachelor's degree from an accredited institution of higher education;
 - b. Possesses demonstrated knowledge, skills, abilities and experience in conducting audits, investigations, inspections, and performance reviews; and
 - c. Has at least five years of experience in any one, or a combination, of the following fields:
 - i. As an Inspector General;
 - ii. As a federal law enforcement officer;
 - iii. As a federal or state court judge;
 - iv. As a licensed attorney with experience in the areas of audit or investigation of fraud, mismanagement, waste, corruption, or abuse of power;
 - v. As a senior-level auditor or comptroller; or
 - vi. As a supervisor in an Office of Inspector General or similar investigative agency.
4. A highly qualified candidate shall be a qualified candidate who:
 - a. Has managed and completed complex investigations involving allegations of fraud, waste, abuse, illegal acts, theft, public corruption, deception or conspiracy; or
 - b. Holds an advanced degree in law, accounting, public administration, or other relevant field.
5. The Inspector General shall obtain professional certification as a certified Inspector General within one year of appointment. Such certification shall be paid for by the Office of Inspector General .

(c) Term of office.

1. The Inspector General shall be appointed for a term of four years, which term shall begin when the Inspector General begins employment with the city.
2. The Inspector General may be reappointed to subsequent four year terms at the discretion of the appointing authority.

(d) Restrictions on appointment.

1. A former or current elected official or employee of New Orleans city government, including a former or current elected official or employee of governmental entities that receive funds directly or indirectly from the city or its citizens, may not be appointed Inspector General within four years following the end of such individual's period of service. This restriction shall not prohibit the reappointment of an Inspector General currently holding the position of New Orleans Inspector General.
 - a. Notwithstanding the foregoing restriction, employees of the Office of Inspector General who have served in the office for two or more years may be immediately eligible for appointment to the position of Inspector General.
2. A former or current elected official or employee of the state or its political subdivisions may not be appointed Inspector General within four years following that individual's period of service.

3. The Inspector General shall not hold, nor be a candidate for, any elective office while Inspector General, or for four years thereafter. The Inspector General shall not hold office in any political party or political committee, nor shall he/she participate in any political campaign of any candidate for public office, nor make any campaign contribution or campaign endorsement, while Inspector General.

a. An officer or employee of the office of the Inspector General shall not hold, or be a candidate for, any elective office while an officer or employee, or for four years thereafter. An officer or employee of the office of the Inspector General shall not hold office in any political party or political committee, or participate in any political campaign of any candidate for public office, or make any campaign contribution or campaign endorsement, while an officer or employee of the Office of Inspector General .

(4) Removal from office. Following a public hearing by the appointing authority, the Inspector General may be removed from office for cause by an affirmative vote of two-thirds of the entire authorized membership of the ethics review board, which must then publicly report the reasons for removal to the city council.

(a) Causes for removal may include abuse of power or authority; conviction of a state or federal felony; entry of a guilty or nolo contendere plea to a state or federal felony charge; discrimination; ethical misconduct in office; unprofessional conduct; or other acts tarnishing the integrity of the Office of Inspector General .

(5) Resources.

(a) Pursuant to section 9-401(3) of the Home Rule Charter of the city, the Office of Inspector General shall be funded by an annual appropriation by the city council as part of the city's operating budget.

(b) The Office of Inspector General shall prepare and transmit an annual operating budget to the chief administrative officer, identifying in the budget all proposed expenditures for the following fiscal year.

(6) Organizational placement.

(a) The office of the Inspector General shall be considered a city law enforcement agency for the purposes of this chapter, but shall not be a police force.

1. Pursuant to section 4-502(2)(a) of the Home Rule Charter of the city, upon the request of the Inspector General, the superintendent of police shall deputize investigative employees of the Office of Inspector General with limited police powers. Such deputies shall not be granted arrest power, and shall be deputized solely for the purpose of carrying out the duties of the Office of Inspector General and only in connection with the investigation of a matter within the purview of the Office of Inspector General .

(b) The Office of Inspector General shall be at all times operationally independent from the legislative and executive branches of the city government, including the Council of the City of New Orleans, and the office of the mayor.

1. "Operationally independent" shall be defined as "not prevented, impaired, or prohibited from initiating, carrying out, or completing any audit, investigation, inspection or performance review."

2. For the purposes of performing the duties, powers, and functions of this section, legal counsel may be retained by the ethics review board who may, upon request of the Office of Inspector General , provide legal advice and representation on behalf of the Office of Inspector General.

(c) The Office of Inspector General is authorized and encouraged to work cooperatively with the ethics review board in carrying out its functions and duties as laid out in this section.

1. Upon request of the Ethics Review Board, the Office of Inspector General may conduct preliminary inquiries or investigations on behalf of the Ethics Review Board.

(7) Records disclosure. All records of the office of inspector general shall be exempt from public disclosure and shall be considered confidential, unless it is necessary for the inspector general to make such records public in the performance of his or her duties. Unauthorized disclosure of information by the inspector general or any employee of the office of inspector general is subject to review and disciplinary action by the appointing authority. The office of inspector general is subject to all state laws concerning public records. [amended by MCS 24950, eff. July 12, 2012].

(8) Reporting the results of Inspector General findings.

(a) Upon completion of any audit, evaluation or investigation, the Office of Inspector General shall report the results of its findings and any recommendations to the ethics review board.

(b) Prior to concluding an audit or evaluation report, which contains findings as to the person or entity which is the subject of the audit or evaluation, the Office of Inspector General shall provide the affected person or entity with an internal review copy of the report. Such person or entity shall have 30 days from the transmittal date of the report to submit a written explanation or rebuttal of the findings before the report is finalized, and such timely submitted written explanation or rebuttal shall be attached to the finalized report.

(c) This section shall not apply when the Inspector General, in conjunction with a district attorney, attorney general, or United States Attorney, determines that supplying the affected person or entity with such report would jeopardize a pending criminal investigation.

(d) This section shall not apply when, upon completion of any audit, evaluation or investigation, the Inspector General determines that:

1. There was no criminality, but rather employee misconduct;
2. The affected individual was presented with the allegations, and had an opportunity to rebut; and
3. Making the report public could jeopardize confidentiality of sources and means.

(9) Annual reports. The Inspector General shall report annually to the ethics review board on the activities of the Office of Inspector General for the preceding calendar year.

(a) Such report shall be submitted no later than March 31 and shall include information on all matters undertaken, costs incurred, costs recovered, matters concluded, and any results. The report shall also describe accomplishments of the Office of Inspector General .

(b) Copies of the report shall be provided to the city council and the office of the mayor upon completion, and to any other entity subject to the jurisdiction of the Inspector General upon request.

(c) Upon issuance, members of the media and the public shall be promptly advised of the issuance of the report. A copy of the report shall be made available to the public on the Office of Inspector General 's website.

(10) Authority. The Office of Inspector General is authorized to engage in the following specific functions:

- (a) Audit, evaluate, investigate, and inspect the activities, records, and individuals with contracts, subcontracts, procurements, grants, agreements, and other programmatic and financial arrangements undertaken by city government and any other function, activity, process, or operation conducted by city government.
- (b) Audit the efficiency and effectiveness of city government operations and functions and conduct reviews of city government's performance measurement system.
- (c) Review the reliability and validity of the information provided by city government performance measures and standards.
- (d) Initiate such investigations, audits, inspections, and performance reviews of city government as the Inspector General deems appropriate.
- (e) Receive complaints of fraud, waste, abuse, inefficiency, and ineffectiveness from any source and investigate those complaints that the Inspector General deems credible.
- (f) Engage in prevention activities, including, but not limited to, the prevention of fraud, waste, abuse, and illegal acts; review of legislation; review of rules, regulations, policies, procedures, and transactions; and the supplying, providing, and conducting of programs for training, education, certification and licensing.
- (g) Conduct joint investigations and projects with other oversight or law enforcement agencies, including, but not limited to, the district attorney, attorney general, and the United States Attorney.
- (h) Issue reports and recommend remedial actions to be taken by the city council, the office of the mayor, or municipal departments or agency heads to overcome or correct operating or maintenance deficiencies and inefficiencies identified by the Office of Inspector General .
- (i) Issue public reports as set forth in subsections (8) and (9).
- (j) Monitor implementation of recommendations made by the Office of Inspector General and other audit, investigative, and law enforcement agencies.
- (k) Establish policies and procedures to guide functions and processes conducted by the Office of Inspector General .
- (l) Require reports from the office of the mayor, city council, or city departments, agencies, boards, commissions, or public benefit corporations regarding any matter within the jurisdiction of the Office of Inspector General .
- (m) File a complaint with the ethics review board or state board of ethics upon detecting a potential violation of any state ethics law or city ethics ordinance or code.
- (n) Attend all city meetings relating to the procurement of goods or services by the city, including meetings involving third-party transactions.
 - 1. The Office of Inspector General may pose any questions and raise any concerns at such meetings consistent with its functions, authority and powers of the Office of Inspector General .
 - 2. The Office of Inspector General shall be notified in writing prior to any meeting of a selection or negotiation committee relating to the procurement of goods or services.

The required notice shall be given as soon as possible after a meeting has been scheduled, but in no event later than 24 hours prior to the scheduled meeting.

a. An audio recorder or court stenographer may be utilized to record any selection or negotiation committee meetings attended by the office of the Inspector General.

(o) Assist any city department, agency, board, commission, public benefit corporation, the office of the mayor, the city council, any city council member, or the governing body of any agency, board, commission, or public benefit corporation, upon request, with implementation of any suggested legislation or legislative policy. In such an event, the Inspector General may assign personnel to conduct, supervise, or coordinate such activity.

(p) Do all things necessary to carry out the functions and duties set forth in this section, including promulgate rules and regulations regarding the implementation of responsibilities, duties and powers of the Office of Inspector General .

(11) Duties.

(a) When efficiency problems are noted, the Inspector General has an affirmative duty to provide a standard of efficient practice to the unit in question, and assess whether adequate resources are available for implementation of a program. This may be done in the form of a public letter or other appropriate vehicle.

(b) The Office of Inspector General shall maintain information regarding the cost of investigations and cooperate with appropriate local, state, and federal administrative and prosecutorial agencies in recouping such costs from nongovernmental entities involved in willful misconduct. The Office of Inspector General shall also work with state and federal prosecutorial agencies to maximize the recovery of the costs of investigation and funds lost as a result of willful misconduct by nongovernmental authorities.

(c) Upon discovering credible information of corruption, fraud, waste, abuse or illegal acts in carrying out his duties and responsibilities as Inspector General, the Inspector General shall report to the district attorney, or the United States Attorney, or other appropriate law enforcement agency.

(d) Duties to refer matters.

1. Whenever the Inspector General has reasonable grounds to believe there has been a violation of federal or state law, the Inspector General shall refer the matter to the district attorney, the United States Attorney or other appropriate law enforcement agency.

a. After referring the matter to an appropriate law enforcement agency, the Office of Inspector General may assist the law enforcement agency in concluding any investigation.

2. When the Inspector General has reason to believe he must recuse himself from a matter, because of a potential conflict of interest, the Inspector General shall refer such matter to the district attorney, the United States Attorney or other appropriate law enforcement agency.

3. The Inspector General shall refer audit, investigative, inspection, or performance review findings to the ethics review board, the state board of ethics, or to any other federal, state or local agency he deems appropriate.

(e) The Office of Inspector General shall submit any proposed changes to its governing policies to the city council for review and acceptance.

(12) Powers.

(a) The Office of Inspector General shall have access to all records, information, data, reports, plans, projections, matters, contracts, memoranda, correspondence, audits, reviews, papers, books, documents, computer hard drives, e-mails, instant messages, recommendations, and any other material of the city council, office of the mayor, all city departments, agencies, boards, commissions, public benefit corporations or of any individual, partnership, corporation, or organization involved in any financial capacity or official capacity with city government that the Inspector General deems necessary to facilitate an investigation, audit, inspection, or performance review. This includes any and all information relative to the purchase of supplies and services or anticipated purchase of supplies and services from any contractor by any city department, agency, board, commission, or public benefit corporation, and any other data and material that is maintained by or available to the city which in any way relates to the programs and operations with respect to which the Inspector General has duties and responsibilities.

(b) The Inspector General may request information, cooperation, and assistance from any city department, agency, board, commission, or public benefit corporation. Upon receipt of a request for such information, cooperation, and assistance from the Inspector General, each person in charge of any city department, or the governing body of any city agency, board, commission, or public benefit corporation shall furnish the Inspector General or his authorized representative with such information, cooperation, and assistance.

(c) The Office of Inspector General shall have direct and prompt access to all employees of the city, including, but not limited to, any elected official, deputy mayor, or head of any city department, agency, board, commission, or public benefit corporation.

(d) At all times, the Office of Inspector General shall have access to any building or facility that is owned, operated or leased by the city or any department, agency, board, commission or public benefit corporation of the city, or any property held in trust to the city.

(e) No subpoena is required for the information or documents mentioned in this paragraph. All information and documents are to be provided upon written request from the Office of Inspector General.

(13) Professional standards. Standards for initiating and conducting audits, investigations, inspections, and performance reviews by the Office of Inspector General will conform to the Principles and Standards for Offices of Inspectors General (Green Book) promulgated by the Association of Inspectors General. The Office of Inspector General shall develop an operations manual available to the public that contains principles based on these standards.

(14) Physical facilities. The city shall provide the ethics review board and the Office of Inspector General with office space, which shall be located in close proximity to, but not within, city hall. The city shall also provide the ethics review board and the Office of Inspector General with sufficient and necessary equipment, office supplies, and office furnishings to enable the ethics review board and the Office of Inspector General to perform their functions and duties.

(15) Organizational structure.

(a) The Office of Inspector General and the ethics review board shall have the power to establish personnel procedures and procurement procedures for their respective offices. The Office of Inspector General and the ethics review board shall have the power to appoint,

employ, contract, and remove such assistants, employees, consultants, and personnel, including legal counsel, as deemed necessary for the efficient and effective administration of the activities of their respective offices.

(b) The Office of Inspector General shall include, but not be limited to, a division of criminal investigations, a division of audit, a division of inspections, and a division of performance review.

(16) External review of the Office of Inspector General .

(a) Completed reports of audits, inspections and performance reviews, and public reports of investigation, shall be subject to an annual quality assurance review by a third-party advisory committee, known as the quality assurance review advisory committee for the Office of Inspector General .

1. The quality assurance review advisory committee for the Office of Inspector General shall include a representative appointed by the city council, who shall serve as chair of the committee; a representative appointed by the office of the mayor; and a representative appointed by the ethics review board.
 - a. The committee shall be renewed annually, although representatives may be reappointed at the discretion of the appointing entities.
 - b. The chair shall be responsible for:
 - i. Providing each committee member with materials for the annual review;
 - ii. Setting a public meeting at which the committee will present its written review. The public meeting shall take place after the publication of the OIG's annual report mandated by subsection (9), but before May 31;
 - iii. Presenting the committee's written review to the Office of Inspector General at least 15 calendar days prior to the date of its public meeting.
 - c. Committee members must be domiciled in Orleans Parish.
 - d. A committee member may not hold any elective or appointed position with the city nor any other government or political party office, nor be employed by any entity that is subject to review by the Office of Inspector General. Additionally, a member may not have held any of these positions within two years before appointment to the committee.
2. As the entity being reviewed, the Office of Inspector General does not participate on the committee, but will provide full cooperation, including access to all completed reports. The Inspector General will appear before the committee at its annual public meeting.

(b) The Office of Inspector General shall be subject to peer review by the Association of Inspectors General every three years. Such peer review shall be paid for by the office of the Inspector General. When completed, the Association of Inspectors General shall submit its recommendations and findings of such peer review to the Inspector General. The office of the Inspector General shall comply with the recommendations of the peer review within 90 days, provided that the recommendations and findings are accepted and approved by the ethics review board. Copies of the written report resulting from this peer review shall be furnished to the ethics review board, city council, and office of the mayor. This report shall also be made available to the public, when such process is completed.

(17) Annual work plan. The Inspector General shall present to the ethics review board an annual work plan for the ensuing calendar year. The plan shall be submitted no later than September 1 of each year and shall include:

- (a) Risk assessment criteria used in establishing the work plan;
- (b) A schedule of projects and anticipated completion dates; and
- (c) Quality assurance procedures planned for implementation.

(18) Subpoena power.

(a) For purposes of an investigation, audit, inspection, or performance review, the office of the Inspector General may administer oaths and affirmations, subpoena witnesses, compel their attendance and testimony under oath, take evidence, and require the production of any records which the Inspector General deems relevant or material to an investigation, audit, inspection or performance review.

(b) In the performance of its duties, the office of the Inspector General may compel the attendance of witnesses to be deposed under oath or the production of public and private records by issuing a subpoena. The subpoena may be served by certified mail, return receipt requested, at the addressee's residence or business address, or by representatives appointed by the Office of Inspector General .

1. The procedure for obtaining approval of such a subpoena shall be in accordance with the requirements of state law.
2. Any subpoena for production of private records shall be in compliance with all applicable constitutionally established rights and processes.
3. Any request for financial records in the possession or under the control of a bank pursuant to this chapter is subject to and shall comply with the requirements and procedures of R.S. 6:333.

(c) Any person or entity that is the subject of a subpoena issued by the Office of Inspector General may challenge the sufficiency or scope, or both, of the subpoena by filing a protective order or motion to quash in the Orleans Parish Civil District Court.

(d) If a person or entity refuses to comply with a subpoena issued by the Office of Inspector General , the Orleans Parish Civil District Court may issue an order requiring the person or entity to appear before the court to show cause why an order should not be issued ordering such person to comply with the subpoena.

1. Any costs and attorney's fees incurred [by] the Office of Inspector General may be taxed against the person who failed or refused to comply with the terms of the subpoena.

(19) Reserved.

(20) Cooperation.

(a) It shall be the duty of every city officer, employee, department, agency, board, commission, public benefit corporation, contractor, subcontractor, licensee of the city, and applicant for certification of eligibility for a city contract or program, to cooperate with the Office of Inspector General in any investigation, audit, inspection, performance review, or hearing pursuant to this chapter.

(b) It shall be the duty of every city officer, employee, department, agency, board, commission, public benefit corporation, contractor, subcontractor, and licensee of the city to report to the Office of Inspector General any instance of fraud or abuse.

(c) With the exception of those contracts specified in subsection (1) of this paragraph, every city contract and every contract amendment where the original contract does not include this statement, and every bid, proposal, application or solicitation for a city contract, and every application for certification of eligibility for a city contract or program shall contain the following statement:

"It is agreed that the contractor or applicant will abide by all provisions of City Code § 2-1120, including, but not limited to, City Code § 2-1120(12), which requires the contractor to provide the Office of Inspector General with documents and information as requested. Failure to comply with such requests shall constitute a material breach of the contract. In signing this contract, the contractor agrees that it is subject to the jurisdiction of the Orleans Parish Civil District Court for purposes of challenging a subpoena."

1. The provisions of subparagraph (c) shall not apply to contracts with other government agencies or to contracts where the city is the recipient of funds.

(d) Any employee, appointed officer or elected official of the city who violates any provision of this chapter shall be subject to discharge or such other discipline as may be specified in an applicable collective bargaining agreement, in addition to any other penalty provided in the City Charter or ordinances.

(21) Allegations by public employees. The Office of Inspector General may receive and investigate allegations or information from any public employee concerning the possible existence of any activity constituting fraud, waste, abuse, and illegal acts. The Office of Inspector General shall not, after receipt of a complaint or information from an employee, disclose the identity of the employee without the written consent of said employee, unless the Inspector General determines such disclosure is necessary and unavoidable during the course of the investigation. In such event the employee shall be notified in writing at least seven days prior to such disclosure. Any employee who has authority to take, direct others to take, recommend, or approve any personnel action shall not, with respect to such authority, take or threaten to take any action against any employee as a reprisal for making a complaint or disclosing information to the Office of Inspector General, unless the complaint was made or information disclosed with the knowledge that it was false or with willful disregard for its truth or falsity.

(M.C.S., Ord. No. 22444, § 1, 11-2-06; M.C.S., Ord. No. 22553, § 1, 3-1-07; M.C.S., Ord. No. 22888, § 1, 11-1-07; M.C.S., Ord. No. 24395, § 1, 4-28-11)

MEMORANDUM OF INTERVIEW

On September 09, 2014 at 10:00am Investigators and Kristen M. Morales and Michael Centola, City of New Orleans (CNO), Office of Inspector General (OIG) met with Larry Bishop, Manager, New Orleans International Airport, Ground Transportation Department, at the Louis Armstrong New Orleans International Airport (LANOIA). Bishop was made aware of the identities of the OIG personnel and the purpose for the interview. Bishop was also told that his cooperation was being solicited and that this interview was voluntary on his part. Bishop read out-loud the OIG Garrity Waiver (**Exhibit 1**), signed it and then voluntarily provided the following information:

Bishop resides at [REDACTED] His business telephone number is [REDACTED] and his personal cell number is [REDACTED] Bishop's wife, Kim Bishop, is a Speech Pathologist for New Orleans Public School Systems. She has worked for New Orleans Public School Systems for the past 25 years. Bishop's brother is Wesley Bishop. Wesley Bishop is a Dean for Southern University and also a Louisiana State Representative.

Bishop last took annual leave, 5 days, the week of September 01, 2014. The week of his vacation Bishop said he stayed home and worked on his house.

Bishop was hired as an Airport Operation Supervisor for the New Orleans Aviation Board (NOAB) in 2003. Bishop was laid off in 2005 due to the damages sustained at LANOIA from Hurricane Katrina. Between 2005 -2008 Bishop worked on his personal home, did volunteer work and did construction on other people's homes. In September 2008, Bishop was rehired as an Airport Operation Supervisor. Bishop was promoted in April 2011 to Ground Transportation Center (GTC) Manager.

From 2003-2011 Bishop reported to Ron Nodal, Airport Operations Manager. Bishop currently reports to New Orleans Aviation Deputy Director (DD) of Human Resources Michelle Wilcut. Prior to DD Wilcut managing Bishop, he was managed by Walter Krygowski, Deputy Director and Chief Operations Officer.

Managing

Bishop currently manages all Taxicab operations, Department Operations, Airport Parking, and the GTC. (OIG NOTE: Airport Ground Transportation includes, contract staff, Long Term and Short Term parking, Credit Card Lot and Cell Phone Lot, Taxicabs, Airport Shuttle, Buses, and Rental cars). Bishop manages four employees (immediate staff);

- Albert Ponte, Airport Assistant Service Manager
- Sebastian Taylor, Airport Transportation Supervisor
- Jose Rodriguez, Airport Senior Transportation Officer
- Alexandra Farardo, Airport Administrative Intern/Assistant.

The GTC's business hours are Monday-Friday 8am-5pm; however, Bishop and the GTC employees will occasionally work nights and weekends for special events. Bishop "does not" have any standard operating procedures for the GTC staff however Bishop was in the process of developing them.

Bishop handled all purchase orders for the GTC, managed the East Taxi Booth, West Taxi Booth, Chute position, Lot A & C of LANOIA and the contract with Universal Protection Services, specifically the Taxi Starters. Taxi Starters, as described by Bishop, are persons that man a designated booth and when a

MEMORANDUM OF INTERVIEW

passenger requires a taxi, the taxi starter will direct them to a designated taxi. There are 6 Taxi Starters that man these booths. There is a contract supervisor, Scott Sturgeon, who also reports to Bishop.

Purchase Orders:

Every two weeks, Bishop approved the time logs of LANOIA contract employees, specifically, time logs of Universal Protection Services (UPS) staff. Bishop also approved purchases for; red carpet ropes (u-line), Kentwood spring water, Taxicab decals, and any needed materials for the department. Bishop's approval authority is under \$1000.00. Any orders over a \$1000.00 must have 3 bids/quotes. All purchase orders have two signatures, Bishop's and DD Wilcut's. Bishop said the purchase paperwork flow is;

- Filling out the requisition form with a quote
- Bishop's signature, DD Wilcut's signature
- Procurement request gets approved and purchase order will get set up
- The receiving documents will be prepared once it gets setup.
- Paperwork, including the receiving documents is turned into the procurement office.

Bishop scans all purchase orders into a virtual pdf file. He retains a copy for himself and stores the pdf version on LANOIA's computer network, specifically, the parking management drive. Bishop creates a pdf version of the purchase order in the instance the hard copy is misplaced.

Bishop stated that he has "never" authorized a purchase order for personal use and he does not have personal relationships with "vendors", "contractors", or "anyone who conducts business with the CNO or LANOIA."

Transportation / Taxi Decals:

LANOIA issues Taxicab Decals, Ground Transportation Decals, and Special Event Decals to the for-hire industry. Provided that a driver/owner/operator is able to supply the GTC employees with the required documentation, they will be issued a decal at the cost of \$50.00, \$200.00 or \$350.00.

LANOIA has an Airport Security Plan the GTC follows, however, according to Bishop, Ground Transportation does not have additional requirements placed on them when issuing decals, nor does the Federal Aviation Administration or the Transportation Security Administration require any additional paperwork from the applicant.

Bishop stated when issuing the Taxicab Decals, Ground Transportation Decals, and Special Event Decals he follows the rules and regulations set forth by the NOAB specifically version 4, section 12.13 dated July 19, 2012. Bishop also stated that he has "not changed or altered or interpreted the rules set forth by the NOAB."

When applicants come to the GTC to purchase a decal, Bishop reviews "all of the applications" to make sure they are complete. The application sets forth what a driver/owner is required to have in order to purchase a decal.

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OIG NOTE: The following documents are required to obtain a decal per LANOIA, Orleans Parish;

- Vehicle registration,
- Valid Insurance certificate,
- Certificate of Public Necessity and Convenience (CPNC) renewal
- Vehicle Inspection report
- Taxicab Permit
- Driver's License
- Original Receipt (if applicable)

Kenner, Jefferson Parish and St. Charles Parish require;

- Vehicle registration,
- Valid Insurance certificate,
- CPNC renewal/ Occupational License,
- Vehicle Inspection report,
- Taxicab Permit,
- Driver's License,
- Original Receipt (if applicable)

Other than a CPNC, the other approved licenses by the GTC are LPSC for the State of Louisiana and DOT/ICC licenses. Bishop accepts "LPSC licenses."

(OIG NOTE: The Louisiana Public Service Commission (LPSC) is a State independent regulatory agency serving public utilities and intrastate transportation services including passenger carrier services, waste haulers, household goods carriers, non-consensual towing, and intrastate pipelines.)

Decal/ Taxicab File

Taxicab and GTC Decal applications are maintained individually by the decal number. Bishop stated that "all decal files are complete". He specifically said that he "will not accept the application if is not complete."

Once the application is complete, he refers to it as a "taxicab file." The files are arranged numerically by decal number. The taxicab files "should" have drivers name listed on it; however, some of the files that the OIG audited may not be labeled. Bishop later changed his statement that the file is in order by decal number but "it may not be labeled, but the contents are there." Bishop again said that all decal files are complete and maintained by decal number.

Bishop said he has never instructed his staff to issue decals for "taxi or transportation," that did not have completed applications. Bishop said he specifically did not issue decals for "limo or transportation companies," that did not have completed applications.

Bishop recalled that he has had issues verifying CPNCs with the CNO, because the CNO was late issuing them out. March 2014, the CNO Taxicab Bureau still had not issued out CPNC renewals. To address this problem, Bishop had on going calls with the CNO to verify the applicants were approved operators in the CNO. Since the CPNC renewal certificates had not been supplied to the owner/operator by the CNO, but confirmed by Bishop, it would be noted on form "Airport Ground Transportation Center Decal Checklists" (**Exhibit 2**).

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St Charles Parish, The City of Kenner, and Jefferson Parish applicants had all their paperwork submitted to the GTC on time. Bishop does not recall if he had to call other jurisdictions (besides the CNO) to verify if the applicants CPNC was valid. "All of those files would be complete."

Background Checks

LANOIA requires that all applicants applying for a Taxi Decal pass a background screening that includes Law Enforcement checking the applicant's criminal record. Bishop stated "all taxicab drivers for LANOIA are required to get a background check." He explained that limousine companies are only required to get the background screening if they are from Orleans Parish. Bishop stated "no" that he has never allowed anyone to obtain a decal without the required paperwork, including the background check.

Special Event Decals

LANOIA's rule and regulation for special event decals state in part; *"available to Transportation Service providers who require access to the GTC on a temporary basis or to allow for Temporary change in fleet size. The Special Event Decal will be valid for a (10) day event period and may be purchased at any time. Transportation Service providers will be required to acquire a decal for each vehicle in their fleet to access the GTC."* To be eligible to obtain a Special Event Decal *"all vehicles must be properly licensed by their respective jurisdictions and possess the following licenses; Convenience and Public Necessity Certificates (CPNC), Louisiana Public Service Commission (LPSC) licenses for the State of Louisiana and Department of Transportation (DOT/ICC) licenses."*

Bishop said "yes and no" when questioned if he had ever or have you ever instructed anyone to issue out special event decals to persons that do not have the proper documentation to ensure that they have a CPNC, Vehicle Registration and a copy of their certificate of Insurance for each vehicle .

Bishop answered "yes" he had issued out special event decals to companies/person that are "not" Transportation Company or did not have a CPNC however "no" he would not, "if they (the applicant) don't actually meet the requirements." Bishop stated he normally would coordinate these decals with DD Wilcut.

Bishop said he has issued one special event decal, a couple of months back for a wine tasting convention. The vehicle used for this convention was a "school bus."

Bishop stated that he coordinated the special event deals with DD Wilcut because the applicant fell outside of the normal requirements for a special event decal. Bishop stated that in the future, the LANOIA should change the way they require special event decals and rename them to "special access decals."

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New Hope Baptist Church

The weekend of September 4-6th 2014 the National Baptist Convention held a conference in New Orleans. New Hope Baptist Church applied for "6 or 7 special event decals." According to Bishop "New Hope Baptist Church was an exception and fell outside of the parameters and didn't fall under CPNC rules since they rented vans." He went on to say that the special event decals needed by New Hope Baptist Church didn't require CPNCs because they were picking up passengers at the GTC. Bishop said that normally if the applicant could go through the CNO, then the CNO could give them a temporary CPNC however New Hope Baptist Church did not go through the CNO.

New Hope Baptist Church rented out vans to transport their delegates from LANOIA to the National Baptist Convention in New Orleans. New Hope Baptist Church supplied Bishop with the application and proof of "insurance for each of the 6 or 7 vehicles" they rented. Bishop stated that New Hope Baptist Church "ran into some issues," in that, the vans they rented were not being picked up until that Saturday and GTC was closed on Saturday. Bishop decided to accept the incomplete paperwork they did have and allowed New Hope Baptist Church to provide the paperwork at a later date. Bishop specifically told New Hope Baptist Church "to bring in their paperwork 3 days later, September 9, 2014." Bishop said that he "did coordinate New Hope Baptist Church applications with DD Wilcut." Bishop said that he told New Hope Baptist Church that they "could not solicit" fares from LANOIA that he was just approving special event decals.

(OIG NOTE: Bishop could not recall the applicant's name, rather, the name of the church, at the time of the interview; however, OIG later identified the applicant as Devairr Mollaire)

New Reforms

In 2012, LANOIA in collaboration with the CNO overhauled the rules and regulations involving the permitting process for the For-Hire Industry. New Orleans City Council ruled that all taxicabs operating at LANOIA, regardless of Parish, must comply with the CNO's new taxi regulations.

In December 2012, the GTCD started the decaling process with 2013 decals. January or February of 2013 the new regulations went into effect. NOAB decided to let anyone not in compliance with the new reforms, to drive in the short line. (OIG Note: The term "short line" refers to vehicles that transport passengers to locations close to the LANOIA, while the long line refers to vehicles that transport passengers to Orleans Parish.)

According to Bishop when LANOIA initiated the new reforms, an agreement was reached with the NOAB and the participating Parishes, if the taxicabs that did not meet the new reforms or did not want to meet the new reforms, (still had to meet jurisdiction or Parish requirements) the Taxicab drivers could work at LANOIA but could not take passengers to New Orleans.

The NOAB set a deadline for all Taxicabs to come into compliance for these reforms. That is when it was determined if you did not want to meet the new requirements you could only work in the short line. Bishop described a "short trip/load" as a taxicab that does not go to New Orleans. He stated a "long line/load" they can all take loads to New Orleans if they met the requirements (cameras, etc). Bishop noted that New Orleans taxicab could not operate in the short line.

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Initially there was a deadline to come into compliance; however, the NOAB extended the deadline for Taxicabs. There were not enough installation shops for the new equipment. Bishop noted that the "installation contract would be in the decal file."

If the short line ever ran out of taxicabs, the Taxi Starters would pull a Taxi from the long line. The Taxi Starter would then issue a "first out". A "first out" is a placard given to the driver that would allow him/her to return to the front of the long line within 24 hours.

In January 2013 the GTCD issued temporary decals for drivers that were able to show that they had purchased equipment per the new reforms, but, had not been installed yet.

Discussions were held between the taxicab drivers and the NOAB because the drivers felt it was unfair and at a disadvantage that they had to be in compliance with the CNO's rules and regulations in such a short amount of time. An agreement was met with the drivers. Bishop stated that the NOAB voted to make this permanent at a January or February 2013 board meeting.

January 17, 2013 Krygowski read out loud at the NOAB meeting that for those taxicabs that do not wish to come into compliance with the new regulations, that they could still operate; however, it would be limited to the short line.

Bishop stated that, "long cabs have decals and short cabs do not have a decal." If the taxicab did not have a decal they could only be in the short line. Bishop was asked if he allowed persons/taxis/limos/bus to pick up at LANOIA without a decal and he stated that "short line taxis yes, long line taxis no." He also said that for limos who use the ground transportation center, "yes, however if the limo was picking up curbside, no."

Bishop said that there are "no checks in progress" when asked who checked the paperwork for the short line taxicabs since no decals were issued. Bishop said "we plan on registering drivers."

Decal Vendor

Bishop and DD Wilcut determined that they needed to take a more cost effective approach to the way the taxicab drivers and transportation companies would be permitted by LANOIA. Bishop said that DD Wilcut and he thought it was "counterproductive" to issue a second badge to drivers when their regulating jurisdiction issues them a driver's permit/badge. So they eliminated the "badging process" for just an LANOIA decal.

The current taxicab/transportation decals issued by LANOIA to the taxicab drivers and transportation companies changed in appearance from its original size and color due to "cost measures." The original decals issued in 2005 were "colorful and double the size." A new vendor was selected for the production of the decals because cost was lower, and the City of New Orleans already had this vendor selected for other decals issued by the city.

Bishop stated that he had some input from staff; however, he designed the decals himself on Microsoft, and received approval by DD Wilcut. The newly designed decals designed by Bishop have security features that if you attempted to pull the decal off, it will tear apart and will no longer be intact. Initially "they did have issues with the decals" as the decals were coming off with ease and intact. Bishop

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contacted the vendor who since rectified the issue. Bishop also said that the decals he designed were "easy for the regulators to identify."

Decal Control and Storage

All decal numbers issued are maintained on an excel spreadsheet. Decals are issued in number sequence. Decal numbers 1700 and higher are numbers that have been selected for vehicles that had a change of equipment.

Bishop said that any duplicate decals LANIOA maintains have not been issued nor have they been destroyed. The reason LANIOA has duplicate decals is because of defecting printing on the part of the vendor. When the decals were originally sent by the manufacture, the decals would not stay affixed to the windshield of the taxicab. Bishop notified the vendor and the vendor replaced them. Bishop stated that no duplicate decals were issued; however, he acknowledged that they do have duplicates. Bishop stated that the duplicate decals are secured in his office.

Bishop said that he ensures LANOIA decals have gone to the appropriate driver because the person applying for LANOIA decal has to have all paperwork that is required with application. GTC employees "don't give the drivers the decals, GTC employees "put the decals on the vehicle."

For Airport Transportation Center decals, specifically to Limos, Vans, and Buses, the GTC employees will "give the decals to the owner of the fleet or the representative of the owner."

"Based on the source documents," is the way that Bishop verifies the paperwork that is presented by the driver/company is appropriate and applicable. Bishop stated that GTC employees will call the New Orleans Taxicab Bureau about vehicle inspections, "although it is not often." GTC employees do this "10-15% of time." If a driver comes to the GTC with expired or incorrect inspection sheet, GTC employees "make (the driver) them go back to the inspection station if they (GTC employees) can't understand something." When questioned if he has ever printed, given or sold a decal for money Bishop responded "no."

Expired Decals

According to Bishop, no taxicab driver has ever been allowed to pick up a fare on an expired decal. All taxicabs have 2014 LANOIA decals. The Taxi Starters are charged with checking the decal on the taxicab to ensure they have the proper year on it. "There are no expired decals on any of the cabs."

Bishop said that if there were (by chance) 2013 decals still on taxicabs, "it does not mean anything; it is useless" because the taxicab driver would have to get into the short line."

Lost Decals

Prior to the reissuance of LANOIA Taxicab/Transportation Center Decals in 2012, LANIOA did not have a policy on lost decals. Bishop stated that he discussed lost decals with DD Wilcut but ultimately used his authority as manager to create a policy for lost decals. The fee for a lost decal is \$50.00 and the driver must provide a notarized statement describing the loss.

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Issues with Decals

The GTC staff “couldn’t verify,” the number of drivers per taxicab. Bishop recommended that the LANOIA issues decals with the CPNC numbers.

Moratorium

At various times throughout the years, Orleans Parish, The City of Kenner, Jefferson Parish and St Charles Parish have issued moratoriums limiting the number of CPNCs to those operating on a certain date. According to Bishop, a moratorium is defined as “a mandate, no longer being able to do this or that, and they do not issue CPNCs during a moratorium.”

Bishop is “not sure if there was a moratorium for Jefferson Parish or not, does not recall having a moratorium in New Orleans, St. Charles Parish had one (moratorium) about two years ago” however the moratorium had been lifted and CPNCs are currently being issued, The City of Kenner “had one for a while, stopped issuing CPNCs for a while during 2013.”

Most of the time the participating Parishes would contact Bishop when there was a moratorium in place, however, Bishop said GTC does not seek out to identify if there are any moratoriums going on because “moratoriums that are in place would have no bearing on the GTC decal process, as long as they are current, valid CPNC (holder), because they are done on an annual basis.” Bishop does not have any concern with a moratorium.

Bishop said he “was never” in a situation where he had to verify if a moratorium is/was in place nor has he instructed his staff to issue out decals to any parish taxicab that does not have a CPNC. Bishop noted that GTC has issued decals to drivers that have an LPSC. He specifically stated if they are out of state/out of parish – non taxi the driver/owner would operate without a CPNC but required to have an LPSC. (Example: A Transportation company from Georgia, Grey Line Buses)

(OIG NOTE: The Louisiana Public Service Commission (LPSC) is a State independent regulatory agency serving public utilities and intrastate transportation services including passenger carrier services, waste haulers, household goods carriers, non-consensual towing, and intrastate pipelines.)

Inspections

In 2012 LANOIA overhauled the rules and regulations involving the permitting process for the For Hire Industry, it was also determined that the LANOIA inspection process need to be reevaluated because with the new reforms, the inspection process would need to change to include the inspecting the taxicab security cameras. Prior to the reforms, the GTC employees inspected the vehicles at the GTCC. Once the reforms were formally adopted the LANOIA inspections were performed by a third party inspection station.

According to Bishop the outsourcing of inspections was approved by LANOIA Director Ahmad and Deputy Director who at that time was Krygowski. The reason they went to a third party inspectors was due to the new equipment that needed to be inspected. There are currently two inspection stations approved to conduct inspections, “Tropical” located on David Drive and “Starr” located in New

MEMORANDUM OF INTERVIEW

Orleans. There used to be a third inspector, located in Jefferson Parish; however, they went out of business.

Bishop stated that a taxicab will get inspected at one of the approved stations, and at time of application for an LANOIA decal, the taxicab driver/ owner will present a completed "inspection form" from the third party inspector. The completed inspection form will then go into the decal file. Bishop stated that he created the inspection form and provided the form to the third party inspectors. Initially when Bishop selected these outside vendors, he checked to make sure they were certified break tag stations and had commercial endorsements. Bishop also facilitated training for the 3rd party inspectors.

Bishop stated that "no one" is checking up on the third party inspection stations to ensure compliance. The last verification conducted by LANOIA was in November or December of 2012. Bishop did not check to see if the inspection stations are current with the Secretary of State or if they have a current Occupational License. Bishop said he only went out to the inspection stations in the initial setup. Bishop "did not want to give out the perception that they are in his pocket." He keeps interaction to a minimum "in order to reduce perception that they are in his pocket or collusion going on." Bishop said that he is not receiving anything of value from John Starr Auto Care or Tropical Brake Tag Station.

Files

Bishop was asked if he altered the transportation/taxi files in any way as a result of the OIG review and he stated "no." Bishop also stated that he did not add or remove anything from the transportation/taxi files when he stopped by the office on Friday September 05, 2014.

Meetings/Outside Employment

Bishop was asked if he had any ex parte meetings/conversations with any; limo/cab/taxi driver/transportation Company/anyone, outside of normal business hours. Bishop responded "no."

Bishop meets with drivers and operators during his normal business hours in the GTC department office. Bishop explained that sometimes he or the GTC employees are at the GTCC at midnight or even at 1 am checking on nighttime operations. If a taxicab driver were to come up to Bishop, on LANOIA grounds, he would talk to them, any other time it will be at the cab lot; however, nothing outside of normal business hours. Bishop does not conduct any other business before or after LANOIA business hours.

Bishop stated that he does not have outside employment however, has an active real estate broker license but does "not do any real estate related work." Bishop also is taking tax preparation classes with H&R Block. The classes are 2 days a week for 3 hours for 8 weeks on Tuesdays and Thursdays.

Bishop does generate income from real estate properties that he owns, in addition to his Air Force retirement. The real estate that Bishop owns is [REDACTED] [REDACTED] Bishop does not rent to anyone in the transportation industry, LANOIA or city employee.

When asked if he has ever received anything of value for doing his job, Bishop replied "no, not even a pencil."

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Other

Bishop stated that he has never instructed any of his staff not to talk to the OIG. When asked by OIG Investigators if there was anything he wanted to tell us, Bishop replied by stating that he made an error in a previous statement, that the duplicate decals were with accounting rather than secured in his office. Bishop also wanted to let the OIG investigators know that "a lot of the procedures that are in place (with the Ground Transportation Department) were put in place by me."

Follow-up Interview

On September 9, 2014 at 4:15pm Bishop was asked for the paperwork for New Hope Baptist Church. Initially, Bishop stated that New Hope Baptist Church had until September 9, 2014 to turn in all their paperwork. Bishop stated that "he was getting with Taylor on the paperwork." Taylor left earlier in the day, so Bishop would have to call him on his cell phone to inquire about where the paperwork is.

Bishop came back a short time later and advised Investigator Morales that "none" of New Hope Baptist Church "vehicles came to LANOIA." Bishop said that he contacted Reverend Mollaire of New Hope Baptist Church. Bishop explained that Rev. Mollaire told Bishop that they did not use the special event decals; rather they had other vehicles that picked up.

Bishop said that Rev. Mollaire will provide a letter to Bishop stating that they did not use the decals at LANOIA and Bishop will forward this letter to the OIG. According to Bishop the National Baptist Convention advised Rev. Mollaire that the registration requirements for the National Baptist Convention differed from the Special Event Decal issued by LANOIA. Rev. Mollaire had additional fees he would have to pay outside of the special event decal fees. Rev. Mollaire told Bishop that since he had convention issues, they opted not to pick up at LANOIA rather Rev. Mollaire stayed downtown and shuttled passengers from the hotels to the convention center.

LANOIA was waiting for the registration paperwork and the insurance. When asked if he had a copy of Rev. Mollaire CPNC and or Temporary permit, Bishop said he made the decision not to check for a CPNC or a Temporary Permit issued by the City of New Orleans. His reason for not checking is because they were "picking up their own delegates and bringing them to New Orleans." "Everyone else, except for New Hope Baptist Church has a CPNC or a Temporary CPNC with the Special Event Decal Application." Bishop said he would call New Orleans Taxicab Bureau to confirm temporary passes and would document that on the application.

Bishop was asked if New Hope Baptist Church would have any records for a temporary permit or temporary CPNC issued to New Hope Baptist Church and Bishop replied "probably not." Bishop said that there are only 2 companies that Bishop did not require a CPNC/ Temporary CPNC, in order to be issued a Special Event Decal. Bishop could not recall the name of the second company but would go to his office to locate the information and then provide it to OIG Investigators.

Bishop said that the two companies did not pay him any money for the special event decals, and that they did not do any favors for him. Bishop said "this is the only time this has every happened."

5:40pm Investigator Morales waited for Bishop to produce the name of the second company to which he provided a special event decal without the required CPNC/ Temporary CPNC.

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6:05pm Investigator Morales contacted Bishop in regards to the name of the second company. Bishop met with Investigator Morales and stated that the second company was a school bus, "Durham School Services." The driver of the school bus was Patricia Butler Jones. Bishop said this all started because he received an email from Tonya Cohen making a request. Bishop told Durham that they could only have handheld signs, because Durham requested to put posters on a pillar in LANOIA. Bishop did not approve the request to park and wait where the shuttles wait.

Bishop said that he does not personally know Patricia or Tanya Cohen. Bishop said that he pulled up the website of Durham School Services to make sure they were an actual bus company." He "can't recall if he went to the Secretary of State" to check if they were a legitimate business; however, "he normally does." "He does it on a regular basis."

What Durham School Services actually provided for the decal file was "application and insurance information, nothing else." Bishop said that the school bus did not pick up school children, rather picked up adult passengers. Bishop did not call to confirm if Durham School Services insurance was valid. Bishop "did not think this (special event decal) applied to them." Bishop did not confirm if the driver's information was accurate. Bishop said he did not give them any special privileges." He "did not receive anything of value," in exchange for the special event decal. Bishop said that neither, anyone with Durham School Services nor Rev. Mollaire was related to him. No favors were granted to him or any of his family members in exchange for these special event decals. Bishop did not call New Orleans because he "did not think New Orleans Taxicab Bureau regulated school buses." Bishop said that he spoke to Patricia and asked her "to send the insurance information." Bishop stated that he put the GTC information on LANOIA's website. Bishop said his "ultimate goal is to provide transportation to his passengers."

The interview concluded at 7:01pm.

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EXHIBIT ONE

GOVERNMENT OF THE CITY OF NEW ORLEANS

OFFICE OF INSPECTOR GENERAL
WARNING AND ASSURANCE TO EMPLOYEE REQUESTED TO
PROVIDE INFORMATION ON A VOLUNTARY BASIS

Your cooperation is being solicited in an official Inspector General inquiry into allegations of misconduct or improper performance of official duties.

The matter under investigation could also constitute a violation of law that could result in criminal prosecution of responsible individuals.

This inquiry concerns GROUND Transportation (Airport)

This interview is voluntary on your part. You have the right to remain silent if you reasonably believe your answers may tend to incriminate you. You may stop the interview at any time. You may consult with a lawyer at your expense if you wish.

Although you would normally be expected to answer questions regarding your official duties, in this instance you are not required to do so. Your refusal to answer on the ground that the answers may tend to incriminate you will not subject you to disciplinary action or discharge solely for remaining silent.

Any statement you do furnish may be used as evidence against you in any future criminal proceeding or administrative disciplinary proceeding, or both.

WAIVER

I understand the warnings and assurances stated above and I wish to answer questions or make a statement concerning this matter.

[Signature]
Signature of Official conducting interview
[Signature]
Witness

[Signature]
Employee's Signature
9-9-14
Date

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EXHIBIT TWO

*Checklist
D. K. Bishop*



Airport Ground Transportation Center Decal Checklist

Company Name _____ Applicant Name _____

Business Phone _____

Application Requirements	Checked or Missing	Comments
Copy of Driver's License		
Copy of CPNC License		
Copy of Additional Licenses LPSC, DOT, ICC		
Vehicle Inspection Report		
Cover Page Insurance		
Approved Driver Form		
Approved Vehicle Form		
Vehicle Registration Form		
Incorporation Documents		
Occupational License		

Notes:

Received by: _____

Date: _____

*mk
9.9.14*

12.13 Airport Taxi Use Decals

- A. Every person desiring to operate a taxicab from LANOIA shall first obtain a current Airport Taxi Use Decal to be issued by LANOIA in accordance with the requirements set forth below as well as any related practices and procedures that may be established by LANOIA staff. A valid, current Airport Taxi Use Decal shall be prominently displayed on the windshield of each taxicab vehicle picking up on-demand passengers from LANOIA. Every person desiring to obtain an Airport Taxi Use Decal shall pay LANOIA an annual, non-refundable fee of \$200, which fee may be amended at the discretion of the Board. Without limitation on the Board's discretion in establishing the fee, the fee may reflect all costs associated with provision, regulation, and/or management of taxicab services at LANOIA.
- B. Any taxicab operator possessing a valid, current Certificate of Public Necessity ("CPNC") issued by the City of New Orleans and who has satisfied the requirements of Sections 162-58, 162-245, 162-380, 162-611, 162-613, 162-657, 162-659, 162-660, and 162-661 of the New Orleans City Code, as amended on April 19, 2012 and as may be further amended thereafter, shall be entitled to receive an annual (on a calendar year basis) Airport Taxi Use Decal.
- C. Any taxicab operator possessing a valid, current CPNC issued by any jurisdiction with authority to allow for taxicab operation at LANOIA, other than the City of New Orleans, shall be entitled to receive an annual (on a calendar year basis) Airport Taxi Use Decal; provided that: (1) such jurisdiction has enacted requirements for issuance of a CPNC which are compliant with the requirements set forth in subsections 12.13(D)(3)-(6) and section 12.14 below, and (2) the taxicab operator seeking an Airport Taxi Use Decal has satisfied such requirements.
- D. Any other taxicab operator desiring to operate a taxicab from LANOIA shall be required to obtain an annual (on a calendar year basis) Airport Taxi Use Decal to be issued by LANOIA only upon full compliance with each of the following conditions:
 - (1) Payment to LANOIA of an annual, non-refundable inspection fee in an amount to be established by the Board in its sole discretion. Without limitation on the Board's discretion in establishing the fee, the fee may reflect all costs associated with the provision, regulation, and/or management of taxicab services at LANOIA. The inspection fee due under this subsection 12.13(D)(1) is in addition to the Airport Taxi Use Decal fee provided for in subsection 12.13(A) above.
 - (2) Possession and presentation of a valid, current CPNC issued by a jurisdiction with authority to allow for taxicab operation at LANOIA.
 - (3) Possession and presentation of a copy of a valid insurance certificate containing an endorsement that the policy is issued to comply with provisions of the Public Passenger Motor Vehicle Responsibility Law, La. R.S. 45:200.1 *et seq.*

- (4) Possession and presentation of a copy of a valid, current vehicle registration.
 - (5) Possession and presentation of a valid, current safety inspection sticker (brake tag).
 - (6) Submission to, and satisfaction of, an inspection to determine compliance with the standards set forth in this section 12.13 and section 12.14 below.
- E. Every taxicab driver shall operate his or her taxicab vehicle in compliance not only with these Rules and Regulations, but also with the laws of the State of Louisiana and the United States of America as well as the laws and ordinances of the governing authority that issued the operating permit to the driver/owner of the taxicab and of the governing authority of the location in which the taxicab is being operated.

12.14 Taxicab Operating Standards

- A. The following vehicles are not eligible for operation as taxicab vehicles at LANOIA or eligible for receipt of an Airport Taxi Use Decal:
- (1) Any vehicle which has ever been issued the title class of either "salvage", "rebuilt", "junk", "total loss", "reconditioned" or any equivalent classification in any jurisdiction.
 - (2) Any vehicle which has been previously used as a taxicab or law enforcement vehicle in any jurisdiction.
 - (3) It is the affirmative duty of the CPNC holder to ascertain that the vehicle is in compliance with this subsection.
 - (4) Any vehicle placed in operation by a CPNC holder in violation of this subsection is unsafe, and subject to immediate Airport Taxi Use Decal suspension and or revocation.
 - (5) CPNC holders may be required to submit a car history report at the CPNC holder's expense.
- B. The name, photograph, and fingerprints of all applicants for an Airport Taxi Use Decal shall be submitted to an appropriate law enforcement agency for investigation, and a copy of the report shall be attached to the application for an Airport Taxi Use Decal and kept on file by LANOIA. The law enforcement agency/department investigating all applicants for Airport Taxi Use Decals shall utilize all reasonably available federal, state and local crime enforcement networks.
- C. All vehicles shall have a fully functioning air conditioner and heater, brake lights, and door handles. No vehicle is permitted to have balding tires or other safety hazards.

- D. All vehicles shall be maintained in a clean condition. There shall be no tears or rust holes in the vehicle body and no loose pieces such as fenders, bumpers or trim hanging from the vehicle body. There shall be no unrepaired body damage or any body condition that would create a safety problem or interfere with the operation of the vehicle.
- E. Grills of all vehicles must be in place and complete. Paint must be well-blended with the natural configuration and color of the vehicle. Repairs should have a smooth surface. Engines must not give off excessive smoke/fumes or noise.
- F. The time frame that deficient vehicles may operate with minor deficiencies, such as no hubcaps and deficiencies with signage is set at three days or the next inspection date, whichever is sooner.
- G. The time frame that vehicles may operate when deficient for full paint job only is set at 15 calendar days.
- H. All vehicles shall be inspected with the following criteria:
 - (1) Satisfaction of the requirements set forth in subsection 12.13(D)(1), (2), (3), (4), and (5) above.
 - (2) *Exterior check list:*
 - 1. Head lights;
 - 2. Taillights;
 - 3. Stop and turn light signals;
 - 4. License plate light;
 - 5. Windshield (no dangerous cracks);
 - 6. Vent glass;
 - 7. Windshield wipers;
 - 8. All door glass as well as rear window glass;
 - 9. Door risers (glass riser);
 - 10. Fenders;
 - 11. Doors and door locks;
 - 12. Main body;
 - 13. Trunk lid;
 - 14. Splash shields;
 - 15. Bumpers;
 - 16. Hub caps;
 - 17. Color scheme;
 - 18. CPNC numbers;

19. Stripes and stripe colors;
20. Name of CPNC holder (owner) in correct area (front fender);
21. Exhaust system (muffler and tail pipes);
22. Wheel alignment, toe in and camber (front wheels not more than one-half inch of play (in and out movement));
23. Tires, free of visible fabric tears or bulges;
24. Parking brakes (must be capable of holding vehicle on an incline);
25. Interior of vehicle (upholstery, floor mats, head lining, door panels) must be clean. Rate stickers must be displayed (interior rear);
26. Trunk compartment (must be clean and neat, should contain only radio equipment, tools and spare tire, with sufficient space for luggage). Solid flooring; and
27. Check meters, PIMs, camera systems, silent alarm, GPS.

(3) *Interior check list:*

1. Rear view mirror;
2. Steering wheel (should not have more than four inches free play and free from rough movement); and
3. Foot brakes (when applied should be effective (hold) with at least two inches pedal reserve and equalized).

I. It shall be unlawful to load more passengers in a taxicab beyond the vehicle's capacity as set forth by the vehicle's manufacturer. Seat belts must be available for each passenger. No taxicab shall be loaded with passengers in such a manner as to obstruct the view of the driver or otherwise interfere with the safe operation of the vehicle.

J. (1) No vehicle having a vehicle age greater than 11 years may be operated as a taxicab at LANOIA. For purposes of this article, the term "vehicle age" shall be determined based on the vehicle's model year, and a "year" shall be measured through the last day of that respective calendar year (for example, a vehicle with a model year of 2000 shall have a vehicle age of one year as of January 1, 2001). This ten-year age provision shall be temporary in nature and shall only remain in effect until December 31, 2013, after which time, it shall no longer be of any further force and effect, and said taxicab age provision shall convert to a "vehicle age" of no greater than seven years.

(2) As of January 1, 2013, no new or replacement taxicab vehicle may be operated as a taxicab at LANOIA if such vehicle is greater than five years old. However, any such new or replacement vehicle for which a CPNC is obtained may continue to be operated as a taxicab through that vehicle's seventh model year provided that the vehicle continues to

be in compliance with all other provisions of these Rules and Regulations which pertain to the regulation of taxicabs licensed to operate at LANOIA.

K. (1) Unless otherwise specifically provided herein, no owner or operator of any taxicab shall operate such vehicle unless it is equipped with a taximeter which shall automatically compute and register the amount of the fare on a basis of the miles traveled or the time elapsed (the fare reflecting the elapsed time if it occurs first or the mileage if it is traveled before the applicable time has elapsed). Each taximeter must show the amount of the fare on its face and shall be located in the cab in such position that the fare may be continuously seen both day and night by each and every passenger seated in the rear compartment of the vehicle. Each taximeter shall be placed in the taxicab in such a position that the flag will be visible from the street when in the for hire position. It shall be unlawful to transport passengers in a pay status in such vehicle unless such meter is in operation, except when charter rates, special event rates or airport rates are applied.

(2) Taximeters shall be hardwired to a passenger information monitor and dispense a receipt with the following information:

- i. CPNC number;
- ii. Driver ID;
- iii. Trip ID;
- iv. Distance of trip;
- v. Date of trip;
- vi. Time of trip;
- vii. Fare charges;
- viii. Extra charges;
- ix. Total charges;
- x. Taxicab company name and phone number; and
- xi. The name and telephone number of the appropriate department, agency, or office for passengers to direct compliments or concerns.

L. All taxicabs shall be equipped with a fully functioning credit/debit card acceptance machine. Further, such credit/debit card acceptance machines are subject to the following regulations:

- (1) The passenger shall have the ability to swipe his own credit or debit card.
- (2) A payment card industry data security standard (PCI DSS) compliant passenger information monitor (PIM) must be installed in all taxicabs, and shall be integrated directly to the taximeter by means of a hard wire connection.
 - i. The PIM must communicate wirelessly to obtain approvals for credit and debit card transactions. The system shall provide communication back to the taxicab within ten seconds.

- ii. All PIMS must be bolted to the head rest or in an area approved by LANOIA in the passenger compartment.
 - iii. The system must provide a printed receipt for every credit or debit card transaction. Hand written receipts are not allowed.
- (3) A GPS receiver is required for the credit/debit card system.
 - (4) Drivers must be able to sign into the PIM using either a unique identifying number or biometrics.
 - (5) No surcharge may be imposed for the use of a credit/debit card so that the total charge exceeds the legal rate of fare.
 - (6) No minimum charge may be imposed for the use of a credit/debit card.
 - (7) No service may be refused to any person desiring to use a credit/debit card.
 - (8) LANOIA shall have unlimited online access to all information collected by the PIM.

M. All taxicabs shall be equipped with a security camera system.

(1) Any security camera system installed in a taxicab must meet or exceed the technical specifications set forth below:

- (a) Be 100 percent solid state design;
- (b) Be tamperproof and not operate with an "on/off" switch;
- (c) Have system protections to ensure against voltage irregularities and power failures;
- (d) Use non-volatile flash memory and record images using a first-in, first-out methodology, with an overwrite-protected memory for emergency events that cannot be overwritten;
- (e) Be impact and shock resistant;
- (f) Clearly record images in all lighting conditions, including bright sunshine, shade, darkness, total darkness, and when strong backlighting is present;
- (g) Mark each image with the date, time, and vehicle number, and serial number of the camera;

- (h) Be stored as or convertible to standard digital image formats;
- (i) Must have a field of vision to capture all of the occupants of the vehicle;
- (j) Be installed so that it will not interfere with the driver's field of vision or impede the use of any of the vehicle's mirrors;
- (k) Must have all lead-free components;
- (l) Must have 1 GB memory;
- (m) Must record images at a resolution of at least 640 × 368 pixels;
- (n) Must have image recording triggers;
 - i. Still image recording must be triggered by any vehicle door opening. Upon the trigger, still images must be recorded at a rate of one image every five seconds for 60 seconds, followed by one image every 15 seconds.
 - ii. Video images must be recorded on a looping basis, and image storage must be triggered by any vehicle door opening. Upon the trigger, video images must be recorded for 60 seconds prior to the door opening and 60 seconds after the door is closed;
 - iii. In an emergency-trigger event, system must be able to store 2.5 minutes worth of images prior to the trigger and 2.5 minutes after the trigger in an overwrite-protected format. Still image cameras must be equipped with an emergency trigger that will record images at the rate of one image per second for 60 seconds.

(2) Signage. All vehicles equipped with a security camera system must have a decal on the passenger and driver side rear windows stating, "This vehicle is equipped with a security camera."

(3) Use of digital still or video images. Access to any recorded image of persons in a taxicab is prohibited except by LANOIA or law enforcement officials. Violation of access to images shall result in revocation of an Airport Taxi Use Decal.

(4) Inspections. Camera systems must have the capability for inspection of the equipment that will indicate the system is functioning properly. The serial number of the camera must be readily accessible. LANOIA may also inspect the viewing facilities of the owner or licensed manager and may ask for verification of viewing logs and/or all other documentation and equipment. LANOIA, or any local jurisdiction that has adopted the reforms, will be required to inspect camera systems.

- (5) Driver behavior modification features. For the purposes of driver education and modification of driver behavior, security camera systems shall be equipped with driver behavior modification features which collect and store data created by vehicle movement triggers such as sharp turns, sharp stops, or quick accelerations.
- (a) A CPNC holder or company owners may view images from outward facing cameras only.
 - (b) Cameras recording for driver modification purposes should be positioned such that the perspective is outward and over the vehicle's hood.
 - (c) All images must be logged electronically and the electronic log provided on a quarterly basis to the bureau.
 - (d) LANOIA may view any reports and images associated with driver behavior upon request.
- (6) Procedures for security camera systems approval. Only camera systems meeting the minimum requirements and approved by LANOIA may be installed.
- (a) Applicants must submit a request for approval in writing and provide written technical specifications of the system; and
 - (b) Provide a demonstration of the system and all of its features to LANOIA. After reviewing the technical specifications and viewing the demonstration, LANOIA will respond directly to the vendor in writing within 30 days of the demonstration stating if the system meets the minimum qualifications set forth for security cameras and has been approved for use by LANOIA.
- (7) The equipment required by this rule shall be maintained in good working order at all times. If a CPNC holder changes the security camera equipment, he or she must notify LANOIA within 24 hours and the vehicle will be re-inspected to ensure compliance with this section.
- (8) Every CPNC holder shall file, on a form designated by LANOIA, a detailed description of the safety features to be installed in each taxicab. This form shall be submitted at the time of licensing, renewal of licensing, and whenever there is a change of the safety features to be used in the taxicab.
- (9) If LANOIA personnel or a law enforcement official requests access to any record produced by the digital security camera systems to assist in the investigation of any complaint or crime, the taxicab company must provide access to the record within 24 hours. Records may only be accessed by LANOIA, local law enforcement, or any local jurisdiction that has adopted the reforms, and only when a formal LANOIA complaint or police complaint number has been generated.

- (10) It shall be unlawful for any CPNC holder, taxicab company, or driver to allow any person to intentionally access any records produced by the security camera systems. Violation of this section shall be grounds for revocation of an Airport Taxi Use Decal.
- (11) It shall be unlawful for any taxicab driver to cover, tamper with, damage, disturb, remove or disable a digital security camera system in a taxicab. Violation of this section shall be grounds for revocation of an Airport Taxi Use Decal.
- N. All taxicabs shall be equipped with a silent alarm feature to notify dispatch, if appropriate, and/or law enforcement of danger.
- O. All taxicabs shall be equipped with a LANOIA-approved global positioning system (GPS) to provide efficient navigation to passenger destinations.
- P. Notwithstanding any other provision of this section 12.14 or section 12.13 above, LANOIA shall have the authority to inspect taxicab vehicles at any time, and at any location(s) deemed appropriate by LANOIA, or its designee, to determine compliance with LANOIA's Rules and Regulations.

12.15 Airport Taxi Lot

LANOIA staff shall establish such procedures, guidances, and/or practices which, in their discretion, are appropriate for the operation of the taxicab stand at LANOIA, including the taxicab line(s) and taxicab holding area. Any taxicab driver that violates such procedures, guidances, and/or practices may be subject to revocation of his/her Airport Taxi Use Decal.



NEW ORLEANS AVIATION BOARD PROCUREMENT/ RECEIPT ACKNOWLEDGEMENT FORM

Date	Jul 23, 2013	Requested By	LARRY BISHOP
Vendor	MY PARKING PERMIT/SMART SIGN	Department	Ground Transportation 411
Address	32 COURT ST. STE. 2200	Phone Number	(800)952-1457
City	BROOKLYN	Tax ID #	[REDACTED]
State	NY	Zip Code	11201
Vendor #		* Vendor must be registered with the City of New Orleans. TO REGISTER: http://www.purchasing.cityofno.com/bsol/login.jsp	

Reason for Purchase TAXI DECALS-SHORT LINE

I have checked the Department's current budget and funds are available for each account listed. I have checked the Warehouse and the requested items are not stocked.

I confirm: a contract exists # _____ a contract is NOT required

Attachment: Informal Bid Quote Form Other _____ Bid Procurement Authorization Form Contract

L. Bishop 7-23-13 *W. J. [Signature]* 7-23-13

Department Manager Date Director or Deputy Director Date

QTY	UNIT/PRC	UOM	TOT. PRC	FUND	DEPT	COST CTR	ACCT. #	PROJ	COM. CODE	OBI. CODE	QTY. REQV	RECEIVED BY/DATE
10		EACH/PAK	\$146.20	100	411	212	6572					

ITEM DESCRIPTION 21.

QTY	UNIT/PRC	UOM	TOT. PRC	FUND	DEPT	COST CTR	ACCT. #	PROJ	COM. CODE	OBI. CODE	QTY. REQV	RECEIVED BY/DATE

ITEM DESCRIPTION 31.

QTY	UNIT/PRC	UOM	TOT. PRC	FUND	DEPT	COST CTR	ACCT. #	PROJ	COM. CODE	OBI. CODE	QTY. REQV	RECEIVED BY/DATE

ITEM DESCRIPTION 41.

QTY	UNIT/PRC	UOM	TOT. PRC	FUND	DEPT	COST CTR	ACCT. #	PROJ	COM. CODE	OBI. CODE	QTY. REQV	RECEIVED BY/DATE

TOTAL AMOUNT OF REQUEST \$146.20

IXAT
1000
2
MAY 2013

IXAT
4010
2
MAY 2013

IXAT
2000
2
MAY 2013

IXAT
8010
2
MAY 2013

0-50

51-104

ATTN: BARBARA KENWORTHY
XPRESSMYSELF.COM, LLC
32 COURT ST. STE 2200
BROOKLYN NY 11201

1 LBS

1 OF 1

SHIP TO:

GROUND TRANSPORT -
SEBASTIAN TAYLOR
STE 304, 3RD FL
900 AIRLINE DR

STRONG NE

KENNER LA 70062



LA 704 9-01



UPS GROUND

TRACKING #: 1Z 571 186 03 6710 8503



BILLIN

SEBASTIAN TAYLOR LOUIS ARMSTRONG NE
900 AIRLINE DR
STE 304
KENNER LA 70062-6923
P: WHITE S: UNLOAD I: 56
05F-2000
8503
1Z571186036710
LEA137
AUG 01 05:21:32 2013
ZEBR42M400
HIP 12.1.6
7000



1Z5711860367108503

Updat

Delivered 

Delivered On:
Thursday, 08/01/2013 at 1:34 P.M.

[Request Status Updates »](#)

Left At:
Front Desk

Signed By:
ANDERSON

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MEMORANDUM OF INTERVIEW

On September 11, 2014, Alexandra Fajardo, Ground Transportation Center (GTC), Louis Armstrong International Airport (LANOIA), was interviewed by Investigators Michael J. Centola and Kristen Morales, City of New Orleans, Office of Inspector General (OIG) in the offices of the LANOIA. Fajardo was advised of the identities of the OIG Investigators and voluntarily provided the following information:

Fajardo currently works in the GTC performing various administrative and clerical duties. Previously, she was a Customer Services Representative at LANOIA and prior to that a stay at home parent.

Fajardo was supervised by Larry Bishop, the GTC Supervisor. Fajardo was never instructed as to what were her duties and responsibilities. Currently she is assigned tasks to perform and moves from task to task. In the past she has fingerprinted taxi cab drivers in the security office.

Fajardo felt that Bishop's behavior is unprofessional. He is mean and demeaning to people, both LANOIA employees and taxi cab drivers. Bishop often questions the integrity of others. Fajardo was not comfortable working for Bishop because he made her feel uncomfortable and anxious. At times she feared Bishop and her anxiety caused her to vomit in anticipation of going to work. When she initially started working on the GTC, Fajardo noticed that Bishop would arrive late, often 9:45 p.m. or later. She also recalls that Bishop would arrive carrying his briefcase and coffee. Often he would randomly disappear with Fajardo not knowing where he went. Often Bishop would take credit for work performed by other GTC employees.

Fajardo often heard Bishop on the telephone discussing his rental property, particularly issues with the air condition unit. Normally he would call and discuss the property with his wife then depart for the day. Fajardo questioned the other GTC employees why Bishop would leave and where he was going and was told they did not know either. Fajardo considers Bishop to be very secretive. Fajardo speculated that Bishop may be secretive due to an extramarital affair.

Recently, Reverend Mollaire and another gentleman visited the GTC offices. Fajardo recalled these individuals since they were well dressed in suits. Recently, they have made approximately five visits to the GTC. These individuals meet with Bishop in his office with the door closed.

According to Fajardo, Bishop would take permit decal paperwork home. She is unsure if he was working at home or not. Bishop had given some paperwork to Maryann (last name unknown), who works in another department at the LANOIA to enter into the data base that contained the taxi cab information. This happened prior to the date upon which Malachi Hull was removed from his position as Taxi Cab Bureau Director at City Hall. When Hull was removed, Bishop instructed GTC employees not to discuss Hull's removal with anyone because there may be an ongoing investigation.

Bishop would talk to Doug McCreary, another LANOIA Supervisor, regarding rental properties.

According to Fajardo, Bishop had "okayed" the issuance of decals in the past, even though the application paperwork submitted was not complete. GTC employee Jose Rodriguez would call Bishop's attention to the fact that the paperwork was incomplete, but Bishop would still approve the application.

GTC employees, Rodriguez, Al Ponte and Sebastian Taylor, all agree that Bishop should not approve incomplete applications.

Since July 4, 2014, Bishop appears to be attempting to “clean up” the files of the GTC. Fajardo is assisting in this project. While handling the files, she has learned that the files are incomplete. Fajardo feels the files should have been completed prior to the issuance of a decal and this amounts to doubling the workload. She has been labeling the files, which she feels should have been done as the initial step.

Nicola (last name unknown), was the individual who was in Fajardo’s position prior to her being assigned to the GTC. Nicola may have moved to Dallas, TX. When she visited the LANOIA approximately four months ago, it seemed that Bishop was attempting to impress her. Fajardo also advised that the GTC has been receiving telephone calls from companies attempting to collect past due bills from Nicola.

MEMORANDUM OF INTERVIEW (Telephonic)

On 11/19/2014, Investigator Kristen M. Morales, of the City of New Orleans Office of Inspector General (OIG) contacted Mario Q. Martin, former Administrative Assistant, Louis Armstrong New Orleans International Airport (LANOIA), via telephone at [REDACTED]. Martin was advised of the identity of the OIG personnel and the purpose of the interview, and he voluntarily provided the following information.

Martin was the former Administrative Assistant to Larry Bishop, Ground Transportation Manager, LANOIA. He was employed at LANOIA from October 2013 till December 2013. Martin left because of Bishop. Martin said that Bishop was disorganized and working for him became very stressful. Martin said that Bishop would change his mind all the time.

Martin recalls when the staff started the decaling process for 2014, Bishop posted notices all over the Ground Transportation Center (GTC) notifying Taxicab drivers of a deadline to turn in their application for a decal. Taxicab drivers started to call the GTC office concerned that they would not have all their documents on time. Bishop advised Martin and Sebastian Taylor, Transportation Supervisor, to complete a checklist for each application they received in addition to adding them to the schedule. Shortly after, Bishop told Martin that he was not getting enough Companies to purchase decals so he told all the GTC staff to stop using the decal checklist. Martin said the application process then became very "sloppy" because Taxicab drivers would bring in applications with missing paperwork or missing documents and Bishop would still accept the applications. Martin was also fingerprinting the drivers and felt Bishop set unrealistic goals. Martin said that one day Bishop would tell them to do something and the next day he would change his mind and have them do something totally different.

Martin was bothered by the fact that Bishop decided to take applications that were incomplete because he knew that the rules required that the applicant turn in a complete packet.

Martin said that he recalled 2 or 3 times when Bishop left the office in the middle of the day and was gone for several hours.

Martin said in his exit interview with Human Resources, he stated that he left because of Bishop and because "it was getting sloppy."

MEMORANDUM OF INTERVIEW (Telephonic)

On 11/19/2014, Investigator Kristen M. Morales, of the City of New Orleans Office of Inspector General (OIG) contacted Crystal McMillon, former Administrative Assistant, Louis Armstrong New Orleans International Airport (LANOIA), via telephone at (504)228-8993. McMillon was advised of the identity of the OIG personnel and the purpose of the interview, and she voluntarily provided the following information:

McMillon was the former Administrative Assistant to Larry Bishop, Ground Transportation Manager, LANOIA. She was employed at LANOIA from 10/14/2012 – 10/31/2013. McMillon stated one of the reasons she left the job is because of Bishop, and Bishop's management style.

When McMillon started the job, she stated that Bishop never gave instructions/directions about her job duties and what he expected from her. Anytime McMillon had a question, she would ask Bishop, and Bishop would tell her to get with Sebastian.

(OIG Note: Sebastian Taylor is the Transportation Supervisor for LANOIA. McMillon believes the reason Bishop would not answer her question or sit down and talk with her is because he did not like her.)

McMillon said that Bishop never trusted her. Oftentimes McMillon would come to work and notice the contents on her desk and in her desk drawers would be rearranged.

McMillon created a filing system for the newly issued decals based on the previous filing system in place. She labeled each file with the Taxicab driver's name, Decal number, and Certificate of Public Necessity and Convenience (CPNC). McMillon learned that after she left, Bishop changed the entire decal filing system, in that all the files were placed in new files with no label information.

McMillon stated that while she was there, Bishop would often leave for a couple of hours in the middle of the day. Sometimes he would leave and not return back to work. McMillon said Bishop never told her where he was going and when she did need to speak to him, she would contact Bishop on his cell phone. McMillon stated that Bishop would rarely answer her call or return her call. McMillon said that most of the time, Bishop would leave to take care of his rental property. McMillon said Bishop would get a phone call from one of his tenants saying that something was wrong. Bishop would then contact a local repair man, plumber, electrician, etc. and then call the tenant back stating his was on his way with the plumber, electrician, etc. McMillon's desk was located outside of Bishop's office and was able to hear most conversations when he was on the phone and left his door open.

McMillon said that Bishop would "finagle ways to accommodate Taxicab drivers." Anytime Taxicab drivers were told by other Ground Transportation staff that their application did not contain all the required documents the Taxicab drivers would meet with Bishop and Bishop allowed them to obtain a decal and bring in their paperwork at a later date. McMillon said that often times, they never turned in the paperwork and that is why so many files were missing or incomplete.

Malachi Hull, former Director of the New Orleans Taxicab Bureau, would contact Bishop when all of the For-hire Vehicle reforms were taking place. Bishop would instruct McMillon to take a message or tell Hull that Bishop was in a meeting. McMillon did not understand why Bishop would avoid Hull's calls, but either took messages or told Hull that Bishop was in a meeting, as directed.

MEMORANDUM OF INTERVIEW

On September 11, 2014, Sebastian Taylor, Transportation Supervisor, Louis Armstrong New Orleans International Airport (LANOIA), had a follow up interview by Investigators and Kristen M. Morales and Michael Centola, City of New Orleans Office of Inspector General (OIG) in the offices of the LANOIA. After being advised of the identities of the OIG Investigators Taylor voluntarily provided the following information:

Taylor resides at [REDACTED] and his personal telephone number is [REDACTED]. Taylor started working for the LANOIA in May 1995 as a Taxicab Investigator, his title later changed to Transportation Officer. In 2000, Taylor was promoted to Transportation Supervisor. Taylor's managers were

1. Sheldon Demas, Airport Services Manager
2. Harold Dede, Airport Services Manager
3. Ernest Foucha, Airport Principle Service Agent
4. Al Ponte, Airport Assistant Service Manager
5. Larry Bishop, Airport Services Manager

Taylor described Bishop's management style as "erratic." When Bishop took over, he was "indecisive, forgetful, very dictative, and authoritative." Bishop "never admits when he does wrong." Taylor said when he has brought Bishop's mistakes to him and Bishop "would be ugly and would not apologize." Taylor said that Bishop has him in a "compromised position," because Taylor "has to clean up his mistakes." Bishop would "make up a rule or declare a rule and would have nothing to back that rule with."

On August 6th or 7th, 2014, Bishop requested that Taylor issue decal number 1291 to a Taxicab driver that previously owned airport decal number 0579. Bishop authorized the replacement decal because the Taxicab driver indicated that it was lost or stolen while it was in the repair shop. Taylor met with the Taxicab driver, made copies of all the paperwork that the Taxicab driver provided, including a notarized letter from the Taxicab driver and affixed the new decal (number 1291) to the windshield of the taxicab. At the end of the day, Taylor physically handed all of the paperwork to Bishop so Bishop could look over it. Bishop last had decal file 1291 in his possession. On September 11, 2014 Bishop called Taylor to ask him about decal number 1291. Bishop asked Taylor to call the Taxicab driver back to the office to bring in all of his paperwork. This took Taylor "by surprise," as Bishop was the last person with the file.

Taylor said Bishop comes to the office at night and knows this to be a fact because Bishop would move files around in the office, or things would be signed by Bishop and left for Taylor. The staff at Ground Transportation (GT) could also visually see that Bishop came in at night and when Bishop was asked whether or not he came in, Bishop said yes and called it "straitening up." This "never made sense" to Taylor.

Taylor said Bishop tries to act like a "statesman." Bishop does everything he can to "make the drivers happy." Taylor says Bishop's line of thinking, is that GT is there to please the drivers, when GT has never been there to do that. Bishop does not take the time to examine all the documents presented by drivers. Bishop does not use the Assistant Manager, Al Ponte, to help him with the work load.

MEMORANDUM OF INTERVIEW

Bishop will have a meeting behind closed doors and 10 or 15 minutes later, Bishop tells Taylor “take care of these guys,” and Taylor and the staff have to listen to Bishop because he is their manager.

Taylor says there is no accountability when Bishop has these private meetings with drivers, specifically, Jan Nawaz and Devairr Mollaire. Jose Rodriguez, Transportation Officer, advised Bishop that providing decals to Mollaire was wrong and against the rules. Taylor said that Mollaire and another church member met with Larry Bishop behind closed doors approximately three weeks ago. As Mollaire was leaving the office, Taylor heard Bishop tell Mollaire that “we will take care of you.” Bishop then turned to Taylor and told Taylor to take care of Mollaire. Every time Mollaire went to the GT office he would receive a “first out.” Mollaire even received a first out when he went to the GT office with the wrong paperwork. Taylor said Mollaire received a total of four “first outs,” even though he did not qualify to receive them.

(OIG NOTE: A “first out” is a placard given to a Taxicab driver that was pulled from a Taxicab line that went to New Orleans to the other Taxicab Line that went to any other parish besides New Orleans in order to assist with the amount of passengers waiting in line and the placard would allow him/her to return to the front of the New Orleans Taxicab line within 24 hours.)

When the New Orleans Aviation Board (NOAB) decals were changed, it was because Bishop wanted to purchase decals at the “cheapest he could find.”

Taylor’s impression of Bishop is that he is always trying to protect himself.

Nekola J. Lee, former Airport Administrative Specialist 1, would stay late in the GT office with Bishop. According to Taylor, Bishop liked Lee “a whole lot.” Taylor said that Bishop would go out of his way to help Lee. In January 2013, without notice, Lee decided to quit. Earlier in 2014 Lee came to visit New Orleans, (she currently resides in Dallas) and Bishop came to the office “all dressed up” and met Lee. Taylor said that he brought Lee back to the office to show that Lee was in town. According to Taylor Bishop was trying to get Lee back to New Orleans. GT still receives phone calls for Lee from various credit agencies.

Taylor said that Bishop is close with Doug, last name unknown, in Airport Operations. He describes the relationship as friendly.

Taylor stated that Bishop would leave in the middle of the day with no notice, in his personal vehicle. Bishop would not take a briefcase or anything related to GT. Bishop would be gone for 2 or 3 hours when he did leave. Bishop would not tell Taylor where he was going or what he was doing. Taylor would call Bishop on his work cell phone but Bishop would not answer or return his calls. Taylor said that Bishop leaves like this often and Bishop shows up late often. Occasionally, Bishop would come back to the office with an entirely different outfit on or would come back to the office and appear to be sweaty and tired.

Taylor was aware that Bishop’s Father gave a property to Bishop that he maintains and rents.

Describing the way Bishop interacts with the female staff, Taylor stated that Bishop “tends to dominate them.” Taylor said that Bishop would talk down to Crystal L. McMillon, former Airport Administrative Intern. Bishop would talk rough to her, yell at her, and if McMillon would say something

MEMORANDUM OF INTERVIEW

Bishop would yell back at her. In one instance Bishop specifically told Taylor, women, "they just come a dime a dozen."

Addie Ranson-Washington is a Taxicab driver at the LANOIA. On one occasion, Taylor recalled Ranson-Washington coming to the GT office to talk to Bishop. When Bishop found out that she was recording the conversation with her phone, Bishop kicked her out of his office and would not deal with her and just didn't like her.

GT employees, Al Ponte and Jose Rodriguez were taking notes about what Bishop was doing and what was going on at work. Rodriguez was checking the applications of the Taxicab drivers and if an application was not complete or did not contain all the required documents, Rodriguez would confer with Bishop to decline or accept the application. If Bishop approved the application with incomplete information or missing required documents, Rodriguez would document on the application, "per Bishop."

On, September 11, 2014 Bishop suggested to Taylor to have a copy of the entire file of decals go to accounting. Taylor thinks this is because of paperwork Bishop has lost.

Taylor said he does not think Bishop has ever taken money from a Taxicab driver.

If a Taxicab driver does not meet the rules or regulations set forth by LANOIA or the CNO, but meets the Parish of their jurisdictions rules and regulations then Bishop said he was ok with giving the Taxicab driver a decal.

On September 11, 2014 at around 8:30 am Bishop called a meeting with his staff to find out what was going on. Bishop called another meeting for 2:15pm. Taylor said it seems like "he is trying to cover his tracks."

Taylor and Alexandra Fajardo, Administrative Assistant, were filing 2014 LANOIA decals and writing the CPNC number, name and decal number on the file folder itself and Bishop stopped them. Bishop had them just stick the paperwork in the file without labeling the file.

Taxicab drivers would come to Bishop's office and Bishop would let the Taxicab driver see the video that Bishop has in his office. Taylor often thought that allowing Taxicab drivers to see view security cameras was a security issue.

Taylor has the most issues with Transportation Companies. Transportation Companies require more attention as they have more vehicles in their fleet and spent more money on decals. Taylor explained that previously, Transportation Companies have sent incomplete applications to GT and Bishop will accept these applications and Bishop will also accept faxed applications from the Transportation Companies. Taylor said that you can't accept faxed applications because GT requires the originals. Taylor recalls instances where a Transportation Company driver would show up to collect decals, not the required owner or registered agent but Bishop would allow the driver to take the decals.

Bishop directed the staff to issue decals to the person and not adhere it to the vehicle as the rules require. Taylor said the staff has no way to know if the Transportation Companies are actually putting the right decal on the right vehicle.

MEMORANDUM OF INTERVIEW

Rodriguez explained to Bishop the decal process for fleet vehicles; however, Bishop stated that Iftikhar Ahmad, Director, LANOIA, told Bishop they would not and did not permit the GT employees to go out to the Transportation Companies and affix decals to the vehicles at their location because it was a liability. GT employees were instructed to hand the Transportation Companies the decals and they can put the decal on themselves.

Bishop made the decision to stop issuing badges to the Taxicab drivers sometime last year (2013). Taylor explained that there were issues because people still needed to get to the concourse/ baggage claim area. Taylor was told by the LANOIA security department that if you work on LANOIA grounds, or conduct business on LANOIA grounds, you must have a badge.

According to Taylor, Bishop made the decision to stop inspecting the vehicle or even looking over the vehicle to ensure compliance. Bishop told the GT staff that we sell decals, we don't inspect vehicles. The GT staff voiced concern because they wanted to ensure that the Taxicab drivers and Transportation Companies met the rules.

Taylor said that the LANOIA does not allow for a second driver on an LANOIA issued decal, however they have no way of knowing because they don't badge the driver anymore. The GT staff only issues decals for the vehicle.

MEMORANDUM OF INTERVIEW

On September 11, 2014, Michelle Wilcut, Deputy Director, Louis Armstrong International Airport (LANOIA), was interviewed by Investigators Michael J. Centola and Kristen Morales, City of New Orleans, Office of Inspector General (OIG) in the offices of the LANOIA. Wilcut knows the identities of the OIG Investigators and voluntarily provided the following information:

Wilcut was contacted by Reverend Mollaire, who inquired about obtaining special event permits for vehicles used to transport attendees of a Baptist convention being held in New Orleans. Wilcut directed Mollaire to contact Larry Bishop who supervises the Ground Transportation Center (GTC). Wilcut recalls asking Bishop if Mollaire had contacted him. Bishop advised Wilcut that he was taking care of it.

Wilcut has not seen any related paperwork regarding special event permits for Mollaire. She had no knowledge that Bishop had issued decals to Mollaire without receiving the completed paperwork from Mollaire. Wilcut also did not know that Bishop had given Mollaire a deadline of September 9, 2014 to complete the paperwork.

Wilcut recalled instructing Bishop to create a checklist to use when issuing vehicle permits/decals that would also be maintained in the file of each vehicle. Bishop has not provided Wilcut with a copy of the checklist in use by the GTC.

Wilcut has not, nor would not request Bishop, or any other employee, to circumvent any rule or regulation. Wilcut was unaware that Bishop was issuing decals to anyone other than a legitimate transportation company. Wilcut did not know that Bishop was not issuing decals for "short line" vehicles. (OIG Note: The term "short line" refers to vehicles that transport passengers to locations close to the LANOIA rather than to Orleans Parish.) Wilcut assumed that all vehicles operating at LANOIA were being decaled. Approximately two weeks ago, Wilcut held a staff meeting. During this meeting, Wilcut learned that "short line" vehicles were not being decaled.

Bishop sent Wilcut an email setting forth an explanation as to why he was not decaling "short line" vehicles. This email cites information which was read into the record during a meeting of the New Orleans Aviation Board. Wilcut advised the information in the email does not justify the non-issuance of decals.



7 Decal
#0261

Airport Ground Transportation Center Decal Checklist

Company Name Charles Ritz Applicant Name Charles E Anyman
Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	/	
Copy of CPNC License	/	
Copy of Additional Licenses LPSC, DOT, ICC	N/A	
Vehicle Inspection Report	/	
Cover Page Insurance	/	
Approved Driver Form	/	
Approved Vehicle Form	/	
Vehicle Registration Form	/	
Incorporation Documents	/	
Occupational License	X expired	new 01-14-14

Notes:

HAS court Rule Pending HA Pay Bishop
is aware. Occupational license expired
HA Pay B. Authorized
through in OCCUPATIONAL for 2014

Received by: [Signature]

Date: 01-14-14

Ground Transportation Checklist

<u>Company Name</u>	<u>Applicant Name</u>	<u>Business#</u>
Charles Ritz	Charles Ritz	[REDACTED]
<u>Item</u>	<u>Missing</u>	<u>Comments</u>
Copy of License CPNG LPSC DOT ICC	✓	
Vehicle Insp Report	✓	(Note) Pending Court Ruling
Proof of Insurance with Cover page	✓	
Approved Driver Form	✓	
Approved Vehicle List Registration Each Vehicle	✓	
Incorporation Docs	✓	
Occupational License	✓	

Called on 12-06-13 12:55PM was notified FD Breyer
new inspector initiated by the Bureau

1-9-14
9:30 AM



21 DECALS

0182 through 0202

Airport Ground Transportation Center Decal Checklist

Company Name A CONTRACTOR Applicant Name Jaime

Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	X	
Copy of CPNC License	X	
Copy of Additional Licenses LPSC, DOT, ICC	N/A	
Vehicle Inspection Report	✓	16 expired 6 NO INSPECTIONS
Cover Page Insurance	✓	
Approved Driver Form	✓	
Approved Vehicle Form	✓	
Vehicle Registration Form	✓	
Incorporation Documents	✓	
Occupational License	✓	

Notes:

Authorized By HARRY to Barry IN DISCREPANCIES
16 expired inspections / certificates @ NO inspections
and CPNC Renewal Letter

Received by: Jose R

Date: 01-01-14



11 Decals

0177 through 0179

Airport Ground Transportation Center Decal Checklist 0253 through 0260

Company Name Commodore Transportation Inc.

Applicant Name Elma Pecot

Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	✓	
Copy of CPNC License		
Copy of Additional Licenses: (LPSC), DOT, ICC	✓	
Vehicle Inspection Report	✓	
Cover Page Insurance	✓	
Approved Driver Form	✓	
Approved Vehicle Form	✓	
Vehicle Registration Form	✓	
Incorporation Documents	✓	
Occupational License	✓	

Notes:

NO BRUGO CARDS AUTHORIZED BY
LARRY O. ANSHOP HAS LPSC AUTHORITY
LETTER

Received by: [Signature]

Date: 12-13-13

Ground Transportation Checklist

Company Name	Applicant Name	Business #
Commodore	Elmo Pecot	[REDACTED]
Application Requirements	Checked or Missing	Comments
Copy of Drivers License	✓	
Copy of CPNC	Missing	
Additional Copys of LPSC DOT ICC	ICC	
Vehicle Inspection Report	✓	
Cover Page for Insurance	✓	
Approved Driver Form	✓	
Approved Vehicle Registration Form	✓	
Incorporation Documents	Missing From State	
Occupational License	✓	

GROUND TRANSPORTATION AUTHORIZED VEHICLE LIST



Louis Armstrong New Orleans
International Airport

INSTRUCTIONS:

Enter vehicle information on form. Print additional sheets for more vehicles if needed.
 Before submitting the completed form to Ground Transportation, save the completed form(s) for your company records.
 A current Score Certificate of Liability Insurance showing vehicles also covered with correct amounts must be submitted with this form.

DATE: 12/27/2013

COMPANY NAME: Commodore Transportation Inc.

Qty	Decal # (leave blank)	Vehicle Year	Vehicle Make	Vehicle Model	Vehicle Color	Vehicle VIN	License Plate #	Seat Capacity	CPNC, LPSC, DOT, ICC Number
1		2006	Ford ✓	E350	White			15	
2		2006	Ford ✓	E350	White			15	
3		2008	Ford ✓	E350	White			15	
4		2007	Chevy ✓	E3500	White			15	
5		2007	Ford ✓	E350	White			15	
6		2009	Chevy ✓	E3500	White			15	
7		2009	Chevy ✓	E3500	White			15	
8		2012	GMC Savanah ✓	3500	White			15	
9		2012	Ford ✓	E350	White			15	
10		2013	GMC ✓	Savana	White			15	
11		2013	Chevy ✓	350	White			15	
12									
13									
14									
15									
16									
17									
18									
19									
20									

By submitting this form you certify that the information submitted is true and correct and that all vehicles listed are in compliance with all aspects of the LANOIA Ground Transportation Program, including but not limited to appearance, markings, maintenance, and insurance requirements.



1 Decals
0216

Airport Ground Transportation Center Decal Checklist

Company Name Remote Airport Services Applicant Name Angela Dauterive
Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	✓	
Copy of CPNC License	N/A	
Copy of Additional Licenses LPSC, DOT, ICC	MISSING N/A	
Vehicle Inspection Report	X	
Cover Page Insurance	✓	
Approved Driver Form	✓	
Approved Vehicle Form	X	
Vehicle Registration Form	✓	
Incorporation Documents	X	
Occupational License	✓	Applied For

Notes:

Larry Bishop Authorized for owner to
Bring in copies of the Brake tag By 01-21-14

Received by: [Signature]

Date: 12/30/13

Call Back
1-9-14
12:30pm

Ground Transportation Checklist

Company Name	Applicant Name	Business #
Remote Airport SVCS	[REDACTED]	Angela Dauterive
Application Requirements	checked or missing	Comments
Copy of Drivers License	✓	
Copy of CPNC	MISSING	
Additional Copies of LPSC DOT ICC	N/A	
Vehicle Inspection Report	✓	
Cover Page for Insurance	✓	
Approved Driver Form	✓ - missing	
Approved Vehicle Registration Form	✓	
Incorporation Documents	MISSING	
Occupational License	MISSING	



0045 to 0053

Airport Ground Transportation Center Decal Checklist

Company Name Pack + Fly Applicant Name SAMRA SCARTINO
 Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	✓	
Copy of CPNC License	X MA	
Copy of Additional Licenses LPSC, DOT, ICC	X MA	
Vehicle Inspection Report	✓	
Cover Page Insurance	✓	
Approved Driver Form	✓	
Approved Vehicle Form	✓	
Vehicle Registration Form	✓	
Incorporation Documents	X	
Occupational License	✓	

Notes:

LARRY stated the incorporation papers are
not valid or actual registration vehicle
list was surprise due to contract with
Airport

Received by: Jose Ramirez

Date: 12-27-13

Ground Transportation Checklist

Company Name

Applicant Name

Business #

Park + Fly

Sandra Scardino



Item

Missing

Comments

Copy of License

CPNG LASC

DOT ICC

N/A

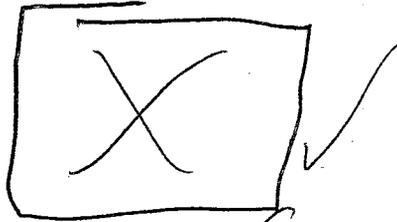
Courtesy Vehicle

Vehicle Insp Report

N/A

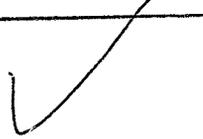
Brake TASS
OK

Proof of Insurance
with Cover page

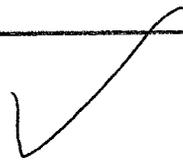


MISSING ✓

Approved Driver Form

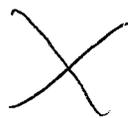


Approved Vehicle List
Registration Each Vehicle



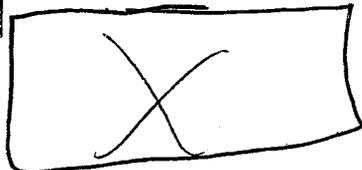
9 Vehicles

Incorporation Docs



MISSING

Occupational License



MISSING

9 DECALS 0045 through 0053



2 Decals

0400-0401

Airport Ground Transportation Center Decal Checklist

Company Name Crescent Trans, Applicant Name Clarence Champagne

Business Phone [REDACTED]

Application Requirements	Checked or Missing	Comments
Copy of Driver's License	✓	02-14-14
Copy of CPNC License	x	02-14-14
Copy of Additional Licenses LPSC, DOT, ICC	✓	Missing cards 2-14-14
Vehicle Inspection Report	x	
Cover Page Insurance	x	02-14-14
Approved Driver Form	x	02-14-14
Approved Vehicle Form	x	02-14-14
Vehicle Registration Form	✓	
Incorporation Documents	x	02-14-14 certificate
Occupational License	✓ expired	

Notes:

PLMS till March 15 to produce a current occupational license per Larry Bishop

Received by: [Signature]

Date: 1/2/14

Ground Transportation Checklist

Company Name	Applicant Name	Business #
Crescent TRAWS	CLARENCE CHAMPAGNE	[REDACTED]
Application Requirements	Checked or Missing	Comments
Copy of Drivers License	✓	
Copy of CPNC	✗	Missing Cards
Additional Copies of LPSC DOT ICC	✓	Missing Bmyo CARDS
Vehicle Inspection Report	<p>I CALLED AND TALKED TO MR OSBORN ON 07-20-14 He will call to schedule an appointment He was not ready</p>	
Cover Page for Insurance		
Approved Driver Form		
Approved Vehicle Registration Form	✗	
Incorporation Documents	✗	
Occupational License	✓	Expired

OCCUPATIONAL LICENSE

2013

LICENSE MUST BE
PUBLICLY DISPLAYED

No. 025467

PLAQUEMINES PARISH SHERIFF
302 MAIN ST
BELLE CHASSE LA 70037

KIND OF BUSINESS

OCCUPATIONAL (RETAIL)
FEE IS LISTED IN TABLE

NON-TRANSFERABLE

If you change the name, sell or close this business, please note the information on the back of this form and return to the above address:

01

LICENSE TO CONDUCT BUSINESS AS INDICATED
DURING THE PERIOD ENDING DECEMBER 31ST.

DATE:

JAN 11 2013
LONNIE J. GRECO, SR. SHERIFF
TAX COLLECTOR

BY

00031559 -001
CRESCENT TRANSPORTATION SERVIC
P O BOX 988
BELLE CHASSE, LA.
70037

LOCATION

B498 HWY 23 BELLE CHASSE, LA

Tom Schedler
Secretary of State

State of Louisiana
Secretary of State



COMMERCIAL DIVISION
225.925.4704

Fax Numbers
 225.932.5317 (Admin. Services)
 225.932.5314 (Corporations)
 225.932.5318 (UCC)

Name	Type	City	Status
CRESCENT TRANSPORTATION SERVICE, INC.	Business Corporation	BELLE CHASSE	Active

Business: CRESCENT TRANSPORTATION SERVICE, INC.

Charter Number: 34522273D

Registration Date: 3/22/1996

State Of Origin:

Domicile Address

8498 HWY. 23
 BELLE CHASSE, LA 70037

Mailing Address

P. O. BOX 988
 BELLE CHASSE, LA 70037

Status

Status: Active

Annual Report Status: In Good Standing

File Date: 3/22/1996

Last Report Filed: 2/26/2013

Type: Business Corporation

Registered Agent(s)

Agent:	CLARENCE J. CHAMPAGNE, JR.
Address 1:	118 VICTORIA DR
City, State, Zip:	BELLE CHASSE, LA 70037
Appointment Date:	3/22/1996

Agent:	CLARENCE J. CHAMPAGNE, III
Address 1:	268 PI ST.
City, State, Zip:	BELLE CHASSE, LA 70037
Appointment Date:	5/22/2008

Officer(s)

Additional Officers: No

Officer:	CLARENCE J. CHAMPAGNE, JR.
Title:	Director

Address 1:	118 VICTORIA DR
City, State, Zip:	BELLE CHASSE, LA 70037

Officer:	JOYCELYN CHAMPAGNE
Title:	Executive Vice-President
Address 1:	118 VICTORIA DR.
City, State, Zip:	BELLE CHASSE, LA 70037

Officer:	CLARENCE J. CHAMPAGNE, III
Title:	President
Address 1:	268 PI ST.
City, State, Zip:	BELLE CHASSE, LA 70037

Amendments on File

No Amendments on file

Print



Louis Armstrong New Orleans
International Airport

GROUND TRANSPORTATION AUTHORIZED DRIVER LIST

INSTRUCTIONS:
Before submitting the completed form to Ground Transportation, save the completed form(s) for your company records.

Date 01-07-14 Company Name CRESCENT TRANSPORTATION

QTY	Driver	Driver License Number	Type Issued	Date of Birth
1	JOHN KAKCIS	[REDACTED]	CHAUFFEUR'S	07-06-1946
2	LOUIS BONACIC	[REDACTED]	CHAUFFEUR'S	07-15-1944
3				
4				
5				
6				
7				
8				
9				
10				
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16				
17				
18				
19				
20				

By submitting this form you certify that the information submitted is true and that all vehicles listed are in compliance with all aspects of the LANOIA Ground Transportation Program, including but not limited to appearance, markings, maintenance, and insurance requirements.

Don't Drink And Drive
Don't Litter Louisiana

Louisiana

CHAUFFEUR'S LICENSE

LICENSE NO. CLASS EXPIRATION DATE

[REDACTED] B 08-09-2015

ENDORSEMENTS RESTRICTIONS

[REDACTED]

JACQUES DOUGLAS HARVEY

[REDACTED]

DATE OF BIRTH SSN AREA PARISH

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

SEX HGT WGT BSSN DISTRICT OFFICE

M 5-09 192 165 105 0850

AUDIT 0349



Monday 9:50 am 02/10/2014
Called and Spoke to

Jay Champagne owner/President
of Crescent Transportation

Mr. Jay Champagne said He
has 11 vehicles and has
decided NOT to Get Decals
for his vehicles.

*Crescent Transportation-

*MNY-

*KATIN MARINE-

Left

Talk to owner
on 2-13-14
will be in on 2-14-14
10:30am

Message

02-05-14
10:00am

Left message again
ON 02-06-14 11:30am

ROOM 304



Louis Armstrong New Orleans International Airport

Airport Ground Transportation Center Vehicle Decals

The following items are required to be submitted with application for each vehicle.

- ___ Copy of CPNC, LPSC, DOT, ICC license
- ___ Vehicle Inspection Report
- ___ Proof of Insurance (include cover page)
- ___ Approved Vehicle /Driver form
- ___ Vehicle Registration
- ___ Incorporation Documents (if required)
- ___ Occupational Licence

The information below must be completed by an individual who is an owner, part-owner or officer of the Company and is legally authorized to represent the Company.

Company Name: Crescent Transportation Service INC

License: CPNC LSPC DOT ICC Types of Vehicles: Bus Limo Seda/SUV Van

Applicant's Name: Clarence Champagne 111 Title: President

Address: [REDACTED] Business Phone # +1 [REDACTED]

City: [REDACTED] State LA Zip Code [REDACTED] email: [REDACTED]

Date of Birth: [REDACTED] Driver's License #: [REDACTED] [REDACTED]

Describe your operation: Maritime transportation

Domicile: Plaquemines Parish

Number of Airport Parking Decals Requested: 2

Form of Business: Sole Proprietorship Partnership Corporation

- ACORD Certificate of insurance for each vehicle must include a schedule of insured vehicles and drivers and must meet state requirements. New Orleans Aviation Board should be listed as an additional insured.
- If the applicant is a Corporation, a copy of the official incorporation document must be included as a submittal.

I certify that all information that I have given is accurate and complete. Any false or misleading information entered on this application may be cause for denial or revocation or the operating permit.

CL - ACTH
Signature of Applicant

01-02-14
Date

FOR OFFICIAL USE ONLY	
Fee Payable to: New Orleans Aviation Board P.O. Box 20007 New Orleans, LA 70141 504-303-7800 FAX: 504-303-7566	Decal # <u>0400,0401</u>
NOTE: NOAB Taxi Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$350.00 fee. Operators should retain a copy as proof of payment and for tax purposes.	Payment Received By: <u>[Signature]</u>
	Date Received: <u>Feb. 14, 2014</u>
	Type of Payment <u>Cashier's Check #6670191</u>
	Decal Fee: \$350.00 <u>Payment recvd. \$ 700.00</u>

GROUND TRANSPORTATION AUTHORIZED VEHICLE LIST



INSTRUCTIONS:
 Enter vehicle information on form. Print additional sheets for more vehicles if needed.
 Before submitting the completed form to Ground Transportation, save the completed form(s) for your company records.
 A current Aard Certificate of Liability Insurance showing vehicles are covered with correct amounts must be submitted with this form.

Date 01-07-14

Company Name CRESCENT TRANSPORTATION

QTY	Decal # (Leave Blank)	Vehicle Year	Vehicle Make	Vehicle Model	Vehicle Color	Vehicle VIN	License Plate #	Seal Capacity	GPNC, LRSC, DOT, ICC License
1	0400	2008	CHEV	1500EXP	WHITE	[REDACTED]	[REDACTED]	12	[REDACTED]
2	0401	2013	CHEV	1500EXP	WHITE	[REDACTED]	[REDACTED]	15	[REDACTED]
3									
4									
5									
6									
7									
8									
9									
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18									
19									
20									

By submitting this form you certify that the information submitted is true and that all vehicles listed are in compliance with all aspects of the LANOIA Ground Transportation Program, including but not limited to appearance, markings, maintenance, and insurance requirements.



Louisiana Public Service Commission

POST OFFICE BOX 91154
BATON ROUGE, LOUISIANA 70821-9154

Telephone: (225) 342-1424

COMMISSIONERS

Eric F. Skrmetta, Chairman
District I
Clyde C. Holloway, Vice Chairman
District IV
Foster L. Campbell
District V
Lambert C. Boissiere, III
District III
Scott A. Angelle
District II

October 11, 2013

LPSC# 5960-B
FILE # 53652

EVE KAHAO GONZALEZ
Executive Secretary

BRANDON M. FREY
Executive Counsel

JOHNNY E. SNELMGROVE, JR
Deputy Undersecretary

Crescent Transportation Service, Inc.
8498 Hwy 23
Belle Chasse, LA 70037



Louisiana Public Service Commission

POST OFFICE BOX 91154
BATON ROUGE, LOUISIANA 70821-9154

Telephone: (225) 342-1424

COMMISSIONERS

- Eric F. Skrmetta, Chairman
District I
Clyde C. Holloway, Vice Chairman
District IV
Foster L. Campbell
District V
Lambert C. Boissiere, III
District III
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District II

October 11, 2013

LPSC# 5960-B
FILE # 53652

EVE KAHAO GONZALEZ
Executive Secretary

BRANDON M. FREY
Executive Counsel

JOHNNY E. SNELLGROVE, JR
Deputy Undersecretary

Crescent Transportation Service, Inc.
8498 Hwy 23
Belle Chasse, LA 70037

Re: Unacceptable Insurance Filings

Dear Sir or Madame,

We are in receipt of your filing(s), but the filing(s) were rejected for the following reason(s):

- Filing is not made in PRECISE ADDRESS as on your LPSC authority, The address on the filing must read "8498 Hwy 23, Belle Chasse, LA 70037." (A copy of the rejected filing is attached)

If your address has changed from that listed above, please fill out the attached T-33 Motor Carrier Change of Address Form and return it to us as soon as possible.

REMEMBER, ALL insurance filings must read EXACTLY as your certificate, as listed in the heading of this letter. No abbreviations, or any misspellings, etc. are accepted unless it is listed on the certificate in the same manner.

Please contact your insurance company and have them correctly and promptly file or re-file your insurance document. There is already a flag on your account and this could lead to the cancellation of your authority. A corrected Form E with an effective date on or before September 30, 2013 must be received within 15 days of the date of this letter or the cancellation process will begin. The Form E filing may be emailed to ins@la.gov, mailed to LPSC - Transportation Division, P.O. Box 91154, Baton Rouge, LA 70821 or filed electronically.

Any questions pertaining to your insurance filings should be directed to me at the telephone number above.

Sincerely yours,
[Signature]
Angelle Guilford
Administrative Coordinator 4

REJECTED

**Form E
UNIFORM MOTOR CARRIER BODILY INJURY AND PROPERTY
DAMAGE LIABILITY CERTIFICATE OF INSURANCE**

53052 / 5960-18

Filed with the LOUISIANA PUBLIC SERVICES COMMISSION (hereinafter called Commission) of PO BOX 91154, BATON ROUGE, LA 70821

This is to certify, that the Progressive Paloverde Insurance Co (hereinafter called Company) of PO BOX 94739, CLEVELAND, OH 44101 has issued to CRESCENT TRANSPORTATION SERVICE, INC of P.O. BOX 988, BELLE CHASSE, LA 70037-0000 a policy or policies of insurance effective from 09/30/2013 12:01 A.M. standard time at the address of the insured stated in said policy or policies and continuing until cancelled as provided herein, which, by attachment of the Uniform Motor Carrier Bodily Injury and Property Damage Liability Insurance Endorsement, has or have been amended to provide automobile bodily injury and property damage liability insurance covering the obligations imposed upon such motor carrier by the provisions of the motor carrier law of the State in which the Commission has jurisdiction or regulations promulgated in accordance therewith.

Whenever requested, the Company agrees to furnish the Commission a duplicate original of said policy or policies and all endorsements thereon.

This certificate and the endorsement described herein may not be cancelled without cancellation of the policy to which it is attached. Such cancellation may be effected by the Company or the insured giving thirty (30) days notice in writing to the State Commission, such thirty (30) days notice to commence to run from the date notice is actually received in the office of the Commission.

Countersigned at 6300 WILSON MILLS, MAYFIELD VILLAGE, OH 44143

this 9th day of October, 2013

Insurance Company File No. CA 02420072
(Policy Number)

MC1633a(08/99)

RECEIVED

OCT 10 2013

(Authorized Company Representative)

IRB3539B

**LA. PUBLIC SERVICE COMMISSION
TRANSPORTATION**



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC
- Vehicle Registration
- Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only. Please make payable to "New Orleans Aviation Board"

Applicant Name: Devain Bonollain Company Name: New Hope B.C.

Company Address: Jackson Miss

Email Address: [REDACTED] Phone Number: [REDACTED]

Special Event Decal Period: 8-27-14 Thru 9-5-14

Number or Decals Requested: One Type of Service: Courtesy Van

VIN #: _____ Make and Model: _____

Year: _____ License Plate #: _____ Type of vehicle: Minivan

Vehicle Color: _____ Passenger Capacity: 7

Applicant Title: Delegate

Applicant Signature: Devain Bonollain Date: 8-27-14

FOR OFFICIAL USE ONLY

Fee Payable to:
 New Orleans Aviation Board
 PO Box 20007
 New Orleans, LA 70141
 504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0245

Payment Received By: [Signature]

Date Received: August 29, 2014

Type of Payment Money Order # 21671144730

Decal Fee: \$50.00 Payment rcvd \$50.00

3

NEW HOPE, NORMAN SINGLETON

08/30/2014 09:00 AM

MINIVAN 7 SEATS

Reservation: 87C7YK

Date Taken: 08/14/2014

By: DIXON, EDWARD

Origin: BRANCH

Vehicle

Car Class: MINIVAN 7 SEATS
Rate Quoted: \$65.54/DAY
\$325.84/WEEK

Specials:
Mileage Charge: NO CHARGE
Preferences:

Authorization Status:
Car Class:
Auth Amount:
of Days:
Max Per Day:
Total Max Amount:
% Auth:

Product/Services

DAMAGE WAIVER \$20.99/DAY
PAI \$3.00/DAY
RAP \$3.99/DAY
SUPPLEMENTAL LIABILITY PROTECTION 2 \$18.00/DAY

Authorization

Pick Up/Return

Pick Up Date: 08/30/2014 **Return Date:** 09/05/2014
Pick Up Time: 09:00 AM **Return Time:**
Pick Up Group: A0014_EAN HOLDINGS_ LLC **Return Group:** A0014_EAN HOLDINGS_ LLC
Pick Up Branch: KENNER 1401 **Return Branch:** KENNER 1401
2120 VETERANS MEM BLVD 2120 VETERANS MEM BLVD
KENNER,LA 700625427 KENNER,LA 700625427
Pick Up Method: **Return Method:**
Pick Up Location: **Return Location:**
Directions:

Renter Information

NEW HOPE, NORMAN SINGLETON **Home:** (601) 366-7002
Work:
LA **Other:**

Bill-to

Rental Type: CORPORATE
Claim Type:
Claim/Pol/PO/RO:
Insured Name:

Total \$ 607.91

Shop

Renters Vehicle:

Flight Information

Airline: **Flight:** **Terminal:**
Arrival Date: **Arrival Time:**



POSTAL MONEY ORDER

Serial Number

21671144730

Year, Month, Day

2014-08-14

Post Office

700620

U.S. Dollars and Cents

\$50.00

Amount FIFTY DOLLARS & 00c *****

Pay to

Mrs Elena Smith Bond

Clerk

From

Rebecca Miller

0000

Address

Address

Memo

Special Event Decal # 0245

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⑆0000008002⑆

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21671144730



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC Vehicle Registration Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devain B Mollaire Company Name: New Hope B.C.

Company Address: Jackson Miss.

Email Address: [REDACTED] Phone Number: [REDACTED]

Special Event Decal Period: 8-27-14 Thru 9-5-14

Number of Decals Requested: One Type of Service: Courtesy Van

VIN #: _____ Make and Model: _____

Year: _____ License Plate #: _____ Type of vehicle: Van

Vehicle Color: _____ Passenger Capacity: 15

Applicant Title: Delegate

Applicant Signature: Devain B Mollaire Date: 8-27-14

FOR OFFICIAL USE ONLY

Fee Payable to:
New Orleans Aviation Board
PO Box 20007
New Orleans, LA 70141
504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0244

Payment Received By: [Signature]

Date Received: August 29, 2014

Type of Payment Money Order #21671144795

Decal Fee: \$50.00 Payment rcvd. \$50.00

NEW HOPE, NORMAN SINGLETON

15 PASS #2

08/30/2014 09:00 AM

15 PASS. VAN

Reservation: 87C505

Date Taken: 08/14/2014

By: DIXON, EDWARD

Origin: BRANCH

Vehicle		Authorization	
Car Class:	15 PASS. VAN	Status:	
Rate Quoted:	\$119.69/DAY \$499.99/WEEK	Car Class:	
Specials:		Auth Amount:	
Mileage Charge:	NO CHARGE	# of Days:	
Preferences:		Max Per Day:	
		Total Max Amount:	
		% Auth:	

Product/Services
Authorization

Pick Up/Return			
Pick Up Date:	08/30/2014	Return Date:	09/05/2014
Pick Up Time:	09:00 AM	Return Time:	
Pick Up Group:	A0014_EAN HOLDINGS_ LLC	Return Group:	A0014_EAN HOLDINGS_ LLC
Pick Up Branch:	VIRTUAL 15_PCKR NO METRO 14V1 3545 N I 10 SERVICE RD W METAIRIE,LA 700025953	Return Branch:	VIRTUAL 15_PCKR NO METRO 14V1 3545 N I 10 SERVICE RD W METAIRIE,LA 700025953
Pick Up Method:		Return Method:	
Pick Up Location:		Return Location:	
Directions:			

Renter Information		Home:	(601) 366-7002
NEW HOPE, NORMAN SINGLETON		Work:	
LA		Other:	

Bill-to		<i>\$ 805.36</i>
Rental Type:	CORPORATE	
Claim Type:		
Claim/Pol/PO/RO:		
Insured Name:		

Shop	Renters Vehicle:

Flight Information		
Airline:	Flight:	Terminal:
Arrival Date:	Arrival Time:	



POSTAL MONEY ORDER

Serial Number
21671144785

Year, Month, Day
2014-08-14

Post Office
700620

U.S. Dollars and Cents

Amount
FIFTY DOLLARS & 00¢ *****

\$50.00

Pay to

New Orleans

Street Board

From

Kevin B. Mellis

Address

Address

Memo

Special Event Recel #0244

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⑆000008002⑆

21671144785⑆



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC Vehicle Registration Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devin B. Mollain Company Name: New Hope B.C.

Company Address: Jackson Miss.

Email Address: [REDACTED] Phone Number: [REDACTED]

Special Event Decal Period: 8-27-14 Thru 9-5-14

Number or Decals Requested: One Type of Service: Courtesy Vans

VIN #: _____ Make and Model: _____

Year: _____ License Plate #: _____ Type of vehicle: Van

Vehicle Color: _____ Passenger Capacity: 15

Applicant Title: Delegate

Applicant Signature: Devin B. Mollain Date: 8-27-14

FOR OFFICIAL USE ONLY

Fee Payable to:
New Orleans Aviation Board
PO Box 20007
New Orleans, LA 70141
504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0243

Payment Received By: [Signature]

Date Received: August 29, 2014

Type of Payment Money Order # 21671144728

Decal Fee: \$50.00 Payment rcd. \$50.00

15 pass. #1

NEW HOPE, NORMAN SINGLETON

08/30/2014 09:00 AM

15 PASS. VAN

Reservation: 87C0PR

Date Taken: 08/14/2014

By: DIXON, EDWARD

Origin: BRANCH

Vehicle		Authorization	
Car Class:	15 PASS. VAN	Status:	
Rate Quoted:	\$121.99/DAY \$499.99/WEEK	Car Class:	
Specials:		Auth Amount:	
Mileage Charge:	NO CHARGE	# of Days:	
Preferences:		Max Per Day:	
		Total Max Amount:	
		% Auth:	

Product/Services	
DAMAGE WAIVER	\$20.99/DAY
PAI	\$7.50/DAY
RAP	\$3.99/DAY
SUPPLEMENTAL LIABILITY PROTECTION 2	\$18.00/DAY

Authorization

Pick Up/Return			
Pick Up Date:	08/30/2014	Return Date:	09/05/2014
Pick Up Time:	09:00 AM	Return Time:	09:00 AM
Pick Up Group:	A0014_EAN HOLDINGS_ LLC	Return Group:	A0014_EAN HOLDINGS_ LLC
Pick Up Branch:	VIRTUAL 15_PCKR NO METRO 14V1 3545 N I 10 SERVICE RD W METAIRIE,LA 700025953	Return Branch:	VIRTUAL 15_PCKR NO METRO 14V1 3545 N I 10 SERVICE RD W METAIRIE,LA 700025953
Pick Up Method:		Return Method:	
Pick Up Location:		Return Location:	
Directions:			

Renter Information	
NEW HOPE, NORMAN SINGLETON	Home: (601) 366-7002
LA	Work:
	Other:

Bill-to	
Rental Type:	CORPORATE
Claim Type:	
Claim/Pol/PO/RO:	
Insured Name:	

Total \$ 805.36

Shop	
Renters Vehicle:	

Flight Information		
Airline:	Flight:	Terminal:
Arrival Date:	Arrival Time:	



POSTAL MONEY ORDER

Serial Number 21671144728

Year, Month, Day 2014-08-14

Post Office 700620

U.S. Dollars and Cents \$50.00

Amount FIFTY DOLLARS & 00/100 *****

Pay to *New Orleans Aquatics Society* Clerk *Kevin S Malins*

Memo *Special Event Decal #0243*

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 :000000800 21:

SEE REVERSE WARNING • NEGOTIABLE ONLY IN THE U.S. AND POSSESSIONS
 21671144728



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC
- Vehicle Registration
- Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devairr Mollaire Company Name: New Hope Baptist Church
 Company Address: Jackson, MS
 Email Address: [REDACTED] Phone Number: [REDACTED]
 Special Event Decal Period: 8-29-14 Thru 9-7-14
 Number or Decals Requested: One Type of Service: Courtesy Van Service
 VIN #: [REDACTED] 33190 Make and Model: Ford Van White
 Year: 2006 License Plate #: [REDACTED] 1115 Type of vehicle: Van
 Vehicle Color: White Passenger Capacity: 18
 Applicant Title: Progressive B.C.
 Applicant Signature: Rev Willie Gable, Jr. Date: 8/22/14

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Fee Payable to:
 New Orleans Aviation Board
 PO Box 20007
 New Orleans, LA 70141
 504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0239
 Payment Received By: [Signature]
 Date Received: August 22, 2014
 Type of Payment Money order # 21671144763
 Decal Fee: \$50.00 Payment recd. \$50.00



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC
- Vehicle Registration
- Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devairr Mollaire Company Name: New Hope Baptist Church
 Company Address: Jackson, MS
 Email Address: [REDACTED] Phone Number: [REDACTED]
 Special Event Decal Period: 8-29-14 Thru 9-7-14
 Number of Decals Requested: One Type of Service: Courtesy Van Service
 VIN #: [REDACTED] Make and Model: Ford Van
 Year: 2008 License Plate #: [REDACTED] Type of vehicle: Van
 Vehicle Color: White Passenger Capacity: 18
 Applicant Title: Dr. Murphy W McCaleb
 Applicant Signature: [Signature] Date: 8-22-14

FOR OFFICIAL USE ONLY

Fee Payable to:
 New Orleans Aviation Board
 PO Box 20007
 New Orleans, LA 70141
 504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0240
 Payment Received By: [Signature]
 Date Received: August 22, 2014
 Type of Payment Money order #216 71144774
 Decal Fee: \$50.00 Payment recvd \$50.00



POSTAL MONEY ORDER

Serial Number 21671144774
Year, Month, Day 2014-08-14
Post Office 700620
U.S. Dollars and Cents \$50.00

Amount FIFTY DOLLARS & 00c *****

Pay to *Paul D'Amant Avicent*

Address

From *Rebecca B. McElaine*
Clerk 0005

Memo *Special Event # 0240*

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:000000800 2:

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21671144774



POSTAL MONEY ORDER

Serial Number 21671144763
Year, Month, Day 2014-08-14
Post Office 700620
U.S. Dollars and Cents \$50.00

Amount FIFTY DOLLARS & 00c *****

Pay to *Paul D'Amant Avicent*

Address

From *Rebecca B. McElaine*
Clerk 0005

Memo *Special Event # 0239*

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:000000800 2:

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21671144763

0239



New Orleans Aviation Board

Special Event Placard

Event: National Baptist Convention

Date from: 8-29-14 to 9-7-14

VIN #: [REDACTED]

0240



New Orleans Aviation Board

Special Event Placard

Event: National Baptist Convention

Date from: 8-29-14 to 9-7-14

VIN #: [REDACTED]

Don't Drink And Drive
Don't Litter Louisiana

Louisiana

CHAUFFEUR'S LICENSE

LICENSE/ID NO [REDACTED] CLASS **D** EXPIRATION DATE **04-30-2017**

ENDORSEMENTS [REDACTED] RESTRICTIONS [REDACTED]

MOLLAIRE, DEVAIR R



DATE OF BIRTH [REDACTED] SSN NUMBER [REDACTED] PARISH [REDACTED]
SEX HGT WGT ISSUE DATE OFFICE [REDACTED] DONOR [REDACTED] AUDIT 9935
M 5-11 200 08-29-2013 0663



Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS

25/U IT/CD	006000 LICENSE PLATE	04/2016 EXPIRATION	[REDACTED] V.I.N.		05/23/2014 DATE	3600 DOMICILE
FORD MAKE	006000 MODEL/WEIGHT	VN BODY	/ COLOR	2008 YEAR	009900 ODOMETER	581866615 DL/EIN
1 SCD	MRTO DEALER CODE	0101 CLASS	DO SPEC CODES	PRIV AUTO USE	02/2012 OLD EXP	ICL CITY LIMITS
U N/U		02/17/2014 DATE ACQUIRED	EFT CURRENT LA TITLE	TAXABLE VAL MANUF	02/17/2014 TAX DATE	05/23/2014 EFFECTIVE DATE

Lien Date	
Lien Date	

OWNER'S NAME
DR MURPHY W MCCALED EDUCATION
FUND INC
1214 S ROBERTSON ST
NEW ORLEANS LA 70113

18500.00 SPOV OR VALUE	TRADE VALUE	REBATE	TAXABLE VALUE
---------------------------	-------------	--------	---------------

OFFICE NUMBER	REPRINT	HCST	TAX & FEE INFORMATION	
0701 4600	26	0803230670	ST SALES TAX	LIC FEE
OPER/PID	SEQ #	MICROFILM #	ST TAX PNLT	TOW FEE
		BATCH/SEQ #	ST INTEREST	LIC CRDT
			ST TAX CRDT	LIC PNLT
			ST PNLT CRDT	LIC TRANSFER
			ST VNDRS COMP	LIC PNLT CRDT
			NET ST TAX	NET LIC FEE
			TOURISM	PARISH FEE
			P/M SALES TAX	MTG FEE
			P/M TAX PNLT	MISC FEE
			P/M INTEREST	SERVICE HNDL
			P/M OOS TX CRDT	TITLE FEE
			P/M PNLT CRDT	TITLE HNDL
			P/M VNDRS COMP	EXP TITLE FEE
			WHEELCHAIR LIFT	ADMIN FEE
			NET P/M TAX	S.P. FEE
			TOTAL TAX	TOTAL FEES
			TOTAL: 64.50	REMITTANCE:

N/T:

DR MURPHY W MCCALED EDUCATION
FUND INC
1214 S ROBERTSON ST
NEW ORLEANS LA 70113

STATUS:

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES
SEE REVERSE SIDE FOR IMPORTANT INFORMATION

INSTRUCTIONS:
1) Remove decal by bending pag along dotted line.
2) Lift edge of decal and slowly p
3) See back side for instructions.

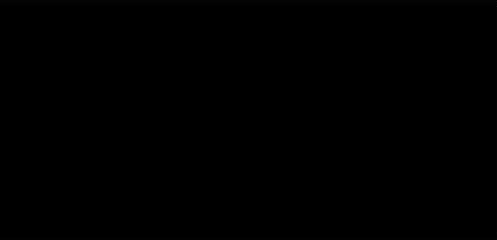
PEEL

Your ID Cards

Keep these cards handy--in your glove compartment or wallet. And contact us anytime you have a question or need to report a claim.

If you have a claim, we'll get you back on the road as soon as possible. And while you'll always have a choice where to repair your vehicle, when you use a shop in our preapproved network, we'll guarantee your repair for as long as you own or lease your vehicle.

Thank you for choosing Progressive.

<p>DR MURPHY W MCCALED EDUCATIONAL FUND INC</p>  <p>Form A022 LA (03/11)</p> <p>IF YOU'RE IN AN ACCIDENT</p> <ol style="list-style-type: none">1. Remain at the scene. Don't admit fault.2. Find a safe location, call the police, and exchange driver information.3. Call Progressive right away. <p>TO REPORT A CLAIM Call 1-800-274-4499 or go to claims.progressive.com.</p> <p>PROGRESSIVE</p> <p>KEEP THIS CARD IN YOUR VEHICLE WHILE IN OPERATION.</p>	<p>Louisiana Auto Insurance Identification Card</p>  <p>An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.</p> <p>This card must be carried in the vehicle at all times as evidence of liability insurance.</p> <p>IMPORTANT NOTICE: La. R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by a law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all times. Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.</p>
--	---



Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS

	08/17/2007 Lien Date
	Lien Date
OWNER'S NAME	
PROGRESSIVE BAPTIST CHURCH	
1214 SOUTH ROBERTSON ST NEW ORLEANS LA 70113	
	N/T: 2

51/ TT/CODE	LICENSE PLATE	07/2015 EXPIRATION	V.I.N.	08/01/2011 DATE	3600 DOMICILE
FORD MAKE	06000 MODEL/WEIGHT	VN BODY	WHI COLOR	2006 YEAR	000024 ODOMETER
DL/EIN	CITY LIMITS	0201 CLASS	SPEC CODES	PRIV TRUCK USE	OLD EXP
SGD	MRTO	DEALER CODE	1L FLAGS	PREVIOUS TITLE	STATE
				OLD LIC NO	EXP
N	08/14/2007 DATE ACQUIRED	EFT	CURRENT LA TITLE	TAXABLE VAL	MANUF
N/U				TAX DATE	EFFECTIVE DATE
	27290.00				
SPOV OR VALUE	TRADE VALUE	REBATE	TAXABLE VALUE		

TAX & FEE
INFORMATIC
LIC FEE
LIC PNLT
TOTAL FEE
REMITTANCE:

OFFICE NUMBER	REPRINT	HCST
	0705550358	
OPER/PID	SEQ #	MICROFILM #
		BATCH/SEQ #

INSTRUCTIONS: Batch # 662
1) Remove decal by bending paper along
2) Lift edge of decal and slowly peel.
3) See back side for instructions.

N/T:

PROGRESSIVE BAPTIST CHURCH
1214 SOUTH ROBERTSON ST
NEW ORLEANS LA 70113-3420



||||| 3-826

STATUS:

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES
SEE REVERSE SIDE FOR IMPORTANT INFORMATION

>
 >
 ^

[Empty search box]

Search Mail

Search Web

Home Pat



Compose

Navigation icons: back, forward, delete, move, spam, more

Inbox (46)

Drafts (6)

Sent

Spam (34)

Trash (42)

Folders

Recent

Sponsored



Louisiana Honda Dealers
New 2014 Honda CR-V Special

PROGRESSIVE BAPTIST CHURCH, NEW ORLEANS, LA 0162292

Perra, Kimberly L.

To Me

Received at 8:58 AM

LOUISIANA INSURANCE IDENTIFICATION CARD

COMMERCIAL PERSONAL

COMPANY NAIC NUMBER
18767

COMPANY AFFORDING COVERAGE (NAME & ADDRESS)
CHURCH MUTUAL INSURANCE COMPANY

An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified here on. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.

POLICY NUMBER

[Redacted]

EFFECTIVE DATE

08/13/14

EXPIRATION DATE

08/13/15

YEAR
2006

MAKE/MODEL
FORD

VEHICLE IDENTIFICATION NUMBER

[Redacted]

NAME OF INSURED

**PROGRESSIVE BAPTIST CHURCH
1214 S ROBERSTON ST
NEW ORLEANS LA 70113-3420**

**THIS CARD MUST BE CARRIED IN THE VEHICLE AT ALL TIMES
AS EVIDENCE OF INSURANCE
SEE IMPORTANT NOTICE ON REVERSE SIDE**

Thank you,
Kimberly L. Perra, CISR
Customer Service Representative
Church Mutual Insurance Company
3000 Schuster Lane,
Merrill, WI 54452
Phone: (800) 554-2642, Option 1 for Customer Service or Option 4, Ext. 5735
Fax: (855) 264-2329
www.churchmutual.com

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2 Attachments View all Download all



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC Vehicle Registration Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devin B Mallin Company Name: New Hope B.C.

Company Address: Jackson Miss.

Email Address: [Redacted] Phone Number: [Redacted]

Special Event Decal Period: 8-27-14 Thru 9-5-14

Number of Decals Requested: One Type of Service: Courtesy Van

VIN #: _____ Make and Model: _____

Year: _____ License Plate #: _____ Type of vehicle: Minivan

Vehicle Color: _____ Passenger Capacity: Seven

Applicant Title: Delegate

Applicant Signature: Devin B Mallin Date: 8-27-14

FOR OFFICIAL USE ONLY

Fee Payable to:
New Orleans Aviation Board
PO Box 20007
New Orleans, LA 70141
504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0241
Payment Received By: [Signature]
Date Received: August 27, 2014
Type of Payment Money Order # 21671144752
Decal Fee: \$50.00 Payment recvd \$50.00

1
NEW HOPE, NORMAN SINGLETON

08/30/2014 09:00 AM

MINIVAN 7 SEATS

Reservation: 87CBSK

Date Taken: 08/14/2014

By: DIXON, EDWARD

Origin: BRANCH

Vehicle		Authorization Status:	
Car Class:	MINIVAN 7 SEATS	Car Class:	
Rate Quoted:	\$65.54/DAY \$325.84/WEEK	Auth Amount:	
Specials:		# of Days:	
Mileage Charge:	NO CHARGE	Max Per Day:	
Preferences:		Total Max Amount:	
		% Auth:	

Product/Services	
DAMAGE WAIVER	\$20.99/DAY
PAI	\$3.00/DAY
RAP	\$3.99/DAY
SUPPLEMENTAL LIABILITY PROTECTION 2	\$18.00/DAY

Authorization

Pick Up/Return			
Pick Up Date:	08/30/2014	Return Date:	09/05/2014
Pick Up Time:	09:00 AM	Return Time:	09:00 AM
Pick Up Group:	A0014_EAN HOLDINGS_ LLC	Return Group:	A0014_EAN HOLDINGS_ LLC
Pick Up Branch:	KENNER 1401 2120 VETERANS MEM BLVD KENNER,LA 700625427	Return Branch:	KENNER 1401 2120 VETERANS MEM BLVD KENNER,LA 700625427
Pick Up Method:		Return Method:	
Pick Up Location:		Return Location:	
Directions:			

Renter Information	
NEW HOPE, NORMAN SINGLETON	Home: (601) 366-7002
LA	Work:
	Other:

Bill-to	
Rental Type:	CORPORATE
Claim Type:	
Claim/Pol/PO/RO:	
Insured Name:	

Total \$ 607.91

Shop	
Renters Vehicle:	

Flight Information		
Airline:	Flight:	Terminal:
Arrival Date:	Arrival Time:	



POSTAL MONEY ORDER

Serial Number

21671144741

Year, Month, Day

2014-08-14

Post Office

700620

U.S. Dollars and Cents

\$50.00

Amount

FIFTY DOLLARS & 00c

Pay to

New Orleans Aviation Board

Clerk

0006

Address

From

Destini B. Mellane

Address

Memo

Special Event Recd # 0242

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⑈000008002⑈

21671144741⑈



2014 Special Event Decal Application

Copies of the following items are required to be submitted with application for each vehicle

- CPNC/Temporary CPNC Vehicle Registration Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only.
Please make payable to "New Orleans Aviation Board"

Applicant Name: Devain B Mallin Company Name: New Hope B.C.

Company Address: Jackson Miss.

Email Address: [REDACTED] Phone Number: [REDACTED]

Special Event Decal Period: 8-27-14 Thru 9-5-14

Number of Decals Requested: One Type of Service: Courtesy Van

VIN #: _____ Make and Model: _____

Year: _____ License Plate #: _____ Type of vehicle: Minivan

Vehicle Color: _____ Passenger Capacity: Seven

Applicant Title: Delegate

Applicant Signature: Devain B Mallin Date: 8-27-14

FOR OFFICIAL USE ONLY

Fee Payable to:
New Orleans Aviation Board
PO Box 20007
New Orleans, LA 70141
504-303-7800 504-303-7566 FAX

NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.

Special Event Decal 0242
Payment Received By: [Signature]
Date Received: August 27, 2014
Type of Payment Money Order #21671144741
Decal Fee: \$50.00 Payment recvd. \$50.00

2

**NEW HOPE, NORMAN
SIGLETON**

08/30/2014 09:00 AM

**MINIVAN
7 SEATS**

Reservation: 87C15N

Date Taken: 08/14/2014

By: DIXON, EDWARD

Origin: BRANCH

Vehicle

Car Class: MINIVAN 7 SEATS
Rate Quoted: \$65.54/DAY
\$325.84/WEEK

Specials:
Mileage Charge: NO CHARGE
Preferences:

Authorization
Status:
Car Class:
Auth Amount:
of Days:
Max Per Day:
Total Max Amount:
% Auth:

Product/Services

DAMAGE WAIVER \$20.99/DAY
PAI \$3.00/DAY
RAP \$3.99/DAY
SUPPLEMENTAL LIABILITY PROTECTION 2 \$18.00/DAY

Authorization

Pick Up/Return

Pick Up Date: 08/30/2014
Pick Up Time: 09:00 AM
Pick Up Group: A0014_EAN HOLDINGS_ LLC
Pick Up Branch: KENNER 1401
2120 VETERANS MEM BLVD
KENNER,LA 700625427

Return Date: 09/05/2014
Return Time:
Return Group: A0014_EAN HOLDINGS_ LLC
Return Branch: KENNER 1401
2120 VETERANS MEM BLVD
KENNER,LA 700625427

Pick Up Method:
Pick Up Location:
Directions:

Return Method:
Return Location:

Renter Information

NEW HOPE, NORMAN SIGLETON
LA

Home: (601) 366-7002
Work:
Other:

Bill-to

Rental Type: CORPORATE
Claim Type:
Claim/Pol/PO/RO:
Insured Name:

Total \$ 607.91

Shop

Renters Vehicle:

Flight Information

Airline: **Flight:** **Terminal:**
Arrival Date: **Arrival Time:**



POSTAL MONEY ORDER

Serial Number

21671144752

Year, Month, Day

2014-08-14

Post Office

700620

U.S. Dollars and Cents

\$50.00

Amount FIFTY DOLLARS & 00c *****

Pay to *New Orleans Aviation Board* Clerk 0006

Address *Revaire B. Molline*

Memo *A-7 Special Event Transportation Decal #0241*

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000000800 21

21671144752



2014 Special Event Decal Application

Date: Jun 20, 2014

Copies of the following items are required to be submitted with application for each vehicle

CPNC/Temporary CPNC Vehicle Registration Copy of Certificate of Insurance (each vehicle)

The 2014 Special Event Decal fee is \$50.00 for each vehicle. Money Orders and Cashier's checks accepted only. Please make payable to "New Orleans Aviation Board"

Applicant Name: Tanya Cohn Company Name: Durham School Services

Company Address: [REDACTED]

Email Address: [REDACTED] Phone Number: [REDACTED]

Special Event Decal Period: Jul 16, 2014 Thru Jul 17, 2014

Number or Decals Requested: 1 Type of Service: Airport Shuttle

VIN #: [REDACTED] Make and Model: Thomas; Freightliner

Year: 2011 License Plate #: [REDACTED] Type of vehicle: school bus

Vehicle Color: yellow Passenger Capacity: 47

Applicant Title: Marketing Manager of Lucas Bols USA

Applicant Signature: Tanya Cohn  Date: Jun 20, 2014

FOR OFFICIAL USE ONLY	
Fee Payable to: New Orleans Aviation Board PO Box 20007 New Orleans, LA 70141 504-303-7800 504-303-7566 FAX	Special Event Decal <u>0238</u>
NOTE: Decal payments are non-refundable. A copy of this form signed by an authorized NOAB staff is proof of payment of the \$50.00 fee. Operators should retain a copy as proof of payment and for tax purposes.	Payment Received By: <u>[Signature]</u>
	Date Received: <u>7-15-14</u>
	Type of Payment <u>Money Order</u>
Decal Fee: \$50.00	<u># 22126749895</u>

BUSINESS AUTO DECLARATIONS



POLICY NUMBER

[Redacted Policy Number]

PREVIOUS POLICY NUMBER *

Policyholder Service Office:
Old Republic Risk Management, Inc.
445 South Moorland Road, Suite 300
Brookfield, WI 53005 (877) 797-3400

Producer: #397
Wilts of New York, Inc.
New York, NY

ITEM ONE

NAMED INSURED: National Express Corporation (See Form CA 397 001a 1108)

MAILING ADDRESS: * 4300 Weaver Parkway
Warrenville, IL 60555

POLICY PERIOD: * From: 11/01/13 To: 11/01/14 at 12:01 A.M. Standard Time at your mailing address shown above.

FORM OF BUSINESS: *

CORPORATION INDIVIDUAL LIMITED LIABILITY COMPANY PARTNERSHIP OTHER

IN RETURN FOR THE PAYMENT OF THE PREMIUM, AND SUBJECT TO ALL THE TERMS OF THIS POLICY, WE AGREE WITH YOU TO PROVIDE THE INSURANCE AS STATED IN THIS POLICY.

ITEM TWO

SCHEDULE OF COVERAGES AND COVERED AUTOS

This policy provides only those coverages where a charge is shown in the premium column below. Each of these coverages will apply only to those "autos" shown as covered "autos". "Autos" are shown as covered "autos" for a particular coverage by the entry of one or more of the symbols from the Covered Autos section of the Business Auto Coverage Form next to the name of the coverage.

COVERAGES	COVERED AUTOS	LIMIT ***See Deductible Endorsement	PREMIUM
COVERED AUTOS LIABILITY	1	\$ 5,000,000	\$ 189,462
PERSONAL INJURY PROTECTION (Or Equivalent No-fault Coverage)	5	SEPARATELY STATED IN EACH P.I.P. ENDORSEMENT MINUS \$ *** DED.	\$ Included
ADDED PERSONAL INJURY PROTECTION (Or Equivalent Added No-fault Coverage)		SEPARATELY STATED IN EACH ADDED P.I.P. ENDORSEMENT.	\$
PROPERTY PROTECTION INSURANCE (Michigan Only)	5	SEPARATELY STATED IN THE P.P.I. ENDORSEMENT MINUS \$ *** DED. FOR EACH ACCIDENT.	\$ Included
AUTO MEDICAL PAYMENTS	10	\$ 2,000 (ME only) EACH INSURED	\$ Included
MEDICAL EXPENSE AND INCOME LOSS BENEFITS (Virginia Only)		SEPARATELY STATED IN THE MEDICAL EXPENSE AND INCOME LOSS BENEFITS ENDORSEMENT.	\$
UNINSURED MOTORISTS	6	\$ See UM Forms	\$ Included
UNDERINSURED MOTORISTS (When not included in Uninsured Motorists Coverage)	6	\$ See UM Forms	\$ Included
PHYSICAL DAMAGE COMPREHENSIVE COVERAGE		ACTUAL CASH VALUE OR CDST OF REPAIR, WHICHEVER IS LESS, MINUS \$ DED. FOR EACH COVERED AUTO, BUT NO DEDUCTIBLE APPLIES TO LOSS CAUSED BY FIRE OR LIGHTNING. See ITEM FOUR for Hired or Borrowed "Autos".	\$
PHYSICAL DAMAGE SPECIFIED CAUSES OF LOSS COVERAGE		ACTUAL CASH VALUE OR COST OF REPAIR, WHICHEVER IS LESS, MINUS \$ DED. FOR EACH COVERED AUTO FOR LOSS CAUSED BY MISCHIEF OR VANDALISM. See ITEM FOUR for Hired or Borrowed "Autos".	\$
PHYSICAL DAMAGE COLLISION COVERAGE		ACTUAL CASH VALUE OR COST OF REPAIR, WHICHEVER IS LESS, MINUS \$ DED. FOR EACH COVERED AUTO. See ITEM FOUR for Hired or Borrowed "Autos".	\$
PHYSICAL DAMAGE TOWING AND LABOR		\$ For Each Disablement Of A Private Passenger "Auto".	\$
PREMIUM FOR ENDORSEMENTS			\$
MICHIGAN CCA SURCHARGE			\$ 80,538
ASSESSMENTS AND SURCHARGES			\$ 13,385
**ESTIMATED TOTAL PAYABLE			\$ 283,385

Total Shown is Payable At Inception: \$ 283,385

** This policy may be subject to final audit.

AUDIT PERIOD (if applicable) ANNUALLY SEMI-ANNUALLY QUARTERLY MONTHLY

ENDORSEMENTS ATTACHED TO THIS POLICY: - See Forms Index

COUNTERSIGNED * 02/10/14

(Date)

BY *

Gary Hiao

(Authorized Representative)

* Entry optional if shown in the Common Policy Declarations.

= Forms and Endorsements applicable to this Coverage Part/policy omitted if shown elsewhere in the policy.

THESE DECLARATIONS AND THE COMMON POLICY DECLARATIONS, IF APPLICABLE, TOGETHER WITH THE COMMON POLICY CONDITIONS, COVERAGE FORM(S) AND FORMS AND ENDORSEMENTS, IF ANY, ISSUED TO FORM A PART THEREOF, COMPLETE THE ABOVE NUMBERED POLICY.

CA DEC GN 0003 10 13

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Page 1 of 5

MWTB 300122

National Express Corporation

11/01/2013 - 11/01/2014

0238



New Orleans Aviation Board

Special Event Placard

Event: DURHAM BUS

Date from: 7-15-14 to 7-24-14

VIN #: [REDACTED]



POSTAL MONEY ORDER

Serial Number

22126749895

Year, Month, Day

2014-07-14

Post Office

100016

U.S. Dollars and Cents

\$50.00

DEVAL # 0238

Amount

FIFTY DOLLARS & 00c *****

Pay to

New Orleans Aviation Board

Clerk

Address

From

0002

Memo



Address

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⑆00000800⑆

22126749895⑈

MEMORANDUM OF INTERVIEW

On September 11, 2014, Scott Sturgeon, Contract Manager, United Protection Services (UPS), Louis Armstrong International Airport (LANOIA), was interviewed by Investigators Michael J. Centola and Kristen Morales, City of New Orleans, Office of Inspector General (OIG) in the offices of the LANOIA. After being advised of the identities of the OIG Investigators Sturgeon voluntarily provided the following information:

Sturgeon manages and supervises the individuals who work in the booths which assist passengers into taxi cabs at the LANOIA. UPS has a contract with the LANOIA to perform this service. UPS acquired the contract by purchasing the company that previously held the contract; International Security Management Group.

Sturgeon advised one problem he and his employees encounter is the taxi cabs that recently operating at the LANOIA do not know LANOIA's rules. Sturgeon is confused as to why vehicles with 2013 decals are allowed to operate in both the "short line" and the "long line." (OIG Note: The term "short line" refers to vehicles that transport passengers to locations close to the LANOIA, while the long line refers to vehicles that transport passengers to Orleans Parish.). If a vehicle does not have a decal, the vehicle may operate in the "short line." According to Sturgeon, Larry Bishop, Supervisor, LANOIA, Ground Transportation Center (GTC), issued a verbal order allowing vehicles without decals to operate in the short line. He added that most orders received from Bishop are verbal and not written.

Sturgeon's understanding of a "first out" is when a taxi from the "long line" is given a "short line" trip. A "first out" allows the vehicle when it returns to the LANOIA to proceed to the front of the line as a reward for accepting a "short line" trip and the resulting lower fare. The pass must be used within 24 hours of issuance. A log is kept of all taxis picking up passengers at the LANOIA. This log also contains a record of "first outs" issued. Sturgeon recalled that taxi SC-3 has been issued four "first out" passes in the past month. Sturgeon described the driver as being a black male approximately 50 years old.

Sturgeon understands special event decals are issued to vehicles allowing them to operate in the GTC. Often drivers without decals claim to have Bishop's permission to operate. In situations such as this, Sturgeon would contact Bishop to determine if the driver has Bishop's permission or not. Sturgeon advised that there were times when Bishop would allow, and other times when Bishop would not allow the driver access to the GTC.

MEMORANDUM OF INTERVIEW

On September 12, 2014, Walter Krygowski, Deputy Director (DD), Louis Armstrong International Airport (LANOIA), was interviewed by Investigators Michael J. Centola and Kristen Morales, City of New Orleans, Office of Inspector General (OIG) in the offices of the LANOIA. Krygowski knows the identities of the Investigators and voluntarily provided the following information:

DD Krygowski supervised the employees of the Ground Transportation Center from when he was hired in 2011 until after the Super Bowl held in New Orleans February 2013. He recalled that all taxi cabs, including those from other Parishes, were required to adhere to the requirements of the City of New Orleans to operate at the LANOIA. Cabs were having difficulties meeting the requirement that certain pieces of equipment be installed before the Super Bowl. Cabs not meeting the requirements were allowed to operate during the Super Bowl if they had a documented purchase of the equipment and a documented installation date.

DD Krygowski did not approve of allowing taxis to operate in the "short line" without being registered with the LANOIA. (OIG Note: The term "short Line" refers to vehicles that transport passengers to locations close to the LANOIA and rather than to Orleans Parish.) He recalled discussing the need for taxis to be registered and their Certificate of Public Necessity and Convenience verified with the issuing entity. He was not aware that "short line" taxis were operating at the LANOIA without being registered and decal. He did not approve of this practice nor would he even consider doing so because it would lead to numerous public safety issues.

DD Krygowski knew that transportation companies may request a special event decal. This decal can be issued after proper documentation is submitted and remains valid only for a short period of time.

DD Krygowski recalled advising Bishop to work additional hours to ensure vehicles operating at the airport were registered prior to the Super Bowl.

While DD Krygowski supervised Bishop, he did not receive any complaints regarding Bishop's work duties. He has no knowledge regarding the condition of the administrative files of the GTC. Krygowski expects his employees to perform their job and if they experience a problem they are to address it with Krygowski. Krygowski requires his employees to be accurate in the performance of their jobs by suggesting they verify and check their work for accuracy. He also promotes being ethical in the performance of their duties.

IXAT

8870

Y2M

4105

Taken Sept. 04, 2014
from CPNZ # [REDACTED]

This is the decal that was
originally applied Feb 24, 2014

Someone duplicated
permit.



Taken Sept 03, 2014
from CPNZ # [REDACTED],
The airport decal
[REDACTED] is associated
with another
vehicle

MEMORANDUM OF INTERVIEW

On September 04, 2014, Investigator Kristen M. Morales, City of New Orleans (CNO), Office of Inspector General (OIG) met Jose Rodriguez, Transportation Officer and Al Ponte, Ground Transportation Assistant Manager, Louis Armstrong New Orleans International Airport (LANOIA), at LANOIA, Ground Transportation Department. After being advised of the identity of the OIG Investigator Rodriguez and Ponte voluntarily provided the following information:

Rodriguez and Ponte said that, Larry Bishop, Ground Transportation Manager, has no knowledge or background with taxicabs or the Ground Transportation Department (GTD).

Prior to 2013, LANOIA would issue identification badges to taxicab drivers and affix decals to the windshield of the taxicab that was applying for a LANOIA decal. When Bishop started in 2011, he terminated the process of issuing identification badges. Bishops reasoning for discontinuing identification badges was due to "lack of man power."

Rodriguez and Ponte said that there are many issues within the department. One such issue is a computer; Bishop took the computer away from Rodriguez and Ponte soon after he started. Rodriguez and Ponte said that drivers come to the GTD to apply for a decal and sometimes they end up purchasing a second decal because they have no computer to research the information.

Rodriguez said that Bishop would not allow him to do any research on the decal application packets that were provided to him by the taxicab drivers. He was not allowed to contact other Taxicab Bureaus or Insurance companies to verify the information submitted was correct. Bishop told Rodriguez that any communications needed to be done by him (Bishop).

Rodriguez and Ponte started to "document" Bishop when he would order them to issue decals to taxicab drivers/ transportation companies that were not eligible to receive a decal. Ponte and Rodriguez advised that taxicab drivers and limo drivers from Jefferson Parish were coming to LANOIA to obtain a decal without the required CPNC. When Ponte and Rodriguez declined the drivers, the drivers spoke to Bishop who then ordered Ponte and Rodriguez to issue the decals. Rodriguez and Ponte knew this to be against LANOIA rules and regulations and demanded a statement from Jefferson Parish stating that Jefferson Parish did not require a CPNC to operate a for-hire vehicle. Bishop then supplied them with a letter he authored and advised Rodriguez and Ponte that Jefferson Parish had a current moratorium in place and that is the reason a CPNC is not required for a taxicab driver or limo company to operate at the airport.

Ponte and Rodriguez contacted Al Savage of Jefferson Parish for verification. Savage advised Ponte and Rodriguez that a CPNC has always been required by Jefferson Parish for taxicabs and limos; however; they were not issuing anymore CPNCs at that time. Ponte documented these findings on the same letter Bishop authored 01/09/2014. (**Exhibit 1**)

MEMORANDUM OF INTERVIEW



January 9, 2014

CPNC not required as per Jefferson Parish for this type of Vehicle operation.

L. K. Bishop
Larry Bishop
Ground Transportation Manager

04/09/2014

Mayor, Mitchell J. Landrieu
City of New Orleans

New Orleans Aviation Board

Cheryl Teamer
Chairwoman

Doug Thornton,
Vice-Chairman

Todd Francis
Jim Hudson
Ti Adelaide Martin
Lea Polk Montgomery
Michael Smith
Roger H. Ogden

Iftikhar Ahmad
Director of Aviation

P. O. Box 20007
New Orleans, LA 70141

P: 504-303-7800
F: 504-303-7566

www.flymsy.com

Al Savage of Jeff Parish was contacted on Wednesday April 09, 2014 Regarding Taxi's + Limo's CPNC's Mr. Savage stated Jeff Parish Is not giving out CPNC's to Taxi's or Limo's at this time. Mr. Savage gave his e-mail address: ASavage@ [REDACTED]



January 9, 2014

CPNC not required as per Jefferson Parish for this type of Vehicle operation.

A handwritten signature in black ink, appearing to read "Larry Bishop", written over a horizontal line.

Larry Bishop
Ground Transportation Manager

Mayor, Mitchell J. Landrieu
City of New Orleans

New Orleans Aviation Board

Cheryl Teamer
Chairwoman

Doug Thornton,
Vice-Chairman

Todd Francis
Jim Hudson
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Roger H. Ogden

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Chapter 38 - VEHICLES FOR HIRE

FOOTNOTE(S):

--- (1) ---

Editor's note— Ordinance No. 17980, adopted May 9, 1990, amended Ch. 38 in its entirety to read as herein set forth. Prior to such amendment, Ch. 38 contained similar provisions relative to vehicles for hire which derived from Ch. 19 of the 1961 Code as amended by Ord. Nos. 17021, 17316, 17337, 17338, 17456, 17528 and 17572. Subsequently, Ord. No. 24469, § I, adopted May 1, 2013, amended Ch. 38, in its entirety, to read as herein set out. Prior to inclusion of said ordinance, Ch. 38 pertained to similar subject matter. See also the Code Comparative Table.

Charter reference— Authority to regulate, control, grant franchise, or operate public transportation systems, § 1.01(7).

Cross reference— Department of transit administration, §§ 2-513—2-515; railroads, Ch. 28; roads and bridges, Ch. 29; traffic and motor vehicles, Ch. 36; vehicles for hire must use bus bays, when provided for loading and unloading of passengers, § 36-98.

State Law reference— Regulation by local governments of private for hire vehicles, R.S. 33:4792.

ARTICLE I. - IN GENERAL

Sec. 38-1. - Definitions.

The following words and phrases when used in this chapter shall have the meanings as set out herein:

Certificate or *C.P.N.C.* means a certificate of public necessity and convenience issued by Jefferson Parish, authorizing the holder to conduct a taxicab business in the parish.

Department means the department of property maintenance zoning/quality of life.

Director means the director of the department of inspection and code enforcement, or the director's duly appointed agent(s), including but not limited to the department of citizen's affairs and/or the department of transit administration.

Dispatch station means a physical location with dispatching via two-way communications or mobile self-dispatching via hands-free mobile communications.

Driver includes every person in charge of, driving or operating any vehicle mentioned in this chapter, either as agent, employee or otherwise.

Driver's permit means the permission granted by Jefferson Parish to a person to drive a taxicab upon the streets of the parish.

For-hire vehicle means a public passenger vehicle, including limousines, for hire only at a charge of fare for each passenger per trip or for each vehicle per trip fixed by agreement in advance or by the length of time for which the vehicle is engaged.

Manifest means a daily record prepared by a taxicab driver of all trips made by said driver showing time and place of origin, destination, number of passengers, and the amount of fare of each trip.

Narcotic drugs include "coca" leaves, opium, cannabis, marijuana, isonipecaïn and every synthetic substance known to have narcotic action, being further defined as, but not limited to the following:

- (1) Coca leaves includes cocaines and any preparation of coca leaves except derivatives from which cocaine and econine cannot be synthesized;

- (2) Opium includes morphine, codeine and heroin and any preparation of opium, but not including apomorphine or any of its salts;
- (3) Cannabis includes all parts of the plant *Cannabis sativa* L., and every compound, mixture, salt, derivative or preparation, but does not include fibers, oils, or sterilized seeds of such plant which are incapable of germination;
- (4) Marijuana includes the plant or any of its derivatives, or any article which either in whole or in part contains quantity, dried or otherwise, of the Mexican plant marijuana;
- (5) Isonipecaine or any salt thereof by whatever trade name identified;
- (6) Synthetic substances such as dilaudid, methadone, etc., and all others having a narcotic effect on the human system;
- (7) The salts and derivatives of barbituric acid (malonylurea) or preparations, all hypnotic and/or somnifacient drugs whether or not derivatives of barbituric acid;
- (8) Central nervous system stimulant means amphetamine and desoxyephedrine, and any derivative, compound, mixture or preparation thereof.

Owner means any person, firm, partnership or corporation that is the legal registered owner of vehicles defined in this section.

Person includes any individual, a corporation or other legal entity, a partnership, and any unincorporated association owning, driving, controlling or operating any motor vehicle defined in and regulated by this section.

Sightseeing vehicle and buses mean any for-hire passenger vehicle used principally on sightseeing tours at a charge or fare per passenger for each tour fixed by agreement in advance or for hire otherwise at a charge for each vehicle per trip fixed by agreement in advance.

Street means the parking and travel lanes of any public street, avenue, road, boulevard, alley, lane, highway, drive, or the parking and travel lanes of any public park, railroad station, depot, airport, ferry landing, or the parking and travel lanes of any other public place under control of the parish which are used regularly or may be used by taxicabs to pick up or discharge passengers.

Taxicab or *taxi* means any motor vehicle duly licensed to be operated as such by the parish, which is used for the transportation of passengers or packages over a route or to a destination that is controlled by the passenger or passengers.

Taxicab stand means a place where taxicabs are permitted to park as well as to pick up and to discharge passengers.

Taxicab zone means a place where taxicabs shall be permitted to pick up and discharge passengers, but not to park.

Taximeter means a mechanical or electronic instrument or device by which the charge for hire is mechanically or electronically calculated either for waiting time, for the distance traveled, or for both, and upon which such charge shall be indicated by means of figures. The taximeter must not be adjusted or programmed in any way to record any charge other than that established by ordinance.

(Ord. No. 24469, § 1, 5-1-13; Ord. No. 24727, § 1, 4-9-14)

Sec. 38-2. - Exemptions from chapter.

- (a) The provisions of this chapter shall not apply to vehicles operated by a local transit service over a definite and fixed route or to any vehicles operating under franchises or indeterminate permits issued by the parish.
- (b) The provisions in this chapter shall not apply to limousines operated in the course of wedding and funeral services.

(Ord. No. 24469, § 1, 5-1-13)

Sec. 38-3. - Duties and powers of the department.

- (a) It shall be the duty of the director of the department to see that all applications to own or operate taxicabs conform to all requirements established by this chapter. The department of citizen's affairs and/or the department of transit administration and/or any other duly appointed agent(s) may, when so requested by the director collaborate to perform related duties on behalf of the director.
- (b) The department may make and incorporate such rules and regulations and prescribe such forms as are necessary to carry out the provisions of this chapter. These provisions shall include, but not be limited to:
 - (1) The right to limit the number of taxicabs operating in the parish;
 - (2) The right to designate taxicab stands and zones on the public streets of the parish;
 - (3) The right to approve or disapprove all stand locations and any contracts regarding such locations on private property;
 - (4) The right to limit to the number of C.P.N.C.'s issued. Such limits may be increased or decreased by the department, and ratification by the parish council;
 - (5) The right to approve persons in the taximeter servicing and inspection business residing in the parish;
 - (6) The right to designate the maximum age of a vehicle used for transportation;
 - (7) The right to require running boards on vehicles deemed inordinately high for the access and discharge of passengers.

(Ord. No. 24469, § 1, 5-1-13; Ord. No. 24727, § 2, 4-9-14)

Sec. 38-4. - Operation by taxicabs licensed elsewhere.

- (a) No owner or operator of any vehicle authorized to operate in any parish other than the Parish of Jefferson or in any political subdivision thereof shall stop or park anywhere on the parish's streets where such stopping or parking is now limited to any taxicab or other for-hire vehicle operated under a C.P.N.C. from the parish, or stop or park anywhere in the parish with intent to violate this chapter. Nor shall any such owner or operator of any such vehicle operate the vehicle in any manner contrary to the provisions of any law of this state or the ordinances of this parish. Nor shall any such owner or operator of any such vehicle at any time utilize taxicab stands established for the use of taxicabs authorized to operate in the parish.
- (b) Taxicabs and other for-hire vehicles authorized to operate in any jurisdiction other than the Parish of Jefferson may transport passengers from such jurisdiction to a destination within or beyond the Parish of Jefferson. No owner or operator of such taxicab or other for-hire vehicle shall accept a fare, or transport a passenger for-hire, within the Parish of Jefferson for delivery within the Parish of Jefferson, or from within the Parish of Jefferson to another jurisdiction.
- (c) The prohibition in section (b) above prohibiting the owner or operator of a taxicab or other for-hire vehicle authorized to operate in any other parish, or subdivision thereof, from accepting a fare, or transporting a passenger for-hire, within the Parish of Jefferson for delivery within the Parish of Jefferson, or from within the Parish of Jefferson to another parish shall not apply to taxicabs or other for-hire vehicles authorized to operate in any other parish, or subdivision thereof provided said taxicabs or other for-hire vehicles are performing services pursuant to a contract with the Regional Transit Authority (RTA) to provide paratransit services to the Regional Transit Authority (RTA) and actually performing services under said contract and transporting a passenger certified as a user with the Jefferson Parish Mobility Impaired Transit System (MITS) and/or the Regional Transit Authority LIFT System (LIFT) at a MITS/LIFT connecting location within Jefferson Parish as designated by the Jefferson Parish Office of Transit Administration.

(Ord. No. 24469, § 1, 5-1-13; Ord. No. 22807, § 11, 7-19-06)

Sec. 38-5. - Taxicab zones and stands.

The director is hereby authorized to designate the location of taxicab and other for-hire vehicle stands on the streets and other public and private places in the parish. Such stands shall be marked by appropriate signs and shall be reserved exclusively for the parking of taxicabs, or other for-hire vehicles, as specified by such signs, while waiting to pick up passengers for hire.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-6. - Regulations for owners.

All taxicab owners shall comply with the following regulations:

- (1) Require drivers to have valid permits;
- (2) Report any driver to the department of inspection and code enforcement who, in his opinion, is not qualified to hold a driver's permit, stating the reason therefor;
- (3) Only vehicles having four (4) or more doors may be used as taxicabs with the four-door requirement being waived only for minivans;
- (4) Furnish to the department all reports that the department may require.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 3, 4-9-14)

Sec. 38-7. - Taxicab inspection station.

- (a) There shall be a taxicab inspection station established and located by the department. The taxicab inspection station shall be manned by the department or its agent and/or contractor, and shall be approved by the director of the department. At this station, the general condition of the taxicab with relation to safety, advertising, and metering devices shall be determined.
- (b) Every taxicab shall be inspected semi-annually and a new inspection stamp shall be issued semi-annually upon approval of the inspector that such taxicab is in a condition to continue safe operation for the public necessity and convenience. Vehicles in an unsafe condition may be condemned by the department. Such reports by the inspector shall be on forms supplied by the department.
- (c) The fee for such semi-annual inspection stamp shall be twenty dollars (\$20.00) and such stamp shall be displayed on the inside of the front right windshield of the taxicab. Failure to obtain the inspection stamp within the specified time shall result in the payment of a ten dollar (\$10.00) delinquent fee. It shall be unlawful to operate without such inspection stamp.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 4, 4-9-14)

Sec. 38-8. - Designation of taxicabs.

- (a) Each taxicab shall bear on the front, rear and both sides the C.P.N.C. number not less than three (3) inches in height and one-half ($\frac{1}{2}$) inch in vertical strokes.
- (b) Each taxicab shall bear on each side the owner's name not less than two (2) inches in height and one-half ($\frac{1}{2}$) inch in vertical strokes.
- (c) No vehicle covered by the terms of this chapter whose color scheme, identifying design, monogram, or insignia used on a vehicle or vehicles already operating under this chapter, shall be certified.
- (d) No vehicle already certified shall change color scheme, designs, etc., to imitate other taxicabs in such a manner as to be misleading or tend to deceive the public. The C.P.N.C. covering such taxicabs may be suspended or revoked.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-9. - Taximeters.

- (a) All taxicabs shall be equipped with taximeters fastened in front of the passengers, visible to them at all times day and night. Such taximeters shall be operated mechanically or electronically; driven either from the transmission, or speedometer cable, or from one (1) of the front wheels by a flexible and permanently attached driving mechanism. They shall be sealed at all points and connections which, if manipulated, would affect their correct reading and recording.
- (b) Taximeters shall be subject to inspection by the department. Any member of the department, with or without complaint, is authorized to inspect any meter and, upon discovery of any inaccuracy, shall notify the person operating the taxicab to cease operation until the taximeter is repaired and in required working condition. There shall be no charge for such special inspections.

(Ord. No. 24469, § 1, 5-1-13; Ord. No. 24727, § 5, 4-9-14)

Sec. 38-10. - Rates and rate cards.

- (a) *Legal fares.* It shall be unlawful for any person to ask, demand or collect any rate of fare other than as specified herein for use of any taxicab, sightseeing vehicle, or other for-hire vehicle regulated by this chapter.
- (b) *Rates and charges to be posted.* The owner of each vehicle regulated by the provisions of this chapter shall post therein the rates and charges specified herein which are applicable to the vehicle, and it shall be unlawful for any person to operate same unless the rates and charges are posted as prescribed herein. Such rates and charges specified herein shall be printed in legible type on a card or sticker not less than four (4) inches by seven (7) inches, shall be posted in a conspicuous place in the rear windows of the vehicle facing in, and shall be so arranged that passengers can readily determine the exact rate of fare and charges payable by them.
- (c) *Sightseeing vehicles and buses.* Sightseeing vehicles must post the rate for each tour offered to the public or provide to the prospective passenger in advance of the tour an information sheet or folder outlining the points of interest to be visited and the cost of the tour.
- (d) *Meter fare, personalized service:*
 - (1) *Meter fare.* The fare shall be three dollars and fifty cents (\$3.50) for the first one-eighth (1/8) mile or forty (40) seconds and twenty-five cents (\$0.25) for each additional one-eighth (1/8;) mile or forty (40) seconds.
 - (2) *Personalized service.* Whenever a taxi driver is called upon to render a time-consuming personalized service beyond his normal transportation of passengers, the minimum fare shall be six dollars (\$6.00). An acceptance of this charge shall be agreed to between the parties prior to the trip. This provision shall apply for chauffeur hand-carried packages up to and not exceeding four (4) when accompanied by passenger. Passenger-carried packages are not subject to minimum charge rules.
 - (3) *Meter inspections.* There shall be a thirty-day extension from the adoption date of any fare change of this section to hold inspections of taxicab meters. This extension will allow the new rates to go into effect to offset meter inspection fees.
- (e) *Taxicab hourly rate.* Whenever a taxicab is chartered by the hour, such arrangement shall be made between the driver and passenger at the start of the charter trip, and the rate shall be thirty dollars (\$30.00) an hour for a minimum of two (2) hours.
- (f) *Taxicab rates for additional passengers.* An additional charge of one dollar (\$1.00) per person for all passengers over one (1) shall be charged.
- (g) *Airport rates—Louis Armstrong International Airport.*
 - (1) Fares from Louis Armstrong International Airport to the City of New Orleans shall be the same rate as set for the airport by the City of New Orleans.
 - (2) Fares to and from anywhere in Jefferson Parish, outside the city limits of Kenner and Gretna shall be:

- a. *Kenner East City Limits*: Bounded by the Lake, Roosevelt Boulevard, Illinois Central Railroad, David Drive/Power Boulevard, up to but not including David Drive, shall be eighteen dollars (\$18.00) for one (1) or two (2) passengers, or nine dollars (\$9.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
 - b. *River Ridge*: Bounded by Illinois Central Railroad, Filmore Street, the River and Folse Street and Hickory Avenue, up to but not including Folse Street and Hickory Avenue, shall be eighteen dollars (\$18.00) for one (1) or two (2) passengers, or nine dollars (\$9.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
 - c. *David Drive/Power Boulevard*: Bounded by the Lake, David Drive, Power Boulevard, Illinois Central Railroad, Clearview Parkway, up to but not including Clearview Parkway, shall be twenty dollars (\$20.00) for one (1) or two (2) passengers, or ten dollars (\$10.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
 - d. *Harahan*: Bounded by Illinois Central Railroad, Folse Street and Hickory Avenue, the River and Clearview Parkway, up to but not including Clearview Parkway, shall be twenty dollars (\$20.00) for one (1) or two (2) passengers, or ten dollars (\$10.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
 - e. *Clearview Parkway*: Bounded by the Lake, Clearview Parkway, the River, and Causeway Boulevard, up to but not including Causeway Boulevard, shall be twenty-two dollars (\$22.00) for one (1) or two (2) passengers, or eleven dollars (\$11.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
 - f. *Causeway Boulevard*: Bounded by the Lake, Causeway Boulevard, the River and Jefferson/Orleans Parish line (17th St. Canal), shall be twenty-four dollars (\$24.00) for one (1) or two (2) passengers, or twelve dollars (\$12.00) per person for three (3) or more passengers, or meter reading, whichever is greater.
- (3) Fares to or from any Westbank location shall be:
- a. *Gretna to Waggaman South of the Mississippi River to Lapalco Boulevard*: A flat rate of forty dollars (\$40.00).
 - b. *Gretna to Waggaman South of Lapalco and beyond, i.e., Estelle, Orleans Village, etc.*: A flat rate of forty-five dollars (\$45.00).
 - c. *Belle Chase to Alvin Callendar Field and Lower Coast Algiers*: A flat rate of fifty dollars (\$50.00).

An additional charge of one dollar (\$1.00) shall be charged for crossing the Crescent City Connection or Huey P. Long Bridge and in addition, any ferriage or bridge tolls computed on a round trip basis shall be added to the fare.

(h) *Special events rates*:

- (1) *Special events*: Special event fares apply to the transporting of passengers to or from any festival, concert, parade, professional or collegiate sporting event, convention and/or an event occurring at any arena or stadium within the Greater New Orleans area.
- (2) *Rate*: For special events taxicabs may charge a special events fare, which shall consist of the metered fare plus five dollars (\$5.00) per person.
- (3) When authorized, the special event fare may be charged for trips to and from the special event site, beginning two (2) hours before and ending two (2) hours after the special event. The special event fare may also be charged beginning three (3) hours before and ending three (3) hours after any parade from 4:00 p.m. on the Friday prior to Mardi Gras through midnight Mardi Gras day.
- (4) Except as specified above for taxicabs, it shall be unlawful for any person to charge or collect the special event fare, or to charge or collect any other fare or remuneration on a per person basis for transportation of passengers in vehicles subject to the provisions of this chapter.

However, any holder of a valid C.P.N.C. issued pursuant to the provisions of this chapter shall be permitted to hire or rent the hire vehicle under his control on a charter basis as described in this article hereinabove.

(5) For special events not anticipated herein, the director may permit the charging of the special event fare.

- (i) *Taxicab fuel surcharge.* A fuel surcharge of two dollars (\$2.00) is authorized and shall be charged per completed trip only when said surcharge is in effect. The Jefferson Parish Council may suspend, increase, or decrease this surcharge by resolution.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 6, 4-9-14)

Sec. 38-11. - Refusal of passenger to pay legal fare.

- (a) It shall be unlawful for any person to refuse to pay the legal fare of any vehicles mentioned in this chapter after having hired same, and it shall be unlawful for any person to hire any vehicle with intent to defraud the person from whom it is hired of the value of such service.
- (b) Any person violating the provisions of section 38-11(a) shall be subject to the penalty provided in section 1-10 and section 1-11 of this Code and/or applicable state statutes.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-11.1. - Unlawful to request gratuities for procuring passengers.

- (a) It shall be unlawful for any person or business to require payments or gratuities from the operator of any taxi or for-hire vehicle in order to procure passengers or packages for said vehicle.
- (b) Should a valid written service contract pre-exist between the parties, the provisions of paragraph (a) of this section shall apply to all payments or gratuities above and beyond those set forth in the written agreement.
- (c) Any person violating the provisions of section 38-11.1(a) shall be subject to the penalties provided in section 1-10 and section 1-11 of this Code.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-12. - Service contracts reports.

Upon request all drivers and holders of C.P.N.C.'s shall file with the department copies of all contracts, agreements, arrangements, or other forms of contracts together with annual gross receipts relating to the furnishing of taxicab stands or cab service to any hotel, motel, hospital, business place or place of public gathering, and whether such arrangement is made with any corporation, firm or association with which the holder may be interested or connected. (Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 7, 4-9-14)

Sec. 38-12.1. - Notice of contracts.

All hotels, motels, hospitals, business places or places of public gathering which have exclusive service contract agreements with particular for-hire vehicle owners or companies shall have conspicuously posted for any guest or patron seeking a for-hire vehicle, a notice disclosing said agreement. The notice shall also contain a statement that the individual seeking a for-hire vehicle shall have the right to select any vehicle he chooses, as allowed by this chapter, regardless of any service agreement.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-13. - Advertising generally.

No sign, device or poster, whether permanent or temporary, shall be placed, carried on or inside any vehicle regulated by this chapter without inspection by the department.

- (1) *To authorize advertising.* The director of the department is hereby authorized to permit the installation of advertising cards on the top roof area or the rear of the trunk or inside vehicles governed by this chapter.
- (2) *Certain advertising prohibited.* It shall be unlawful for any advertisement to carry pictures, designs or language that is obscene as defined by LSA R.S. 14:106(A)(3) or that would adversely affect the morals or in any way be contrary to the welfare of minors and children.
- (3) *Advertisement holder required.* All advertisements shall be enclosed only in a shatter proof, splinter proof card holder covered by a shatter proof, fire resistant, transparent material which shall be constructed and located in such a manner as to provide no safety hazard to either the driver or passenger.
- (4) *Advertisement holder insurance required.* The department administration shall check each taxicab specified in this chapter for insurance with regard to advertisement holders and any taxicab carrying an advertisement holder without insurance shall not be permitted to operate until insurance is obtained for the advertisement holder. The insurance coverage shall be the same as stated in section 38-43.2
- (5) *Holder not to interfere with passengers.* No advertising sign, poster, or advertising card holder, official notice, identification card or sticker required by any provisions of this chapter shall be placed in such a position on or within the vehicle as to interfere with the use of the vehicle by passengers or with any equipment of such vehicle.
- (6) *Maintenance of advertising materials.* Advertising, when placed in or on a vehicle, shall be maintained in a clean, neat and uniform manner. Soiled, torn or other defaced advertisements shall be removed immediately from the advertising card holder.
- (7) *Inspection of advertising card/poster holder.*
 - a. Each licensed vehicle owner who has installed an approved advertising card holder in or on the vehicle pursuant to the provisions contained herein shall submit said vehicle for inspection prior to placing said vehicle in operation.
 - b. Vehicles on or in which approved advertising cardholders have been installed shall be subject to inspections semiannually, and such vehicles that fail to obtain such inspection shall be subject to such penalties as are provided by this chapter.
 - c. Upon successful completion of the inspection, the department shall issue a sticker.
- (8) *Advertising holder inspection fee.* There shall be an annual fee of twenty-five dollars (\$25.00) for advertising holders, payable in semi-annual installments of twelve dollars and fifty cents (\$12.50) at the time of inspection.
- (9) *Penalties for violation of advertising privileges.* Failure to comply in any manner with the provisions of this section by any taxi firm, agent, owner, or operator of any vehicle governed by this article, or any other person, shall subject the offender to such fines and penalties as are provided by this chapter as well as to the temporary or permanent removal of all advertising material from the vehicle of such owner, operator, agent or firm. The privilege to advertise in vehicles covered by this division may be suspended or revoked by the director of the department following due notice and a hearing.

(Ord. No. 24469, § 1, 5-1-13; Ord. No. 24727, § 8, 4-9-14)

Sec. 38-14. - For-hire vehicles.

- (a) The department is hereby given the authority to regulate all for-hire vehicles, including limousines operating within the Parish of Jefferson. With the exception of taxicabs, it shall be unlawful for any person to operate or drive a for-hire vehicle equipped with a meter which registers a charge or fare

or indicates the distance traveled by which the charge or fare to be paid by a passenger is measured.

- (b) All rules and regulations applicable to owners and drivers of taxicabs operating within Jefferson Parish that are not inconsistent with this section shall also apply to owners and drivers of all other for-hire vehicles.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 9, 4-9-14)

Sec. 38-15. - Sightseeing vehicles and buses.

- (a) Sightseeing vehicles and buses shall not be used for transportation of passengers for hire except on sightseeing tours or chartered trips.
- (b) All circulars, leaflets, posters, pamphlets, or any other advertising matter describing any trip, tour or excursion must receive the approval of the department prior to display or distribution to the public.
- (c) All sightseeing businesses or agents operating on the streets of the parish must be approved and regulated by the department.
- (d) A schedule of rates of fare for each type of trip or tour shall be filed with the department.
- (e) A schedule of rates charged for each trip or tour shall be conspicuously displayed at the starting point upon a sign attached to the bus as near to the entrance as practicable during the time the passengers are entering such vehicle and shall remain thereon until it departs.
- (f) The owner, his agent, operator, sightseeing guide or lecturer shall not charge nor attempt to charge any passenger a sum greater than that set forth in the rate schedule.
- (g) The owner, or his agent, upon request, shall deliver to all passengers upon payment of fare, a printed receipt indicating the amount of fare paid, the description or designated number of the trip and the time scheduled for the bus to leave the starting point.
- (h) A sightseeing bus shall operate on a prescribed route when one is so designated.
- (i) The owner or agent shall keep a permanent daily record of each trip, tour or excursion made. This record shall be available to the department at all times and shall contain the following information:
 - (1) Date and time of the start and termination of the trip, tour or excursion;
 - (2) Name of the person who contracted or solicited the passengers or who contracted for the specific trip, tour or excursion;
 - (3) The name of the person acting as the guide or lecturer during the trip, tour or excursion;
 - (4) The name and driver's permit number of the operator of the vehicle;
 - (5) The sightseeing vehicle's C.P.N.C. number and state license plate number.
- (j) The provisions of this section shall not apply to vehicles exclusively hired or engaged under a contract for a special trip or excursion.
- (k) All rules and regulations applicable to owners and drivers of parish taxicabs that are not inconsistent with this section shall also apply to owners and drivers of sightseeing vehicles.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 10, 4-9-14)

Sec. 38-16. - Sheriff and courts to assist.

All officers and members of the parish sheriff's office and the first parish court, second parish court and Twenty-Fourth Judicial District Court personnel shall assist the department of or enforcement agents in the necessary performance of their duty when so requested.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 11, 4-9-14)

Sec. 38-17. - Parking in residential areas prohibited; exception.

- (a) Except as provided in this section and section 38-5, it shall be unlawful for any person who operates, drives or controls a taxicab or for-hire vehicle to stop, stand or park such a vehicle for any length of time on a street in a residential district other than for the expeditious unloading or loading of passengers.
- (b) Subject to the provisions of any applicable law or regulation regarding the parking, stopping or standing of private vehicles, no owner or driver of a taxicab having a valid taxicab driver's permit issued under the provisions of this division shall be prohibited by the provisions of this section from parking his taxicab upon his residential premises or upon the street within the immediate vicinity of his residence of record as long as he continues to reside thereat; provided, that such vehicle is not then being used or offered for use as a taxicab; and provided further, that no taxicab shall be parked at any place or time when such parking of taxicabs is prohibited by any applicable law or regulation other than the provisions of this section; and provided further, that the applicable provisions of the comprehensive zoning ordinance are complied with. However, in no event shall the number of such taxicabs at or in the vicinity of any residential premises exceed the number of residents thereat having valid taxicab driver's permits.

(Ord. No. 24469, § I, 5-1-13)

Secs. 38-18—38-31. - Reserved.

ARTICLE II. - CERTIFICATE OF PUBLIC NECESSITY AND CONVENIENCE (C.P.N.C.)

Sec. 38-32. - Required.

- (a) No person shall operate or permit a vehicle owned or controlled by him to be operated as a vehicle for hire upon the streets of the parish without having first obtained a certificate of public necessity and convenience (C.P.N.C.) from the department as provided in this article. Public necessity and convenience shall determine the requirements of a C.P.N.C. certificate.
- (b) Any person who shall operate a public carrier vehicle upon any street without complying with or in violation of, any provision herein shall be guilty of a misdemeanor, and shall be fined no more than the maximum allowable by law.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 12, 4-9-14)

Sec. 38-33. - Application.

- (a) There shall be a limit of C.P.N.C. certificates issued not to exceed three hundred four (304) to be issued at the discretion of the director of the department.
- (b) When certificates are not available and/or exceed the limit as set out by the director of the department, a list of applicants will be established and maintained with the department of persons applying for such permits in this area; this seniority will apply to permits available.
- (c) An application for a certificate shall be filed with the department upon forms provided by the department and shall furnish the following information:
 - (1) The name of the applicant;
 - (2) Business and home address;
 - (3) Names and addresses of partners, officers, or other interested persons;
 - (4) Description of vehicle;
 - (5) Name and address of bonding or insurance company;
 - (6) Such further information as the department may require;

- (7) Home and mobile telephone number;
- (8) Emergency contact person and telephone number.
- (d) A C.P.N.C. shall not be issued to an owner who possesses a C.P.N.C. on the same vehicle from another parish or a municipality not located within the Parish of Jefferson. This provision shall only apply to taxis.
- (e) In addition to the foregoing requirements, each applicant shall furnish a written statement from the insurance company signed by an authorized officer of such company stating the applicant will be accepted for liability coverage under the terms of this chapter, with respect to each vehicle for which an application has been made, if the application is approved.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 13, 4-9-14)

Sec. 38-34. - Dispatch station.

A taxicab business operating within the Parish of Jefferson shall have at least one (1) dispatch station within the Parish of Jefferson.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-35. - Reserved.

Sec. 38-36. - Issuance or denial of C.P.N.C.

- (a) All items of the C.P.N.C. application shall be correct, otherwise the application shall be denied, or the C.P.N.C. revoked if the inaccuracy is discovered after the C.P.N.C. has been issued.
- (b) An applicant who is denied a C.P.N.C. shall be given written reasons for the denial and may, within ten (10) days of receipt of written reasons, request a hearing before the bureau of administrative adjudication in which to present a defense.
- (c) In the event the hearing results in an affirmation of the denial of a C.P.N.C., the applicant may appeal to the Twenty-Fourth Judicial District Court for the Parish of Jefferson for relief from the denial.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-37. - Suspension and revocation of C.P.N.C.

- (a) Certificates issued under the provisions of this article may be suspended for a period not to exceed ninety (90) days or permanently revoked by the department upon approval by the director if the holder:
 - (1) Has violated any of the provisions of this chapter; or
 - (2) Discontinued operations for more than one hundred twenty (120) consecutive days; or
 - (3) Violated any city, state or federal laws, which in the exercise of reasonable and sound discretion reflect unfavorably on the fitness of the holder to offer public transportation.
- (b) In the event of suspension or revocation of a C.P.N.C., the holder will be afforded the right to a hearing and judicial relief as set forth in sections 38-36(b) and (c). The holder shall be given written notice and afforded a hearing before the bureau of administrative adjudication-in which to present a defense.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 14, 4-9-14)

Sec. 38-37.1. - Six-month prohibition against re-application for C.P.N.C. after revocation or denial.

- (a) A person whose C.P.N.C. has been revoked or whose application has been denied pursuant to this article shall be permitted to file a reapplication for a C.P.N.C. under this chapter after a period of six

(6) months after the final disposition of such revocation or denial. The applicant shall meet all requirements and qualifications provided in this chapter for an original applicant, and must show to the department that all disqualifying factors no longer exist.

- (b) In the event the reapplication is denied, the applicant will be afforded the right to a hearing and judicial relief as set forth in sections 38-36(b) and (c).
- (c) A person whose reapplication has been denied by the department and/or the appropriate court may not seek further reapplication.
- (d) In the event the reapplication is granted, the applicant will be issued a one-year probationary C.P.N.C. Such probationary license or permit shall be revocable by the director of the department for any violation of this chapter after an appropriate hearing as set forth in sections 38-36(b) and (c).
- (e) The holder of a probationary C.P.N.C. which has been revoked may not seek further reapplication.
- (f) At the end of the probationary period, an individual may apply for a permanent C.P.N.C., upon meeting all requirements and qualifications provided in this chapter for an original applicant.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 15, 4-9-14)

Sec. 38-38. - Fees.

- (a) No C.P.N.C. shall be issued or continued unless the holder has paid an annual certificate fee of two hundred dollars (\$200.00) to the cashier's section of the department each year for each vehicle operated under a C.P.N.C. Fees may be prorated.
- (b) Failure to obtain a C.P.N.C. within the specified time shall result in the payment of a twenty-dollar (\$20.00) delinquency fee. A C.P.N.C. obtained within the one-month grace period shall require the payment of a twenty dollar (\$20.00) delinquent fee.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 16, 4-9-14)

Sec. 38-39. - Display.

The C.P.N.C. sticker shall be affixed on the front passenger side windshield of a vehicle.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-40. - Transfer; reissuance.

- (a) No C.P.N.C. may be sold, mortgaged or transferred without the express written consent of the department.
- (b) Upon the voluntary sale or transfer of a taxicab by the holder of a certificate or his legal representative, the certificate holder shall immediately notify the department of his intention to replace such taxicab, or shall surrender his C.P.N.C. If the C.P.N.C. is surrendered, the vendee or transferee may make application to the department for the C.P.N.C. of the taxicab. A new C.P.N.C. may then be issued by the department in place of the C.P.N.C. so surrendered, provided the applicant has demonstrated to the satisfaction of the department that he is qualified to assume the duties and obligations of a taxicab owner, as imposed by the provisions hereof.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 17, 4-9-14)

Sec. 38-41. - Replacement of vehicles; revocation of C.P.N.C. for nonuse.

- (a) The holder of a C.P.N.C. shall be ordered by the department to replace his taxicab where it appears that the taxicab no longer meets with the reasonable standards of safe operation prescribed by the department. Upon failure of the owner to comply with any such order within one hundred twenty (120) days after service thereof, the C.P.N.C. shall be deemed to have been abandoned by nonuse.
- (b) The department shall revoke any taxicab C.P.N.C. for nonuse, if it shall determine that the taxicab has not been operated for one hundred twenty (120) consecutive days, provided that such failure to

operate shall not have been caused by strike, riot, war or other public catastrophe, or if the owner has sold his taxicab and has failed to replace the taxicab within one hundred twenty (120) days from the date of sale.

- (c) If it is shown to the director of the department by competent proof that an owner-driver has been disabled through illness, his C.P.N.C. shall not be revoked because of such nonuse as provided in this section.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 18, 4-9-14)

Sec. 38-42. - Expiration and renewal.

Each C.P.N.C. in good standing shall be renewable during a two-month period beginning with the first day of December of the year of expiration and extending through the last day of January of the year for which renewal is sought. Such renewal is subject to the payment of the annual fee and provided all other requirements of this chapter are complied with may be issued within one (1) calendar month of its expiration provided that a late fee is paid. A C.P.N.C. that exceeds the one-month grace period stated above shall be invalid.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-43. - Liability insurance prerequisite.

No C.P.N.C. shall be issued or continued, nor shall any for-hire vehicle subject to the provisions of this chapter be permitted to operate on the streets of Jefferson Parish unless there is in full force liability insurance for each vehicle authorized in the amounts as specified hereinafter in this article.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-43.1. - Insurance required.

The holder of a C.P.N.C. shall be subject to a continuous check of the liability coverage of each taxicab and for-hire vehicle specified in this chapter and shall not permit any such vehicle to operate without the required coverage.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-43.2. - Coverage by insurance policy.

An insurance policy submitted to the department to provide coverage provided by this article shall:

- (1) Be written by either an "admitted" company or a surplus line company certified to do business in this state, provided that if same be written in a surplus line company, such company shall have a minimum rating with A.M. Best Company of A, Class IX.;
- (2) Be issued to such person, persons, firm or corporation for a six-month time period or greater and at all times, without any lapse in coverage, remain in full force and effect;
- (3) Be in the amounts specified in and shall conform to all the requirements of this division;
- (4) Be written so that if any payments are to be made in accordance with the provisions of the policy, such payments will be made from the first dollar up to the limit of liability shown in the policy;
- (5) Stipulate that anyone who may sustain damage to their person or property resulting from the negligent operation of vehicles for hire shall have a right of action on said policy as fully and to the same extent as if said policy were made and executed directly in favor of the claimant for such damages and anyone sustaining damage shall have the right of action directly against the insurer in accordance with La. R.S. 22:1269; and
- (6) Contain a clause providing ten (10) days' notice by e-mail or certified mail of expiration or cancellation to be given to the department taxicab division as well as to the policy holder.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 19, 4-9-14)

Sec. 38-43.3. - Revocation of for-hire vehicle C.P.N.C. for failure to provide liability coverage.

C.P.N.C. holders shall furnish the department with satisfactory evidence of required legal liability coverage prior to the expiration of the first seven (7) days of the ten (10) days notice of cancellation by their insurance company. Upon the second notice of cancellation within a twelve-month period, the C.P.N.C. may be subject to revocation.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 20, 4-9-14)

Sec. 38-44. - Liability coverage for taxicabs and for-hire vehicles licensed to carry nine passengers or less.

The liability coverage for a taxicab and/or for-hire vehicle licensed to carry nine (9) or fewer persons shall be represented by a policy of liability insurance issued by an insurance company for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damages by reason of bodily injury to, or death of, any one (1) person resulting from any one (1) accident, and, subject to said limit for one (1) person; for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damages by reason of bodily injury to or death of, two (2) or more persons, resulting from any one (1) accident; and for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damage to property resulting from any one (1) accident, by reason of the ownership, operation, maintenance or use of such vehicle.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-45. - Required liability coverage for limousines and for-hire vehicles licensed to carry more than nine passengers.

Liability coverage for a limousine and/or a for-hire vehicle licensed to carry over nine (9) persons shall be represented by a policy of liability insurance issued by an insurance company for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damages by reason of bodily injury to, or death of, any one (1) person resulting from any one (1) accident, and, subject to said limit for one (1) person, for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damages by reason of bodily injury to, or death of, two (2) or more persons resulting from any one (1) accident; and for payment of a sum not less than the then current minimum insurance requirements of the State of Louisiana to satisfy all claims for damage to property resulting from any one (1) accident by reason of the ownership, operation, maintenance or use of such vehicle.

(Ord. No. 24469, § I, 5-1-13)

Secs. 38-46—38-59. - Reserved.

ARTICLE III. - DRIVERS

DIVISION 1. - GENERALLY

Sec. 38-60. - Receiving and discharging passengers.

Drivers shall instruct that passengers may not open any door of a vehicle for hire without the passenger first taking due precaution to ensure that the entry into or exit from the vehicle will not interfere with the movement of traffic or endanger any other person or vehicle.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-61. - Additional passengers.

- (a) No driver shall permit any other person to occupy his taxicab, unless the person first occupying the taxicab shall consent to additional passengers.
- (b) No driver shall permit more than the rate seating capacity of his taxicab which shall be determined by the number of functional original equipment manufacturer seatbelts.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-62. - Reserved.

Sec. 38-63. - Solicitation.

- (a) No driver shall solicit patronage in a loud or annoying tone of voice or by annoying or obstructing the movement of any person, or follow any person or lay hands on anyone's baggage without their consent for the purpose of soliciting patronage.
- (b) No driver shall offer, or provide money or other gratuity in an effort to solicit hotel or motel business from any hotel or tourist court, or attempt to divert patronage from one to another.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-64. - Manifests.

- (a) Every driver shall maintain a daily manifest upon which is recorded all trips made each day, showing time and place of origin and destination of each trip and amount of fare.
- (b) Every holder of a C.P.N.C. shall retain and/or have accessible the information contained and preserve all driver's manifests for a period of six (6) months, and the manifests shall be made available for review and/or copying to the department upon request.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 21, 4-9-14)

Sec. 38-64.1. - Driver's good conduct.

- (a) No person to whom a driver's permit has been issued under the provisions of this article shall interfere with, impede, obstruct the legal operation or intentionally damage any vehicle or its equipment authorized to operate under the provisions of this chapter; nor shall any person threaten, abuse, insult, provoke, interfere with, impede or obstruct with operations under this chapter.
- (b) All persons to whom a driver's permit has been issued under the provisions of this article shall conduct themselves in a polite and professional manner to positively represent Jefferson Parish, the taxicab industry, and the Jefferson Parish tourism industry at all times when serving our customers.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24738, § 1, 4-30-14)

Sec. 38-65. - Miscellaneous rules.

- (a) *Receipts.* The driver of any taxicab shall upon demand by the passenger render a receipt for the amount charged on which shall be the name of the cab company and, the driver, C.P.N.C. number, amount of fare and date of transaction.
- (b) *Operation.* Operation of vehicles for hire shall conform with this Code of Ordinances and with state law.
- (c) *Speed.* Speed and driving of vehicle to conform with the traffic chapter of this Code and the state law.
- (d) *Lost articles.* Every holder of a C.P.N.C. shall have a responsible policy to address items that are left in the vehicle, to include an effort to locate the owner. Actual fare may be charged if the owner requests that the item be returned to him or her.

- (e) *Rates.* Rates and charges are to be posted in rear of cab, so as to be in full view of the passengers.
- (f) *Cleanliness.* The taxicab, particularly the interior, must be kept clean and in good condition.
- (g) *Mechanical condition.* The vehicle must be mechanically fit, and have a valid state issued inspection sticker with, lights and signal devices in good working order.
- (h) *Refusal to convey.* Drivers are not to refuse or neglect to convey any orderly person or persons upon request in Jefferson Parish unless previously engaged or unable or forbidden by the provisions of this chapter.
- (i) *Permit.* Drivers are not to operate any such vehicle while his taxicab driver's permit or chauffeur's license is suspended or revoked.
- (j) *Loan of permit.* A driver is not to permit another person to use his taxicab driver's permit.
- (k) *Communications from the parish.* Drivers are to answer all communications and summonses received from the department of inspection and code enforcement.
- (l) *Appearance.* The driver must be neat in appearance and dress at all times.
- (m) *Station.* The driver shall be within his taxicab or in the vicinity of his taxicab when such vehicle is for hire.
- (n) *Hours.* No driver shall operate more than twelve (12) consecutive hours within a twenty-four-hour period.
- (o) *Alcoholic beverages.* No driver shall come on duty or operate a vehicle for hire while under the influence of liquor or narcotic drugs, nor indulge in either alcoholic beverages/narcotic drugs while on duty.
- (p) *Parking while off-duty.* No driver and/or vehicle owner shall be permitted to park more than one (1) taxicab, sightseeing vehicle, or other for-hire vehicle at his place of residence, either on the street or on private property owned, leased or rented by the driver and/or vehicle owner, or on other private property under the control of another party unless otherwise permitted under other laws or ordinances of the parish.
- (q) *Transportation of children.* Every driver in this state who transports a child or children under the age of thirteen (13) years in a motor vehicle which is equipped with safety belts shall have the child properly secured in accordance with state law.

(Ord. No. 24469, § I, 5-1-13)

Secs. 38-66—-38-76. - Reserved.

DIVISION 2. - PERMITS

Sec. 38-77. - Required.

No person shall operate a taxicab for hire upon the streets of the parish and no person who owns or controls a taxicab shall permit it to be so driven, and no taxicab authorized by the parish shall be driven at any time for hire, unless the driver shall have first obtained a valid taxicab driver's permit issued under the provisions of this division.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-78. - Application.

- (a) Applications shall be filed with the parish and shall contain, but not be limited to:
 - (1) Name, address, and contact telephone number of the applicant; and

(2) Name and address of present taxicab company, if any, under which the applicant will be operating.

(b) The driver shall submit to fingerprinting for the purpose of a background check.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-78.1. - No addiction to intoxicating drugs.

The applicant for a driver's license or C.P.N.C. shall not be addicted to the use of intoxicating liquors and shall not use any narcotic drugs or any barbituric acid derivative, or central nervous system stimulant, as defined by the law of this state or this chapter, except under the supervision of a licensed physician for medical purposes. The physician shall have stated in writing that the applicant's ability to operate a for hire vehicle will not be impaired by the use of the drug.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-78.2. - Narcotics tests and mandatory revocation for use of narcotics.

(a) Each applicant shall furnish a written certificate or statement by a certified testing laboratory that he has been examined within ten (10) days of applying for such permit by said laboratory and found not to use any narcotic drugs, barbituric acid derivatives or central nervous system stimulant, as defined in this chapter.

(b) The director of the department may, pursuant to notice in writing, periodically require the holder of any driver's permit issued under this article to take additional tests by a certified testing laboratory to determine if such holder uses any narcotic drugs or any barbituric acid or central nervous system stimulant as defined in this chapter. It shall be the right of the director to revoke, pursuant to the applicable administrative procedure, the driver's permit under this chapter should the examination show that such holder does use any of the narcotic drugs or any barbituric acid derivatives or central nervous system stimulant, as defined in this chapter.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 22, 4-9-14)

Sec. 38-78.3. - Police to check applicant's record.

The name, photograph and fingerprints of all applicants for a driver's permit or C.P.N.C. shall be submitted to the Jefferson Parish Sheriff's Office to facilitate a report by the National Crime Information Center. A copy of this report generated by the Jefferson Parish Sheriff's Office shall be forwarded to the parish, and be attached to the application on file in the department.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-79. - Felony conviction—Disqualification.

(a) Applicants for a driver's permit or C.P.N.C. shall never have been convicted anywhere under the laws of this state or any other state of the United States of the offense(s) or attempted offense(s), or equivalent thereto, of homicide, rape, armed robbery, aggravated assault, aggravated battery, aggravated burglary, aggravated kidnapping, or sale of narcotics within twenty (20) years prior to the date of filing an application; nor shall the applicant have served any part of a sentence thereto within five (5) years prior to the date of filing such application.

(b) Applicants for a driver's permit or C.P.N.C. shall never have been convicted anywhere under the laws of this state or any other state of the United States of any sexual crime involving a minor.

(c) Applicants for a driver's permit or C.P.N.C. shall never have been convicted of three (3) or more felony offenses.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-80. - Same—Exemption.

- (a) Applicants for a driver's permit or C.P.N.C. shall not have been convicted of any felony other than those listed in section 38-79 within five (5) years prior to the date of filing an application; nor shall the applicant have served any part of a sentence thereto within five (5) years prior to the date of filing such application.
- (b) An applicant who is otherwise qualified to obtain a driver's permit or C.P.N.C. who has been convicted of a felony may, upon application or within ninety (90) days from receiving notice of disqualification, present proof of pardon, rehabilitation, extenuating or mitigating circumstances sufficient to establish to the department that the applicant is not a threat to himself or the public at large and is worthy of possessing a driver's permit or C.P.N.C. A determination shall be made by the department in writing to the applicant.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 23, 4-9-14)

Sec. 38-80.1. - Issuance or denial.

- (a) All items of a permit application shall be correct, otherwise the application shall be denied or the permit revoked if the inaccuracy is discovered after the permit has been issued.
- (b) An applicant who is denied a permit shall, upon request, be given written reasons for the denial and may, within ten (10) days of receipt of written reasons, request a hearing before the bureau of administrative adjudication in which to present a defense.
- (c) In the event the hearing results in an affirmation of the denial of a permit, the applicant may appeal to the Twenty-Fourth Judicial District Court for the Parish of Jefferson for relief.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-81. - Suspension and revocation.

- (a) The department is hereby given the authority to suspend for a period not exceeding ninety (90) days or revoke any driver's permit for a driver's failing or refusing to comply with the provisions of this chapter.
- (b) Every driver failing to comply with city, parish, state or federal laws, in such a manner which would reflect unfavorably on his fitness of driving a taxicab, shall have his permit suspended or revoked.
- (c) In the event of suspension or revocation of a permit, the holder will be afforded the right to a hearing and judicial relief as set forth in sections 38-80.1(b) and (c).
- (d) In the event the hearing results in the affirmation of the denial of the suspension or revocation of the permit, the holder may appeal to the Twenty-Fourth Judicial District Court for the Parish of Jefferson for relief.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 24, 4-9-14)

Sec. 38-82. - Six-month prohibition against application after revocation or denial.

- (a) A person whose driver's permit has been revoked or whose application has been denied pursuant to this article shall be permitted to file an application for a driver's permit under this chapter after a period of six (6) months after such revocation or denial. The applicant shall meet all requirements and qualifications provided in this chapter for an original applicant, and must demonstrate to the department that all disqualifying factors no longer exist.
- (b) In the event the reapplication is denied, the applicant will be afforded the right to a hearing and judicial relief as set forth in sections 38-80.1(b) and (c).
- (c) A person whose reapplication has been denied by the department and/or the appropriate court, may not seek further reapplication.

- (d) In the event the reapplication is granted, the applicant may be issued a one-year probationary permit. Such probationary permit shall be revocable by the director of the department for any violation of this chapter after an appropriate hearing as set forth in sections 38-80.1(b) and (c).
- (e) The holder of a probationary permit which has been revoked may not seek further reapplication.
- (f) At the end of the probationary period, an individual may apply for a permanent driver's permit upon meeting all requirements and qualifications provided in this chapter for an original applicant.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 25, 4-9-14)

Sec. 38-83. - Current state chauffeur's license required; familiar with street plan area.

- (a) The applicant must have a current chauffeur's license issued by the state.
- (b) The applicant must possess knowledge as to the layout of streets in the area within which he is to operate.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-84. - Disease prohibited.

The driver must not have a medical condition which might make him an unsafe driver without first providing a letter of fitness to operate a vehicle from a physician, and also must not be addicted to any drug or narcotics.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-85. - Consideration of application.

The department shall approve or reject all applications for a driver's permit.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 26, 4-9-14)

Sec. 38-86. - Issuance.

Upon approval of an application for a taxicab driver's permit the department shall issue a permit which shall bear the name, address, sex, date of birth, height and photo of the applicant.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 27, 4-9-14)

Sec. 38-87. - Fee; failure to pay.

- (a) Every applicant for a driver's permit, or renewal thereof, shall pay a fee of thirty dollars (\$30.00), which shall be the cost thereof, and such permit shall expire on the anniversary of the birthdate of the applicant which is nearest to a date one (1) year subsequent to the issuing thereof, unless sooner cancelled, suspended or revoked. The fee for a duplicate driver's permit shall be six dollars (\$6.00). All fees shall be paid to the cashier's section of the department of inspection and code enforcement.
- (b) Failure to pay the annual driver's permit fee required shall constitute a violation of this chapter.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-88. - Display.

Every driver approved under the provisions of this division shall conspicuously display his taxicab driver's permit in the taxicab in the clear view of any passenger.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-89. - Renewal.

Every driver's permit in good standing shall be renewable no sooner than sixty (60) days prior to its expiration date upon application and payment of the required fee to the department. A grace period of five (5) business days following the date of expiration shall be granted.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 28, 4-9-14)

Sec. 38-90. - Expiration.

If the permit has been expired for a period of less than thirty (30) days beyond the grace period, renewal of a driver's permit shall result in the payment of a delinquent fee of ten dollars (\$10.00). If the permit has been expired for a period of more than thirty (30) days beyond the grace period, the permit shall be considered abandoned and a new driver's permit must be applied for.

(Ord. No. 24469, § I, 5-1-13)

Sec. 38-91. - For-hire vehicle driver education.

In addition to the other requirements provided in this chapter effective January 1, 1995, a new applicant for a "for hire vehicle" driver's permit to operate a for hire vehicle must pass a written examination administered by the department of inspection and code enforcement.

No permit shall be issued to any driver whose written test score is below seventy (70) percent. A driver may not sit for the written test within thirty (30) days of receiving a failing score on said test.

The requirement that an applicant pass a written test shall not apply to persons renewing a permit.

(Ord. No. 24469, § I, 5-1-13; Ord. No. 24727, § 29, 4-9-14)

Sec. 38-92. - Reserved.

From: Larry Bishop
Sent: Friday, January 24, 2014 2:01 PM
To: Albert Ponte; Alexandra Fajardo; Jose Rodriguez; Larry Bishop; Sebastian Taylor
Subject: FW: Taxi Decal Processing (Correction)

Correction

Staff

We received a series of complaints this morning regarding the Taxi Decal process. The following will go into effect immediately:

1. We will start promptly at 9:am and 2pm. By 11:45 and 1:45 all cabs in the lot will be called over. At 12pm and 2pm we will make a final call for any cabs still in Lot C.
2. **2013 CPNC renewals will be accepted without any additional CPNC paperwork required. (appointment letter, receipt, etc.)**
3. The practice of calling 5 cabs at a time is hereby eliminated. We will call over a maximum of 10 cabs (or the number in line) at a time, once the last driver in the line has had their paperwork checked, and has been directed to payment station we will call over another 10.



Larry Bishop, MBA
New Orleans Aviation Board
Ground Transportation Manager

Louis Armstrong New Orleans International Airport
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♻️ Please consider the environment before printing this e-mail.

4. **No driver will be denied a Decal or sent away for not having the proper documents without Approval by me.**

From: Larry Bishop
Sent: Friday, January 24, 2014 1:47 PM
To: Albert Ponte; Alexandra Fajardo; Jose Rodriguez; Larry Bishop; Sebastian Taylor
Subject: Taxi Decal Processing

Staff

We received a series of complaints this morning regarding the Taxi Decal process. The following will go into effect immediately:

1. We will start promptly at 9:am and 2pm. By 11:45 and 1:45 all cabs in the lot will be called over. At 12pm and 2pm we will make a final call for any cabs still in Lot C.
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