

AUTHORITY

The following regulations for taxicab services have been adopted by the City Manager as permitted by the *Code of the City of Alexandria*, Section 9-12-4(b).

These regulations supplement the City Ordinance relating to the regulation of taxicabs, contained in Title 9 of the Code of the City of Alexandria. A violation of these regulations carries the same penalties as a violation of any section of Title 9 of the City Code.

1. GENERAL

1.1. Delegation of Hearing Authority

The City Manager's authority to conduct public hearings on taxicab matters is delegated to the City of Alexandria Traffic and Parking Board, except for hearings on appeals of disciplinary actions imposed by the Board pursuant to Section 9-12-60.

(2/28/2007)

2. COMPANY REGULATIONS

2.1. Dispatch Service and Response Time Requirements

All companies shall provide dispatch service meeting the following standards:

- A. Minimum level of dispatch service: Serve an average of no less than two (2) dispatch calls per authorized affiliate per day. (Ord. 4402, 6/14/2005)
- B. Dispatch service request response time:
 - (1) Ninety (90) percent of customers who request dispatch service must be picked up within thirty (30) minutes of the requested time; and
 - (2) Eighty (80) percent of customers who request dispatch service must be picked up within fifteen (15) minutes of the requested time.

(2/28/2007)

2.2. ADA Compliant Handicap Accessible Vehicles

- A. As required by Section 9-12-32(f), all certificate holders are required to provide a minimum of one vehicle or one percent of the vehicles authorized by their certificate, whichever is greater, for ADA compliant handicap accessible transportation. For purposes of determining the required number of handicap accessible vehicles required, the one percent requirement will be rounded to the nearest whole number of vehicles.

- B. Vehicles equipped for ADA compliant handicap accessible service must comply with the applicable requirements of 49 CFR Part 38, *Americans with Disabilities Act (ADA) Specifications for Transportation Vehicles*, and be approved by the Hack Inspector.
- C. In addition to other permitted taxicab vehicle markings, approved handicap accessible vehicles may prominently display the universal handicap symbol and the certificate holder may advertise the availability of accessible service.
- D. If a certificate holder voluntarily restricts the use of an approved handicap accessible vehicle to providing handicap accessible transportation only, the City may, at its sole discretion, provide an additional taxicab vehicle authorization for such period of time as that accessible vehicle remains in service. The vehicle permit for any such vehicle shall state that the vehicle is to be used for handicap accessible transportation only.

(2/28/2007)

2.3. Minimum Information Requirements for Dispatch Service Records

Pursuant to code section 9-12-32(n)(4), information to be maintained by taxicab companies on dispatch service must include, at minimum, the following for each request received for dispatch service:

1. Date and time request for dispatch service was received
2. Customer name or other identifier
3. Date and time pick up is scheduled
4. Pick up address
5. Drop off address
6. Time service request was dispatched
7. Time dispatch was accepted
8. Cab number accepting dispatch
9. Service completion status (completed, canceled, no show)

As requested by the City, this information is to be submitted in an electronic format that can be read by or imported into a standard Microsoft Office application (Excel, Access, Word or delimited text file).

(1/1/2009)

3. DRIVER REGULATIONS

3.1 Dispatch Service Requirements

Pursuant to code section 9-12-57(n), all drivers shall serve an average of not less than one dispatch call per day.

(Ord. 4402, 6/14/2005)

3.2. Refusal to Provide Taxi Service

In the event any driver determines that he or she should not provide service to a potential passenger based upon that potential passenger not being an "orderly person" as set forth in City Code Section 9-12-57(l), that driver shall within one hour of his refusal to provide service notify his dispatcher of the incident, including, without limitation, the time and location of the refusal to provide service and a general description of the potential passengers involved and the nature of the conduct giving rise to the refusal of service.

(2/28/2007)

3.3. Refusal to Accept Credit Cards

In the event that a driver affiliated with a company that advertises or otherwise states to the public that it accepts credit cards refuses to accept a tendered credit card payment from a passenger who offers such form of payment in reasonable reliance on the company's advertising or statement that it accepts credit cards, that driver shall be deemed to have refused to carry a passenger in violation of City Code 9-12-57(l) and be subject to discipline per City Code. This requirement shall not apply to any driver who (i) advises his or her company that there are technical problems with the ability to process credit card payments in advance of refusing payment by credit card from any passenger and such technical problems cannot be resolved or an alternate processing methodology provided by the company; and (ii) the driver advises any potential passenger prior to entry into the vehicle of the credit card processing problem set forth in 3.3(i).

4. VEHICLE REGULATIONS

4.1. Age Limit for Taxicab Vehicles

Pursuant to code section 9-12-81(l), beginning January 28, 2017, except for hybrid or alternative fuel vehicles, taxicab vehicle permits may not be issued or renewed for any vehicle that is more than ten model years old. No vehicle permit shall be issued for a hybrid or alternative fuel taxicab that is older than 12 model years. For purposes of enforcing this limitation, the vehicle model year is assumed to begin on January 1 of the corresponding calendar year. Thus, when the numerical difference between the current calendar year and the model year of a non-hybrid or non-alternative fuel vehicle exceeds ten, a taxicab vehicle permit may not be issued or renewed for that vehicle. For example, in July 2020, taxicab vehicle permits may not be issued or renewed for vehicles with a model year of 2009 or earlier (2020 – 2009 = 11).

(3/1/2021)

5. Reserved

6. TAXICAB FARES AND INDUSTRY FEES

6.1 Taxicab Passenger Fares and Extra Charges

Authorized taxi fares and permitted additional charges are established by the Alexandria City Council. Current fare rates and permitted charges can be found in Section 9-12-132 of the Code of the City of Alexandria, Virginia.

(2/28/2007)

6.2. Taxicab Industry Fees

The following taxicab industry fees are effective beginning March 1, 2021.

Certificates of Public Convenience and Necessity	
Application for or transfer of CPCN.....	\$4,000
Issuance and renewal of CPCN	
Certificate	\$2,000
Renewal of grandfathered CPCN	\$25
Driver Permits	
Application	\$25
Initial and renewal permits (2 year)	
Permit	\$25
Vehicle Permits	
Initial inspection and certification	\$25
Annual renewal	\$25
Miscellaneous	
Annual taximeter inspection	\$20
Fare cards (interior and exterior)	\$1

(3/1/2021)

6.3. Fee Waivers for Environmentally Friendly Vehicles

To encourage the taxicab industry to voluntarily migrate to more environmentally friendly taxicab vehicles, the City will waive the initial inspection and certification fees and annual renewal fees for qualifying hybrid vehicles that are used to provide taxicab service in Alexandria. For purposes of this regulation, qualifying vehicles include only those makes and models specified by the Commonwealth of Virginia Department of Motor Vehicles as qualifying for clean special fuel license plates, and approved by the Hack Inspector for service as a taxicab vehicle.

These waivers will become effective on January 1, 2009, and will remain in effect for no less than three years or until such time as a revision in city code may require conversion to environmentally friendly taxicab vehicles.

(3/1/2021)

7. DISPUTE RESOLUTION

7.1. Timely Resolution

All dispute resolution procedures shall be completed in a timely manner and the City may impose penalties pursuant to this Title on any party that the City determines to be failing to timely and in good faith participate in any dispute resolution procedure initiated pursuant to this Title.

(2/28/2007)

7.2. Expectations and Interim Authorizations

The City will presume that in driver terminations, there is clear basis for such a termination and the terminating company is free to fill the authorization formerly used by the terminated driver. Notwithstanding the foregoing, the City may, in its sole and absolute discretion, create interim authorizations for both the company and the driver for use during the pendency of any dispute resolution process initiated pursuant to this Title. Such interim authorizations will expire upon such terms and conditions as set by the City, including, without limitation, the resolution of the subject dispute or such other terms and conditions as the City may impose.

(2/28/2007)

8. CIVIL PENALTIES

Authority - The following violations of the Taxicab Ordinance shall be punished through the imposition of a class five civil penalty pursuant to the authority granted by City Code Section 9-12-58(b).

8.1. Failure to Display Driver's Permit Pursuant to City Code 9-12-41

A driver found by the Hack Inspector to have violated City Code Section 9-12-41 shall be punished by the imposition of a class five civil penalty pursuant to City Code Section 1-1-11(b)(5). The civil penalty shall be \$25 for the first occurrence, \$50 for the second occurrence and \$100 for the third occurrence, subject to amendment. After the third occurrence, the Hack Inspector may impose a suspension pursuant to City Code Section 9-12-58(a) and if the conduct continues, recommend that the Traffic and Parking Board impose a longer suspension pursuant to City Code Section 9-12-60(a)(14).

8.2. Failure to Comply with Record and Reporting Requirements under City Code 9-12-56

A driver found by the Hack Inspector to have violated the following provisions of City Code Section 9-12-56 shall be punished by the imposition of a class five civil penalty:

- (a)(failure to timely report an accident);
- (b)(failure to keep and preserve a manifest); and
- (c)(failure to preserve and make notification regarding property left in taxicab)

The civil penalty shall be \$25 for the first occurrence, \$50 for the second occurrence and \$100 for the third occurrence, subject to amendment. After the third occurrence, the Hack Inspector may impose a suspension pursuant to City Code Section 9-12-58(a) and if the conduct continues, recommend that the Traffic and Parking Board impose a longer suspension pursuant to City Code Section 9-12-60(a)(14).

8.3. Failure to Comply with Service Requirements pursuant to City Code 9-12-57

A driver found by the Hack Inspector to have violated the following provisions of City Code Section 9-12-57 shall be punished by the imposition of a class five civil penalty:

- (a)(accepting an additional passenger without consent while engaged);
- (e)(failure to serve calls in order of receipt);
- (f)(transporting non-paying passenger with paying passenger);
- (g)(failure to take shortest practical route);
- (h)(exceeding maximum number of passengers allowed);
- (i)(failure to fill the rear seat before using the front seat);
- (j)(loitering at cabstands);
- (l)(refusal to carry passengers, when violation is triggered by Regulation 3.3, related to failure to accept a tendered credit card);
- (m)(standards for cleanliness and appearance of drivers);
- (o)(complying with service regulations); and
- (p)(complying with company service standards).

The civil penalty shall be \$25 for the first occurrence, \$50 for the second occurrence and \$100 for the third occurrence, subject to amendment. After the third occurrence, the Hack Inspector may impose a suspension pursuant to City Code Section 9-12-58(a) and if the conduct continues, recommend that the Traffic and Parking Board impose a longer suspension pursuant to City Code Section 9-12-60(a)(14).

(3/1/2021)

8.4. Violation of Certain Provisions of City Code 9-12-60

Upon certification of the following by the City of Alexandria Traffic and Parking Board, a driver found by the Hack Inspector to have violated the following provisions of City Code Section 9-12-60 shall be punished by the imposition of a class five civil penalty:

- (a)(4) (operation of a taxicab known not to be in good order or safe repair; penalty is in addition to Hack Inspector's authority to take a vehicle out of service until safety/repair issue is resolved);
- (a)(5) (repeated citations for non-moving violations under local state or federal traffic or safety laws; would still go to board for suspension if repeated moving violations are involved).

The civil penalty shall be \$25 for the first occurrence, \$50 for the second occurrence and \$100 for the third occurrence, subject to amendment. After the third occurrence, the Hack Inspector may impose a suspension pursuant to City Code Section 9-12-58(a) and if the conduct continues, recommend that the Traffic and Parking Board impose a longer suspension pursuant to City Code Section 9-12-60(a)(14).

(3/1/21)

8.5. Violation of Certain Other Sections of the Taxicab Ordinance

A driver found by the Hack Inspector to have violated the following additional provisions of City Code Title 9, Chapter 12, Article A shall be punished by the imposition of a class five civil penalty:

- 9-12-71 (failure to display vehicle permit);
- 9-12-78(b) (failure to surrender vehicle permit when vehicle ceases use as taxicab)
- 9-12-81 (requirements for vehicles, as applicable)
- 9-12-113 (doing business on street outside of taxi stands)
- 9-12-115 (attending vehicle at taxi stands)
- 9-12-131(a) (inaccurate, inoperable or expired meter)
- 9-12-134 (failure to properly display rate card)
- 9-12-136 (failure to provide receipt upon request)
- 9-12-137 (carrying additional passengers when engaged)
- 9-12-138 (carrying multiple passengers to different destinations)

The civil penalty shall be \$25 for the first occurrence, \$50 for the second occurrence and \$100 for the third occurrence, subject to amendment. After the third occurrence, the Hack Inspector may impose a suspension pursuant to City Code Section 9-12-58(a) and if the conduct continues, recommend that the Traffic and Parking Board impose a longer suspension pursuant to City Code Section 9-12-60(a)(14).