

City of Alexandria, Virginia Taxicab Regulations

Effective February 28, 2007

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.

(2/28/07)

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, 6/14/05)
- 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.

(2/28/07)

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.

(2/28/07)

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, 6/14/05)

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.

(2/28/07)

4. VEHICLE REGULATIONS

4.1. Age Limit for Taxicab Vehicles

- A. Pursuant to code section 9-12-81(l), beginning July 1, 2007, taxicab vehicle permits may not be issued or renewed for any vehicle that is more than eight model years old. 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 vehicle exceeds eight, a taxicab vehicle permit may not be issued or renewed for that vehicle. For example, in July 2007, taxicab vehicle permits may not be issued or renewed for vehicles with a model year of 1998 or earlier (2007 – 1998 = 9).

- B. Taxicab vehicles approved by the Hack Inspector as ADA compliant handicap accessible vehicles may remain in service for up to ten model years provided that the vehicle (1) has been used only to serve requests for accessible transportation for at least six of the first eight model years, and (2) remains in proper and safe mechanical and operating condition to the satisfaction of the Hack Inspector.

(2/28/07)

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.

(2/28/07)

6.2. Taxicab Industry Fees

The following taxicab industry fees are effective beginning January 1, 2007.

Certificates of Public Convenience and Necessity.....

Application for or transfer of CPCN.....	\$4,000
Issuance and renewal of CPCN	
Certificate	\$4,000
Each authorized vehicle	\$150
Renewal of grandfathered CPCN.....	\$150
Duplicate CPCN.....	\$25

Driver Permits

Application	\$100
Initial and renewal permits (2 year)	
Permit	\$150
Manifest books ¹	\$50
Duplicate permit	\$25

Vehicle Permits

Initial inspection and certification	\$100
Annual renewal	\$150
Transfer of vehicle permit.....	\$100
Duplicate vehicle permit.....	\$25

Miscellaneous

Annual taximeter inspection\$20
Fare cards (interior and exterior).....\$1

1. Fee for manifest books is suspended until further notice. (June 20, 2006)

(1/1/07)

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.

(2/28/07)

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.

(2/28/07)