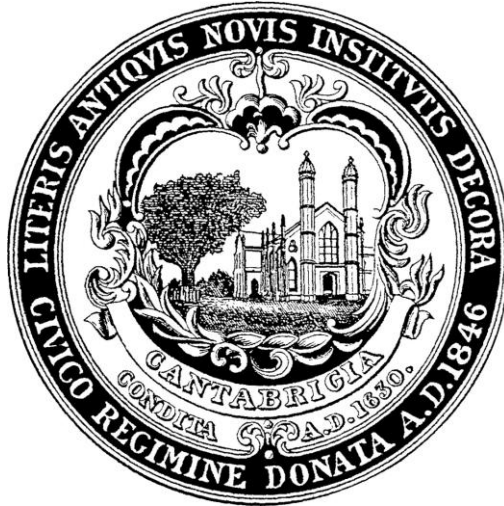


City of Cambridge License Commission



Taxicab Rules and Regulations

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ARTICLE I. GENERAL PROVISIONS.**RULE 1. PURPOSE AND DEFINITION.**

Hackney Carriages, also known as taxicabs, are licensed by the City of Cambridge to ensure public safety. They also ensure the existence of an adequate supply of taxicabs to meet public necessity and demand. A taxicab, for the purpose of these rules and regulations, is a motor vehicle licensed and approved by the License Commission to carry passengers and articles, and is authorized to accept hails from persons in the street. Such motor vehicles shall meet all physical and operational standards as established by these rules and regulations, including charging a fare set by the License Commission that is based on time and distance that is recorded and indicated on a taximeter—as defined in [ARTICLE X](#), Rule 6—or a special flat rate as allowed by these rules and regulations.

RULE 2. SCOPE.

The rules and regulations contained herein supersede all former hackney rules and regulations issued by the Board of License Commissioners.

RULE 3. LIMITS.

If any article, section or subsection of the rules and regulations contained herein is held invalid or unconstitutional, it shall not void the remaining provisions. These rules and regulations are subject to changes, amendments, and deletions at any time following due process. Wherever a reference is made to a masculine pronoun, it shall be understood to include the feminine gender.

RULE 4. CITY ORDINANCE AND CLEAN AIR ORDINANCE.

By reference, all provisions of Chapter 5.20 of the Cambridge City Ordinance shall be applicable to the Taxicab Regulations contained herein. All provisions of the Clean Air Ordinance applicable to vehicles and taxicabs shall be complied with.

RULE 5. PARTY IN INTEREST.

The rules and regulations contained herein shall not be construed so as to prohibit a driver of a vehicle licensed outside of the City of Cambridge from driving through Cambridge or from delivering into Cambridge, passengers or packages received outside of the City limits.

ARTICLE II. MEDALLION REQUIREMENT.**RULE 1. MEDALLION ISSUANCE.**

Every party, whether an individual, corporation, partnership or sole proprietorship, intending to do business as a taxicab for hire in the City of Cambridge shall obtain a medallion issued and authorized by the License Commission.

RULE 2. EXPIRATION OF MEDALLION.

A medallion shall be valid for a term of twelve (12) months from the date of issuance by the License Commission.

RULE 3. REGISTRATION AND FILING REQUIREMENTS.

A medallion owned by a corporation or an individual doing business in a name other than the corporate name or the individual's name, shall have such business name approved by the License Commission. The corporate-individual owner shall file a business certificate with either the Secretary of the Commonwealth in accordance with M.G.L. c. 110 or with the Clerk's Office in the City of Cambridge in accordance with M.G.L. c. 156D. Said owner shall be responsible to the License Commission for compliance with all aspects of these Rules and Regulations including any costs involved.

ARTICLE III. SALE OF MEDALLION.

RULE 1. AUTHORIZATION.

A medallion shall not be sold, assigned or transferred without the prior written authorization of the License Commission.

RULE 2. SALE AGREEMENT.

The seller of a medallion shall submit a photocopy of the sales agreement to the License Commission for approval. Failure to comply with this rule shall result in automatic revocation of the medallion.

RULE 3. SALE OF MEDALLION WITHOUT SALE OF TAXICAB.

When a medallion is transferred without a transfer of the taxicab, the seller of the medallion shall present the taxicab, with markings removed, for inspection by the License Commission or its agent.

If a taxicab is junked, a valid receipt from a junk dealer shall preclude a vehicle inspection by the License Commission or its agent.

RULE 4. SALE LIMITS.

The seller or buyer of a medallion shall not restrict future sale, transfer or assignment of said medallion.

RULE 5. FINANCING OF SALE.

The seller of a medallion shall not require the buyer to finance the transaction through a certain banking or financial institution, individual, corporation or financier.

RULE 6. MULTIPLE MEDALLIONS.

The owner of more than one (1) medallion may sell each medallion separately and shall not be required to sell all medallions owned at the same time.

RULE 7. APPROVED TRANSFER.

If the License Commission approves and authorizes the transfer of a medallion, such transfer shall be exercised within sixty (60) days from the date of approval.

ARTICLE IV. UNUSED MEDALLION.

RULE 1. UNUSED MEDALLION.

A medallion shall not be held for more than sixty (60) days unassigned to a taxicab without prior written approval of the License Commission.

RULE 2. AUTOMATIC LAPSE.

A medallion that is not used for sixty (60) consecutive days shall, without notice by the owner or agent to the License Commission, automatically lapse and the medallion shall revert back to the City of Cambridge without compensation to the former owner. The medallion may be sold at public auction to the highest qualified bidder, if deemed necessary by the City of Cambridge. The License Commission shall mail a letter to the owner's last known address at least ten (10) days prior to any auction and shall set forth all known facts and circumstances.

RULE 3. SURRENDER OF MEDALLION.

The owner of a medallion who ceases operating or who ceases to authorize the operating of a taxicab shall immediately surrender the medallion to the License Commission.

RULE 4. INOPERATIVE TAXI.

A medallion assigned to an inoperative taxicab shall not be transferred to another taxicab without registering such transfer with the License Commission. The License Commission or its agent shall inspect said replacement taxicab in accordance with the procedures established in [ARTICLE X](#) of these rules.

RULE 5. LOST MEDALLION.

The owner of a lost or misplaced medallion shall immediately give written notice to the License Commission. Upon such notice, the License Commission may grant written authorization to the medallion owner to continue operating a taxicab until a replacement medallion is issued.

The License Commission shall require a fee in the amount of the cost to the License Commission to replace the actual medallion plus an administrative fee in the amount of \$10.00 for the issuance of a replacement medallion.

ARTICLE V. LEASING OF MEDALLION.**RULE 1. LEASE OF MEDALLION.**

The owner of a medallion may petition the License Commission, once per annum, for authorization to lease said medallion. The owner of the medallion attached to the taxicab, shall also be the registered owner of said taxicab vehicle.

RULE 2. APPROVAL OF LEASE AGREEMENT.

Upon agreement between lessor and lessee, the lessor shall submit an executed copy of the lease agreement contract to the License Commission for review and approval by the Executive Director. If any terms or conditions of the lease agreement are modified during the lease period, the lessor shall submit an updated copy of the lease agreement contract to the License Commission for re-approval within three (3) business days. Any lease agreement contract not approved by the License Commission shall be deemed invalid. The License Commission will review such leases as needed and reserves the right to audit lease agreements and related financial records as necessary to monitor compliance with caps on lease rates as defined in Rule 3 of this section.

RULE 3. CAP ON LEASE RATE.

RESERVED.

RULE 4. REQUIREMENTS OF LESSOR.

The lessor shall retain control of the lessee's operation of the taxicab.

The lessor shall maintain and provide the following records to the License Commission and the lessee upon request: a copy of any and all agreements between the lessor and lessee not established within the lease agreement contract; a list of drivers of the taxicab including their daily, weekly, monthly or other driving shift schedule; hackney license number; the mailing and residential addresses and contact telephone numbers for all drivers; and a copy of the current automobile's insurance coverage for the medallion vehicle.

RULE 5. LESSEE DRIVER'S LICENSE.

Prior to leasing a medallion, the owner of the medallion shall verify that the potential lessee is in possession of a valid Massachusetts driver's license and that such prospective lessee is also licensed as a Cambridge taxicab driver.

RULE 6. CALL FOR APPEARANCE.

Within three (3) days of notice from the License Commission, the lessor of a medallion shall appear before the License Commission accompanied by the lessee and each driver operating the taxicab under said medallion.

ARTICLE VI. MEDALLION PLEDGED AS SECURITY ON LOAN.

RULE 1. SECURITY ON LOAN PROHIBITED WITHOUT APPROVAL.

A medallion may not be pledged as security on a loan without prior approval of the License Commission. If approval is granted, the owner of the medallion shall obtain from the lender an itemized statement of the transaction showing the principal amount of the loan, the annual percentage rate, the interest rate over the duration of the note, the total interest paid over the life of the loan and the repayment schedule.

RULE 2. LIEN ON MEDALLION.

A medallion owner seeking to pledge a medallion as security on a loan shall submit a copy of the loan agreement to the License Commission along with any other pertinent information relative to the transaction.

RULE 3. LOAN REPAYMENT.

The License Commission shall not approve the use of a medallion as security on a loan unless there is a provision in the loan agreement that allows for full repayment of the loan at any time after the first year without early payment penalties.

RULE 4. DEFAULT.

A medallion owner, prior to accepting a loan agreement, shall require the lender to stipulate in the agreement that in the event of default, the medallion shall be disposed of by sale approved by the License Commission that provides for its fair market value or by sale at a public auction, advertised in a Cambridge newspaper at least seven (7) calendar days prior to the auction date.

ARTICLE VII. REQUIREMENTS FOR TAXICAB MEDALLION OWNERSHIP.**RULE 1. TAXICAB DRIVER'S LICENSE REQUIREMENT.**

Every owner of a Cambridge taxicab medallion shall be required to obtain a taxicab driver's license issued by the License Commission and be knowledgeable of the taxicab industry. Such license is subject to additional requirements as outlined by [ARTICLE IX](#) and must be issued prior to the approval of the sale or transfer of the medallion.

RULE 2. AGE REQUIREMENT.

An owner of a taxicab medallion shall have reached the age of eighteen (18) prior to the approval of the sale or transfer of the medallion by the License Commission.

RULE 3. AUTO REGISTRATION.

A taxicab medallion owner shall provide the License Commission with a valid Massachusetts automobile certificate of registration issued by the state Registry of Motor Vehicles (RMV) for the automobile to which the taxicab medallion will be assigned prior to the approval of the sale or transfer of such taxicab medallion.

RULE 4. PAYMENT OF EXCISE TAX.

Upon request, a taxicab medallion owner shall provide the License Commission with a valid receipt of payment from the Tax Assessor showing full payment of all excise tax bills for the automobile to which the taxicab medallion will be assigned prior to the approval of the sale or transfer of such taxicab medallion.

RULE 5. PAYMENT OF STATE TAXES.

Upon request, a taxicab medallion owner shall swear or affirm under the pains and penalties of perjury that all state taxes have been paid and all required state tax returns have been filed prior to the approval of the sale or transfer of a taxicab medallion (M.G.L. c. 62C §49A).

RULE 6. PAYMENT OF PARKING TICKETS.

Upon request, a taxicab medallion owner shall provide the License Commission with a statement from Cambridge Traffic and Parking Department showing that all outstanding parking tickets have been paid for the automobile to which the taxicab medallion will be assigned to prior to the approval of the sale or transfer of such taxicab medallion

RULE 7. ADDRESS AND TELEPHONE REQUIREMENT.

An owner of a taxicab medallion shall provide the License Commission with his home, mailing and office address along with day and evening telephone numbers, and within seventy-two (72) hours, notify the License Commission of any change of address or telephone number.

ARTICLE VIII. ADMINISTRATIVE DUTIES OF TAXICAB MEDALLION OWNER.

RULE 1. TAXICAB DRIVER EMPLOYMENT CARD.

An owner of a taxicab medallion shall not employ a driver who is not a holder of an employment card issued by the License Commission. The License Commission may combine the Employment Card and Hackney Driver's License into a single document. The original shall be held by the driver and returned to the License Commission upon demand.

- a. Retention of employment card.
An owner of a taxicab license who employs a driver shall retain a copy of the driver's employment card for the duration of said driver's employment by the taxicab medallion owner.

- b. Leasing of medallion.
An owner of a taxicab medallion who is leasing said medallion to a taxicab driver shall retain a copy of said taxicab driver's employment card until such time that employment terminates.

Upon termination of the lease, the medallion holder shall immediately return the copy of a taxicab driver's employment card to the License Commission.

- c. Radio service dispatch.
If a taxicab is dispatched by radio service, such service shall retain a copy of a taxicab driver's employment card or copy thereof.
- d. Taxicab driver termination.
An owner of a taxicab medallion employing a taxicab driver shall immediately return to the License Commission the employment card copy of the taxicab driver when the employment terminates, along with a written explanation of the reasons for the termination. The word "Personal" is acceptable.

RULE 2. TAXICAB DRIVER TRAINING AND RIDE-ALONG REQUIREMENT.

An owner of a taxicab medallion shall be responsible for training and supervising each driver operating one of said owner's taxicabs. Training should include use of the radio and cellular telephone; use of the meter; preparation of a waybill; discount coupons; radio service policies and rules at taxi stands; maintenance of the vehicle; and a review of all Cambridge taxicab rules and regulations. The owner of a taxicab medallion is also responsible for organizing eight (8) hour ride-along training with the owner him/herself or another licensed, experienced taxicab driver. Taxicab driver training by medallion owner will only be considered to be complete upon receiving a completed Training List Form for approval by the Hackney Officer or Executive Director of the License Commission ([Addendum A](#)). At the time a new driver seeks to be licensed, said new driver, on request, may be given written permission by the License Commission to ride-along in a specific cab as a trainee or to operate a taxicab with a teacher-driver for a period of two (2) weeks. Any such permission may be renewed for a two (2) week period. The trainee shall have the permission letter with him while in the vehicle and shall provide the passenger with a copy when requested.

RULE 3. OWNER'S FAILURE TO TRAIN PROPERLY.

An owner of a taxicab medallion may be subject to disciplinary action by the License Commission should the License Commission determine his taxicab driver is found to have violated any applicable taxicab regulations as a result of inadequate training.

RULE 4. RMV TAXICAB CERTIFICATE OF REGISTRATION.

Upon any change in the Certificate of Registration of a Cambridge taxicab issued by the Registrar of Motor Vehicles, or change of vehicle, the medallion owner shall immediately present a copy of the new registration to the License Commission.

RULE 5. ESTABLISHMENT OF DRESS CODE.

An owner of a taxicab medallion shall be required to inform his/her driver that while operating said taxicab the driver shall comply with reasonable standards for dress and appearance. The taxicab license owner shall be responsible for enforcing driver compliance with dress code.

Minimum dress code standards are set forth in [ARTICLE XI](#) of these rules and regulations.

RULE 6. HOURLY WAGE RESPONSIBILITY.

Unless otherwise agreed between the owner and the driver, a taxicab medallion owner shall pay each driver a straight hourly wage that is in accordance with applicable local, state and federal laws.

RULE 7. COMMISSION PAY.

An owner of a taxicab medallion may petition the License Commission once per annum for authorization to develop a lease relationship with a driver(s) who may operate taxicab and receive a percentage of the gross receipts generated by the taxicab service. Such driver shall be said to be working on commission.

The License Commission may approve this arrangement if distribution of the driver's compensation occurs at least once a week and the owner shall indicate whether the guidelines established for owner/driver contracts shall be followed. The owner of a taxicab medallion shall issue Commission Pay in the following manners, unless otherwise approved by the Hackney Carriage Division:

- a. The percentage of gross receipts allocated to a driver on Commission shall be at least 55% if the driver is made to pay for all gas (but not oil) used in the taxicab while operated by the driver. The terms "gross receipts" shall not include the percentage commission paid to a radio service in exchange for the taxicab's servicing of particular accounts managed by said radio service.
- b. As an alternative to the immediately preceding paragraph, a taxicab owner may choose to allocate to the driver 50% of gross receipts, less 50% of the cost of gas and oil. The term "gross receipts"

shall not include the percentage commission paid to a radio service in exchange for the taxicab's servicing of particular accounts managed by said radio service.

ARTICLE IX. REQUIREMENTS AND PROCEDURES FOR TAXICAB DRIVER'S LICENSE.**RULE 1. LICENSE REQUIREMENT AND PHOTO.**

Every Cambridge taxicab driver shall be required to obtain a taxicab driver's license issued by the License Commission. The driver shall appear as in his or her photograph displayed on the taxicab driver's license. A new photograph shall be taken without delay if the driver's appearance has changed. The charge for such picture shall be the responsibility of the driver.

RULE 2. AGE REQUIREMENT.

A taxicab driver applicant shall have reached the age of eighteen (18) before a taxicab driver's license shall be granted by the License Commission.

RULE 3. MASSACHUSETTS DRIVER'S LICENSE REQUIREMENT AND DISQUALIFICATION.

A taxicab driver applicant shall be the holder of a valid Massachusetts driver's license for at least one (1) year prior to the issuance of a taxicab driver's license by the License Commission. A taxicab driver shall immediately report the suspension or revocation of his Massachusetts driver's license to the License Commission and he shall thereupon surrender his taxicab driver's license to said Commission or upon notification by the Registry of Motor Vehicles that a Massachusetts driver's license has been suspended or revoked, the License Commission will immediately revoke or suspend the taxicab driver's license. Said taxicab driver's license shall be reinstated at the discretion of the License Commission upon removal of the suspension or revocation of said Massachusetts driver's license.

RULE 4. APPLICATION REQUIREMENT.

Each potential taxicab driver shall complete a License Application Form and provide the License Commission in writing with:

- a. a residential address;
- b. a mailing address if different from the residential address;
- c. a primary contact phone number; and
- d. any other information requested by the License Commission to assist in the application procedure.

An application will only be approved pending a review of the applicant's criminal record check as defined in Rule 5 of this chapter.

Any change in information as required by this rule shall notify the License Commission in writing within three (3) business days following said changes. For the purposes of this rule, "business day" shall mean a day during which the License Commission is regularly open for business.

RULE 5. CRIMINAL RECORD CHECK REQUIREMENT AND DISQUALIFICATION.

A taxicab driver applicant must submit to a criminal record check for the purpose of reviewing conviction and pending criminal case information only. An applicant will not be admitted to the Cambridge Taxicab school if he has been convicted of any of the following within the past seven (7) years from the date the criminal record check is authorized: conviction of a felony; involvement in illegal lottery; violation of parole or probation; sex offense; assault and battery or disobeying directives of a police officer; narcotic or alcohol offense; illegal possession of firearms; and four (4) or more motor vehicle violations.

RULE 6. DRIVER'S APPEAL RIGHTS ON APPLICATION DENIAL.

Any driver whose application is denied by the License Commission's Hackney Division may appeal said denial to the Executive Director of the License Commission and seek admittance to the Cambridge Taxi School. The Executive Director may in his discretion grant admittance if the driver presents clear and convincing evidence that the applicant's past crimes, accidents and/or violations do not constitute an inference that the applicant as a licensed taxicab driver will be a risk to public safety.

RULE 7. CAMBRIDGE TAXI SCHOOL AND HACKNEY TEST REQUIREMENT.

A taxicab driver applicant must attend the Cambridge Taxi School and shall be required to pass a written taxi drivers' exam prior to the issuance of taxicab driver's license by the License Commission. Each applicant applying for a taxicab driver's license or hackney medallion shall be subject to several hours of training and to a test by the License Commission concerning:

- a. Knowledge of city streets and landmarks, including those in neighboring communities.
- b. Knowledge of Commission Rules and Regulations.
- c. Ability to read a street guide and street maps of Cambridge and other municipalities in the Greater Boston area, and a road map of Massachusetts.
- d. Knowledge of M.G.L. c. 90, and basic rules of the road.
- e. Knowledge of applicable rules of the Cambridge Director of Traffic and Parking.
- f. Knowledge of basic arithmetic so as to charge, estimate charges, and provide change for a passenger accurately.

The minimum passing grade for each part of the taxicab driver's exam shall be 70%. A hackney exam applicant who fails to achieve a passing grade on the first attempt of taking the driver's exam can retake the exam three (3) times as follows: first retake after one (1) month; second retake after three (3) months; and third retake after (1) year.

RULE 8. ENGLISH LANGUAGE SKILLS.

A taxicab driver applicant must demonstrate an ability to speak, understand and write English before a license will be issued by the License Commission.

RULE 9. ISSUANCE OF A PROBATIONARY TAXICAB DRIVER'S LICENSE.

Upon successful completion of the Cambridge Taxi School and hackney exam as well as the approval of the License Application, a probationary taxicab driver's license will be issued for a sixty (60) day period to allow for the completion of additional training, as defined in [ARTICLE VIII](#), Rule 2.

RULE 10. ADDITIONAL TRAINING EXPECTATIONS.

Upon receiving a probationary taxicab driver's license, a taxicab driver shall complete additional training including the use of the radio and electronic communication device; use of the meter; preparation of a waybill; discount coupons; radio service policies and rules at taxi stands; maintenance of the vehicle; and a review of all Cambridge taxicab rules and regulations with medallion owner. A taxicab driver is also responsible for completing eight (8) hour ride-along training with a medallion owner or another licensed, experienced taxicab driver.

RULE 11. RENEWAL PROCEDURE FOR A TAXICAB DRIVER'S LICENSE.

Pending the successful completion of the sixty (60) day probationary license period, a hackney driver may apply for a one (1) year license. Following said one (1) year period, a taxicab driver's license may be renewed at the License Commission for a one (1) year period or a three (3) year period. A new background check shall be conducted at that driver's renewal time and at the driver's personal expense.

RULE 12. FAILURE TO RENEW A TAXICAB LICENSE.

If a taxicab driver fails to renew his license for a period of ninety (90) days or more, the driver must retake and pass the hackney driver's exam. Driver must submit to a new background check, as detailed in Rule 5 of this article, prior to the License Commission issuing such renewal.

RULE 13. APPEAL RIGHTS FOR THE REVOCATION OF TAXICAB LICENSE.

Any driver whose taxicab driver's license has been revoked must file for a hearing in front of the License Commission in order to receive a new license to operate in Cambridge. The applicant must produce relevant evidence to the satisfaction of the License Commission that another license should be issued to him. No application shall be considered by the License Commission prior to twelve (12) months following the date of revocation, unless the License Commission in its revocation order specifies a different time period before reapplication may be made.

RULE 14. CEASING TO DRIVE.

Any licensee who shall cease to be the driver of a taxicab shall at once surrender his license to the License Commission where it will be filed for safe keeping until the regularly established expiration date on the license or until the licensee returns to active driving.

RULE 15. EMPLOYMENT BY MORE THAN ONE COMPANY.

A driver may be employed by more than one (1) taxicab company at the same time within Cambridge provided he has been issued a valid employment card for each company; however, no one as a licensed taxicab driver may drive more than twelve (12) hours within a twenty-four (24) hour period. Should a driver be employed by a company outside of Cambridge, and hold a hackney carriage license issued by another city/town, said driver shall report such information to the License Commission at the time of receiving such a license.

RULE 16. UTTERING/FORGING HACKNEY LICENSE.

No person shall forge or attempt to forge, any document of the License Commission including but not limited to a hackney license, rate sticker, second identification or employment card. Such forgery shall be illegal and cause for disciplinary action and/or civil or criminal action.

ARTICLE X. MARKINGS, PHYSICAL CHARACTERISTICS, & INSPECTION.**RULE 1. VINTAGE OF VEHICLE.**

No vehicle shall be approved for use as a Cambridge taxicab when a vehicle begins its fifth (5th) year. The assembly line completion date has no standing. The year appearing in the vehicle title and/or the RMV registration shall determine the vehicle date of origin. For reference purposes,

A 2007 vehicle is considered—

a year old	on April 1, 2008
two years old	on April 1, 2009
three years old	on April 1, 2010
four years old	on April 1, 2011
five years old	on April 1, 2012
six years old	on April 1, 2013

Therefore, a 2007 and older vehicle cannot be used as a taxicab as of April 1, 2012.

The License Commission may, upon request, waive the above vintage restriction if the vehicle was purchased new and continuously maintained by the present owner. The License Commission may review and waive restrictions based on the merits of specific written requests containing details of maintenance records kept by the owner over an extended period of time. The License Commission must receive a waiver request in writing six (6) weeks prior to inspection. No owner shall purchase a used vehicle and anticipate a waiver. All new vehicles shall be equipped with a printed receipted meter and four (4) brand new tires.

RULE 2. COLOR, LOGO, AND DESIGN OF TAXICABS.

No medallion owner of a Cambridge taxicab shall paint his vehicle so as to resemble other Cambridge licensed taxicabs. Taxicabs with the same business name must be painted with identical colors, the same markings and designs that are individual and distinct, and shall not resemble other Cambridge licensed taxicabs.

Each medallion owner, owner of a multi-vehicle business and each radio service shall file a copy of the business name, logo and telephone number(s) with the License Commission and include a description and code number of paint colors used on taxicabs for said business.

Failure to comply with the color and design rule may result in temporary revocation of the taxicab medallion. The License Commission may return the medallion upon re-inspection and approval of colors and markings.

RULE 3. EXTERNAL MARKINGS REQUIREMENT.

No taxicab shall be allowed to operate without permanent decals or painted markings on each side of the cabs as to medallion number, business name, and the word "Cambridge." The minimum requirement for the size of each letter or number shall be two (2) square inches. The medallion number shall be placed on each side between the rear side window and the back window. The business name shall be on the front door on each side.

A 4" by 1/2" medallion number shall be painted on all four fenders and need not also be on the pillar post.

The word "Cambridge" shall be either on the front door or on the rear fender on each side, painted in the same color as the business name.

Removable magnetic decals are expressly forbidden..

RULE 4. MEDALLION DISPLAY REQUIREMENTS.

Every Cambridge taxicab shall have affixed on the vehicle in a place selected by the License Commission a numbered medallion or decal approved and issued by the License Commission. Only the medallion assigned to the vehicle for the current license period shall be displayed. Only the License Commission or its authorized representative shall remove said medallion, except that the owner or his agent may remove the medallion for delivery to the License Commission.

RULE 5. LIMITS ON ADDITIONAL MARKINGS.

No other business information may appear on a taxicab except for the telephone numbers of the taxicab or taxicab dispatching company, the hours of daily operation, disclosure of payment methods, availability of air conditioning, the medallion numbers, the taxicab registration plate, information on the availability of package delivery and any business name for package delivery. These rules shall not be construed to prohibit an advertising billboard on top of the taxicab's roof or on the taxicab's trunk, so long as said billboard does not obstruct the vision of the taxicab driver or does not obscure the front view of the roof light to be on all taxicabs.

RULE 6. TAXIMETER REQUIREMENTS.

Each taxicab shall contain an instrument or device approved by the Commission by which the charge to a passenger of a taxicab is automatically calculated and on which such charge is plainly indicated. No medallion shall be issued for a taxicab until its taximeter has been approved and sealed by the Sealer of Weights and Measures.

- a. **Face of meter.**
After sundown, the face of every taximeter, when on, shall be continuously illuminated by a suitable light. An unobstructed view of the taximeter shall be provided to a passenger at all times. It is the responsibility of the owner to keep the face of the taximeter clean at all times.
- b. **Meter linked to medallion number.**
No taximeter shall be transferred from one vehicle to another and used in a taxicab without being approved and resealed by the Sealer of Weights and Measures. Each meter shall have a sticker on it containing the medallion number and vehicle identification number of the taxicab to which the meter is assigned.
- c. **Tampering.**
Use of a device in the transmission that results in the fast reading of a taximeter shall mandate the immediate surrender of the medallion to the License Commission pending an investigation and hearing.
- d. **Inspection as to accuracy.**
Any representative of the Hackney Division in conjunction with the Sealer of Weights & Measures is hereby authorized to inspect any taximeter in any taxicab located or operated within the City of Cambridge regardless of whether a complaint has been filed or not. Upon discovering an inaccuracy in the taximeter, the inspector shall notify the person operating such taxicab and the owner of the taxicab to cease operation of said vehicle. The vehicle shall be kept off the streets until the taximeter has been repaired, re-inspected and resealed. If the taximeter has not been repaired properly and returned to service within five (5) days after this notice to cease operating, the License Commission may suspend or after a hearing, revoke the taxicab medallion.
- e. **Authorized repair of meter.**
It shall be unlawful for any person, except a licensed meter repairperson, to tamper with or attempt to make any repair to a taximeter or any seal, cable, connection, or part thereof, or make any change in the vehicle's mechanism or its tires that would affect the operation of the taximeter.
- f. **Receipt of fare amount.**
All taxicab meters must be of the type and style approved by the License Commission and must be capable of providing a passenger with a printed receipt of the amount of the fare. Printed receipted meters are required for all vehicles bearing a City of Cambridge medallion.
- g. **Breakdown during trip.**
 1. When a taximeter is not operating correctly or becomes inoperative during use: The passenger shall immediately be notified and, at the passenger's request, the driver shall continue the trip to the final destination after a reasonable, estimated fare has been agreed upon. In such cases, an appropriate trip record entry will be made at which time the driver must return to the garage. The following steps for repair/replacement shall then be taken:
 - a. the taxicab shall immediately be taken out of service.

- b. the taxicab shall not be returned to service until the taximeter has been repaired or replaced and resealed by the Sealer of Weights and Measures or his designee.
 - 2. If a meter becomes inoperable on a Friday or on a Thursday when Friday is a legal holiday, then a replacement meter may be installed in the taxicab. The Department of Weights and Measures must be immediately notified, and the taxicab shall be taken out of service at the beginning of the business day on the following Monday, or on the following Tuesday if said Monday is a legal holiday, until it is repaired and resealed.
- h. **Broken Taximeter Seal.**
No taxicab driver shall use a taxicab, other than for personal use, if the seal on the taximeter is broken, unless the permission of the License Commission has been secured. If such a seal is broken on a weekend or evening,
 - 1. the cab may continue working during the weekend or evening hours to transport passengers for hire if the cab driver, on his/her person, possesses a receipt from a business qualified to repair taximeters, that the taximeter has been repaired and is working properly, and
 - 2. in order to get the taximeter resealed, the taxicab driver brings the taxicab to the office of the Cambridge Sealer of Weights and Measures at 8:30 a.m. on the next business day following the breaking of the seal.

RULE 7. ELECTRONIC COMMUNICATION DEVICE.

Each taxicab must have a two-way radio or an approved electronic communication device, approved by the License Commission Hackney Carriage Division, capable of receiving and transmitting communication. Such electronic communication devices are subject to use as defined by [ARTICLE XI](#), Rule 10.

RULE 8. TROUBLE LIGHT ON TAXICAB.

Every taxicab shall be equipped with a so-called "trouble light" which shall be attached to the roof of the taxicab. This device will flash by the touching of a button or switch by the driver from inside the cab. The switch or button should be within the immediate reach of the driver. The purpose of such device is to indicate that the driver requests assistance from the police or other law enforcement officer. The License Commission shall approve said light.

RULE 9. ROOF LIGHT ON TAXICAB.

Every Cambridge taxicab shall have a light attached to the roof of the vehicle. The License Commission shall approve the type and style of the roof light. The roof light shall be used at all times that vehicle is within the City of Cambridge and must be clearly visible from the front. A roof light does not preclude advertising signs on a vehicle.

If the taxicab is available for hire, the light shall be lit. If the taxicab is not available for any fare, the light shall be turned off.

RULE 10. ITEMS REQUIRED IN TAXICAB.

Every licensed taxicab driver shall have the following in a Cambridge taxicab:

1. the most recent edition of these regulations and any industry safety publications available and approved by the License Commission.
2. a current Rate and Hotel Flat Rate sticker, posted in accordance with Rule 11 of this article, issued by the License Commission.
3. the most recent edition of the Flat Rate Book approved by the License Commission.
4. change for a \$20.00 bill as no waiting time can be charged if change must be made during job.
5. the Arrow Street Guide and Map Book for Greater Boston or comparable map book.
6. a road map of the Commonwealth of Massachusetts.
7. blank receipt forms.
8. transponders for Logan Airport and MassPike travel.
9. waybills approved by the License Commission.

RULE 11. DISPLAY OF METER RATE & HOTEL FLAT RATE STICKER.

A plastic sticker containing the current meter rate and hotel flat rates shall be provided by the License Commission and internally affixed to at least the left rear passenger's side of the Plexiglas-type partition, or if there is no partition, to the lower left hand corner of the left rear passenger's window. ([Addendum B](#))

RULE 12. DISPLAY OF MEDALLION NUMBER AND LICENSE COMMISSION TELEPHONE NUMBER.

A plastic sticker containing the following words shall be provided by the License Commission and internally affixed on the right rear passenger's side of the Plexiglas-type partition, or if there is no partition, to the lower left hand corner of the right rear passenger's window: CITY OF CAMBRIDGE MEDALLION _____. FOR COMMENTS PLEASE TELEPHONE TAXICAB INSPECTOR 617-349-6140. ([Addendum C](#))

RULE 13. DISPLAY OF ACCEPTED METHODS OF PAYMENT.

It shall be the responsibility of every owner of a taxicab to place a sign approved by the Hackney Carriage Division in each vehicle stating the accepted payment methods, including a “Cash Only” sign if that is the only accepted form of payment. If a taxicab accepts credit/debit cards, an additional sign approved by the Hackney Carriage Division may be placed in the vehicle indicating a minimum charge which is in accordance with state and federal laws. Regardless of accepted payment methods, all licensed Cambridge taxicabs are required to accept Elderly/Disabled Discount Coupons as defined in [ARTICLE XIII](#), Rule 10.

RULE 14. PROTECTIVE PARTITION REQUIREMENTS.

Each owner of a taxicab shall install a protective partition dividing the driver and passenger's seats for the safety of the driver, to the following specifications:

- a. It must be bullet resistant, extending from the top of the seat to the ceiling; it must be made of one-half inch Plexiglas or its equal in strength, and the side must be sufficiently sealed so as to prevent a hand from sliding past the partition.
- b. It must have a change drawer set in the partition.
- c. It may provide for a sliding door on the passenger side so that the driver may put his hand through to open the rear (passenger) door in case of emergency. Otherwise, it shall be secured at all times with a fastener located on the driver's side of the taxicab.
- d. It is the responsibility of the owner to keep the protective partition clean at all times.

This Rule shall not apply to taxicabs that are exclusively owner-operated. Nor shall this Rule apply to any taxicabs where all of the drivers for that taxicab have waived the right to a partition.

Power-door locks are permitted to secure the rear passenger door of the taxicab, provided the passengers are able to unlock said door from their area of the taxicab.

RULE 15. PHYSICAL CONDITION OF TAXICAB.

A taxicab owner shall not permit a taxicab to be operated unless:

- a. the vehicle is structurally sound and operates without unreasonable noise or vibration which would annoy an ordinary person.
- b. the vehicle's heating, air-conditioning and defrosting systems must be in good working order.
- c. the body, fenders, doors, trim and grills are free of cracks, breaks and dents. No dents, rust, or scratches longer than twelve (12) inches in length or fifty (50) square inches total when all are added together, shall be visible on a taxicab, except that upon written application the License

Commission may grant a waiver from the requirement of this amendment for a period of sixty (60) days. The License Commission may renew such waiver for a subsequent sixty (60) day period for good cause shown.

- d. the seats function properly and are free of tears.
- e. the vehicle is inspected, repaired and cleaned inside and out by the owner or the owner's agent on each day that the taxicab is operated. The vehicle shall be clean and kept free of all debris, grime and stains inside and out. Each taxicab shall be washed once a week between March 15th and December 15th and each taxicab shall be washed every third operating day between December 15th and March 15th. The time and place of washing shall be recorded on the waybill and the waybill showing the most recent washing shall always be retained. A dated receipt from a commercial car wash may substitute for the waybill as proof.
- f. the doors can be opened easily from inside the cab by the passenger.
- g. the paint used on the taxicab is either lacquer, buffed and blended, or enamel, blended and baked; provided that spot painting with a paint spray-can will be allowed for 12 square inches of the taxicab, or less.
- h. seat belts are available for all passengers.
- i. the vehicle shall be kept free of torn floor carpet, inside roof liner or other upholstery.
- j. trunk of the cab shall be clean and free of all debris and adequate space for at least three (3) ordinary sized suit cases and at least one (1) spare tire.
- k. the vehicle must have four (4) matching hub caps.

RULE 16. NON-CUSTOMARY TYPE OF VEHICLE.

The use of a vehicle of a type or style not customarily used as a taxicab, such as a sub-compact vehicle, must be approved by the License Commission prior to purchase. Such request shall be made in writing to the attention of the License Commission's Executive Director.

The use of a vehicle other than the customary sedan, such as an SUV, or van, may be allowed by the License Commission so long as it is no more than four (4) years old.

RULE 17. WINDOW TINT.

No window tint, reflective film or nontransparent material shall be used on a vehicle's windshield, front side windows, rear side windows and rear window. The use of window tint shall be permitted on the rear side windows or rear window for vehicles that maintain windows with a tint from the original equipment manufacturer. Such tint must be in compliance with specifications established by 49 Code of Federal Regulations 571.205 as authorized by 15 USC 1407.

RULE 17. SUBJECT TO INSPECTION.

All taxicabs shall be thoroughly inspected as to general appearance and mechanical condition before a license shall be issued. Taxicabs must, at all times, be kept in good condition suitable for occupancy and mechanically fit for the safety of the passengers. The interior and exterior shall be kept clean and sanitary at all times. The License Commission Hackney Carriage Division and/or the Cambridge Police will make periodic inspections in this regard. Failure to attend a scheduled inspection may result in an administrative fine and/or a disciplinary hearing.

RULE 18. INSPECTION PROCEDURES.

A Hackney Division Inspector, a Cambridge Police Officer, or a member or agent or other designee of the License Commission may conduct inspections of taxicabs in the following manner:

- a. Random spot checks.
Taxicabs shall be subject to random spot checks at any reasonable time or location for full compliance with all applicable rules, regulations and laws.
- b. Regular inspections.
Every taxicab shall be inspected not less than every six (6) months by the Hackney Division to insure the continued maintenance of safe operating conditions of the taxicab as defined in these rules and regulations.

The spring inspection shall include a thorough safety inspection of the mechanical parts of the taxicab.

When a vehicle is not inspected in accordance with paragraph (1)(b) above, the owner may be required to furnish a statement signed by an authorized mechanic employed by a RMV authorized Massachusetts Inspection Station attesting to the overall satisfactory condition of the subject vehicle including condition of shocks, struts, steering rod, upper and lower control arms, all bushings, the exhaust system, lights, tires, horns, windshield wiper, and the emergency brake, in addition to the display of a current Inspection Sticker.

The spring and fall inspections shall include a visible inspection of the taxicab's body, floorboard, trunk interior, taximeter, and markings.

- c. Out of service sticker.
If, during a random spot check or a regular inspection, in the opinion of any of those persons authorized to inspect, the taxicab is unsafe to operate, said taxicab shall be removed from service and "out of service" stickers shall be placed on the taxicab's windshield and rear window. Notice of said defect shall be given to the owner.

The taxicab shall remain out of service until the defect has been corrected and the proper authorities have re-inspected and approved said taxicab to be fit for service. If said sticker is removed by

anyone other than an authorized person, the medallion will be revoked. If a licensed taxicab driver removes the sticker, his taxicab driver's license will be revoked.

An owner who contests the applicability of the "out of service" sticker shall be accorded a hearing before the Executive Director of the License Commission within three (3) regular business days following the placement of said sticker.

- d. **Inoperable at Inspection Time/Medallion Plate Surrendered to Hackney Carriage Division.**
Whenever a vehicle is inoperable at the appointed time and date for inspection by the License Commission, the owner shall, in lieu of the vehicle, surrender the medallion plate to the Hackney Carriage Division pending the vehicle's availability for inspection.

ARTICLE XI. REQUIREMENT FOR TAXICAB DRIVER'S OPERATION OF VEHICLE.**RULE 1. DRIVER'S RIGHTS.**

Only the driver of a licensed Cambridge taxicab may pick up passengers for hire in Cambridge taxicab stands designated by the Cambridge Director of Traffic and Parking or those private stands designated by the License Commission. Only the driver of a licensed Cambridge taxicab may pick up a passenger on the public way who has hailed said taxicab. An out-of-town taxicab shall not respond to a street hail (unless it is a public safety situation) or park in a Cambridge taxi stand, but may respond to a telephone call or other pre-arrangement.

RULE 2. USE OF ALCOHOL AND CONTROLLED SUBSTANCES PROHIBITED.

Drivers, while on duty, shall not consume alcoholic beverages or purchase, sell, use or possess any controlled substances, or give information as to where such substances may be illegally obtained. (Controlled substances are defined in M.G.L. c. 94C).

RULE 3. USE OF PRESCRIPTION DRUGS.

No driver shall take a prescription drug which impairs the driver's ability to operate the taxicab safely while on duty. A driver shall be refused work by his employer if, in the opinion of the employer, the driver has reported to work in an intoxicated or unstable state.

RULE 4. OPERATION OF UNSAFE VEHICLE PROHIBITED.

A taxicab driver shall operate their vehicle with due regard for the safety, comfort and convenience of passengers and the general public.

RULE 5. FOLLOWING STATE LAWS AND CITY ORDINANCES.

A taxicab driver shall operate their vehicle in accordance with laws, statutes, ordinances and regulations of the Commonwealth of Massachusetts and the City of Cambridge.

RULE 6. PARKING ON STAND FOR BUSINESS.

No taxicab driver in charge of a licensed taxicab while awaiting employment by passengers, shall park his taxicab on any public street or place other than at a designated taxi stand. When taxi stands are full, taxicabs electing not to cruise shall not create a nuisance or traffic problems and must use professional driver discretion so as not to impede the free flow of traffic in vehicle travel lanes or bicycle lanes.

RULE 7. INTERFERING WITH PLACES OF PUBLIC ASSEMBLY.

No taxicab driver shall seek a fare by repeatedly and persistently driving his vehicle to and from a short distance or otherwise interfering with the proper and orderly access to or egress from any theater, hall, hotel, public resort, railroad, bus or train station, or other place of public assembly.

RULE 8. ACCEPTING A HAIL.

A licensed taxicab driver may accept a fare while driving through any Cambridge public street or place provided he is hailed by a customer and said hail does not take place within one hundred (100) feet of a taxicab stand in which taxicabs are standing and waiting for business.

RULE 9. UNATTENDED VEHICLE.

Every driver of any licensed taxicab shall remain with said vehicle while it is idling unless he shall be necessarily absent from the course of his duty for not longer than five (5) minutes. At no time shall a driver park his vehicle at a parking meter while waiting to solicit a fare. If the driver is away from his vehicle for a meal break, he may park his vehicle at a parking meter provided he pays the meter. A driver may leave his cab at the end of a stand for no more than fifteen (15) minutes for a bathroom or food break. No driver may leave his taxicab unattended on a public stand except as stated in [ARTICLE XV](#), Rule 1(c).

RULE 10. ELECTRONIC COMMUNICATION DEVICE AND CELLULAR TELEPHONE USAGE.

A taxicab driver shall not use any communication device, including a cellular telephone—hands free or otherwise—while there is a passenger in the vehicle, unless such usage is required in the driver's normal course of business.

RULE 11. PASSENGER SITTING IN FRONT SEAT.

No person other than the licensed driver of the taxicab shall ride or sit in the front seat of the taxicab unless the rear seat is fully occupied by passengers. This provision shall not apply to passengers who must sit in the front seat for physical or health reasons, or for authorized trainees bearing a letter of permission as defined in [ARTICLE VIII](#), Rule 2.

Family or friends may ride in the front seat of vehicles when the vehicle's roof light is off; however, such persons are not permitted in the vehicle during the normal course of business.

RULE 12. LICENSE DISPLAYED.

Every taxicab driver having charge of a taxicab shall have his taxicab driver's license readily visible on his person, or clearly and conspicuously posted on the vehicle's dashboard or in another place in the vehicle

that can be easily seen by the passenger. Such license shall be displayed upon request by a passenger, police officer or agent of the Commission.

RULE 13. REPORTING OF CRIMES.

Every driver of any licensed taxicab shall report to the police any crimes or any suspicious actions of passengers or other persons that s/he may observe. When a passenger becomes noisy or otherwise disorderly while in a taxicab and persists in such conduct after warning, the driver may appeal to any police officer who shall assist in any lawful way, and, if in possession of the necessary evidence, shall prosecute the offending passenger. Such incidents shall be noted on a waybill and reported to the Hackney Carriage Division.

RULE 14. SMOKING PROHIBITED IN TAXICABS.

No smoking of cigars, cigarettes, pipes or other controlled substances is permitted in a taxicab by either a passenger or taxicab driver at any time.

RULE 15. CLOTHING AND CLEANLINESS REQUIREMENT.

Drivers shall keep a clean and well-groomed appearance as well as be clean of body. Taxicab drivers are not permitted to wear the following during the course of normal business:

- a. Clothing containing a hole or holes in need of repair.
- b. Bathing trunks, swim-wear, jogging trunks, body shirts, cut-offs or similar attire.
- c. Torn or ripped shorts.
- d. Footwear that could obstruct operation of vehicle including flip flops.

Drivers are expected to conform to any private stand/private property standards.

ARTICLE XII. SERVICE TO PASSENGERS.**RULE 1. SERVICE STANDARD.**

Every taxicab driver shall provide prompt, efficient service and be courteous at all times to the general public, other Cambridge licensed taxi drivers and to Cambridge Police Officers and License Commission staff. Licensed taxicab drivers are required to answer fully and civilly to any questions put forth to them by the Cambridge Police or any agent of the License Commission in the performance of duty.

RULE 2. ASKING DESTINATION/SHORT FARES.

No taxicab driver shall ask the destination of a passenger unless said driver is sitting in the driver's seat and the passenger is seated in the cab. No driver shall refuse a short fare or an elderly/disabled discount coupon as defined in [ARTICLE XIII](#), Rule 10. The drivers of radio dispatched calls may inquire about destinations one (1) hour prior to driver shift change. Nothing in this rule is intended to prevent a telephone operator or dispatcher from making inquiry into a fare's name and intended destination and maintaining this data in a record in the office.

RULE 3. REQUEST FOR PAYMENT.

No taxicab driver shall request payment of taxicab fare in advance of delivery of the passenger to their desired location, unless such fare is in accordance with a Flat Rate Community as defined in [ARTICLE XIII](#), Rule 8. A taxicab driver can request that a passenger demonstrate the ability to pay fare prior to the consummation of service.

RULE 4. TAXICAB DRIVER'S PLACEMENT.

No taxicab driver shall ask anyone if he or she wants a taxicab unless said driver is sitting in the driver's seat or is within arm's length of the cab. The destination shall be ascertained after the fare is seated inside the vehicle as defined in Rule 1 of this Article.

RULE 5. OCCUPIED TAXICAB.

No taxicab driver of any licensed taxicab shall pick up or carry any passenger after the taxicab has been occupied until such passenger is discharged from said taxicab unless the first passenger consents. Such prior passenger shall not be obliged or requested to pay any extra fare for either refusing such consent or hiring the taxicab for service.

RULE 6. DISCHARGE OF PASSENGER.

Every driver of a licensed taxicab shall pull his vehicle up to the curb when picking up or discharging Passengers.

RULE 7. REFUSAL TO TRANSPORT PASSENGER.

A taxicab driver may not refuse to transport any passenger except for the following:

- a. When the driver has been dispatched on another call and his roof light is off;
- b. When the driver has reason to believe that a person is under the influence of alcohol or drugs; unless directed to transport said person by a police officer or agent of the License Commission;
- c. When a person is noisy or disorderly; unless directed to transport said person by a police officer or agent of the Commission, after they secure identification of said person and have ascertained that person's ability to pay the driver in advance.
- d. When the person represents a danger to the safety of the driver or his ability to drive the vehicle in a safe manner;
- e. When the person requires the use of a stretcher or motorized car;
- f. When the driver has stopped work and is returning to the garage of record, and the roof light is off;
- g. When it is necessary to take the taxicab out of service for repairs or to replace defective equipment, and the roof light is off;
- h. When a person is deceased and placed in the vehicle by others;
- i. When to do so would constitute assisting in committing and/or facilitating a crime;
- j. When a passenger is unduly discourteous to the driver or is disheveled or emits an offending odor;

Drivers are required to make a waybill entry if they encounter any of the above situations and report it directly to the Hackney Carriage Division with a copy of said waybill.

RULE 8. REFUSAL TO TRANSPORT DUE TO A PASSENGER'S POSSESSIONS

A taxicab driver shall not refuse to transport any passenger in the taxicab due to the following:

- a. Animal
 1. No taxicab driver shall refuse to transport a person with an animal if the animal is secured in a kennel case or other suitable carrying container that would not cause danger to the taxi driver or the interior of the cab.
 2. No taxicab driver shall refuse to transport a person with a service animal or intentionally interfere with the use of a service animal by obstructing the user of said animal.

The American with Disabilities Act defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If the animal meets this definition, animals are considered to be service animals regardless of whether or not they have been licensed or certified by a state or local government, and must be transported.

3. A taxicab driver MAY refuse service to a person with an animal if the driver is afraid or allergic to animals and has declared this fear or allergy at their initial licensing. For those declaring an allergy, medical proof must be provided to the License Commission. A taxicab driver operating a partitioned vehicle may not refuse to carry an animal unless such fear or allergy has been previously declared as described above.

b. Wheelchairs

No taxicab driver shall refuse transportation to a person with a wheelchair that can be folded up and placed in either the driver, passenger or trunk compartment of the taxicab. Said person must be able to get into and out of the taxicab without assistance from the driver. Once said person is in the taxicab, the driver shall fold up the wheelchair and place it in the vehicle without any additional costs.

c. Groceries, Luggage, Packages or Personal Property

No taxicab driver shall not refuse to transport a person with groceries, luggage, packages or other personal property in possession if such items can be placed in either the driver, passenger or trunk compartment of the taxicab without disrupting the normal operation of the vehicle.

RULE 9. TRANSPORTING PASSENGER BY DIRECT ROUTE.

A driver shall use the most direct available route on all trips unless otherwise specifically requested or authorized by the passengers.

RULE 10. PROPERTY FOUND.

A driver, after delivering a passenger, shall immediately search the taxicab for any property which may have been left therein. Any such property, if not returned to the fare, shall within twenty-four (24) hours of being found, shall be delivered to the Cambridge Police Department's Property Room. Drivers shall note their find on the waybill and shall immediately notify their dispatcher and the License Commission.

RULE 11. NUMBER OF PASSENGERS.

Unless specifically precluded by the insurance carriers, vehicles may transport as many people as can be seated in the vehicle with use of a seatbelt. The driver has absolute authority over allowing front seat fares.

ARTICLE XIII. FARES TO BE CHARGED.**RULE 1. AMOUNT OF FARE.**

The authorized fare rates shall be as set by the License Commission and are subject review at the discretion of the License Commission.

RULE 2. FARE AMOUNT DEMAND FROM PASSENGER.

Except as provided in these Rules, the taxicab driver shall not demand from any passenger more than the fare recorded on the taximeter, or the Flat Rate from hotels to the airport approved by the License Commission or established Flat Rates as set by the License Commission for cities and towns outside of the immediate vicinity of the Cambridge area regardless of the number of passengers transported. Such fare shall include appropriate surcharges and extras as defined within this Article.

RULE 3. WAITING TIME.

Upon arriving at a pick-up address, no charge for waiting time shall be made for the first five (5) minutes of waiting. Where a taxicab has been requested for a specific pre-arranged time, no charge for waiting time shall be made for a premature arrival and any charges for waiting time shall not commence until the first five (5) minutes of time after the pre-arranged time has expired.

RULE 4. BROKEN DOWN TIME.

No charge shall be made for waiting time if the taxicab has broken down.

RULE 5. DRAWBRIDGE WAITING TIME.

No charge shall be made for waiting time while drawbridges are opening, open, or closing to let a vessel pass underneath.

RULE 6. LOGAN AIRPORT DISCOUNT.

When a licensed taxicab, by prearrangement or by telephone call, transports a passenger from Logan Airport, the operator of said taxicab may offer the passenger up to a 25% discount off the meter rate. Such a discount is not mandatory; however, should the driver offer such a discount, the passenger shall be informed of such prior to the consummation of services.

RULE 7. EXTRAS AND SURCHARGES.

Only the following extras and surcharges may be added on to fare as determined by the taximeter:

a. Tolls.

Except for flat rate fares, the cost of any tolls for tunnels and toll ways, for each way, shall be added as a surcharge onto the allowed fare determined by the taximeter.

b. Luggage Handled by Driver.

A driver may, but is not required, to carry a passenger's luggage, by placing it into the trunk or rear of the vehicle, and taking it out. If a driver so handles luggage, a surcharge of \$.50 per piece may be added as a surcharge. No added charge shall be made for carrying a briefcase, a hat case, or other hand baggage. Where a driver chooses not to handle luggage, the taxicab's rear compartment shall be made available to the passenger and no surcharge will be assessed.

c. Request for Station Wagon/SUV.

A passenger specifically requesting a station wagon or SUV taxicab in order to transport both passengers and goods may be assessed a surcharge of \$6.00 to compensate for use of the station wagon or SUV; provided that no such surcharge may be charged to a disabled passenger requesting such a vehicle as a reasonable accommodation.

RULE 8. FLAT RATE COMMUNITIES.

The License Commission shall establish a uniform Flat Rate Guide for cities and towns outside of the immediate vicinity of the Cambridge area. Established Flat Rates shall be charged per way regardless of the number of passengers transported, and no extra charge shall be made for lost time because of traffic or weather conditions. Extended destinations beyond the agreed-upon flat rate shall be charged at a rate of \$4.00 per mile. All Flat Rate Community fares shall be collected prior to service.

RULE 9. TAXIMETER FLAG AND BUTTONS.

If a taximeter becomes operational by the lowering of a flag in a licensed taxicab, every driver of said taxicab shall place the flag of the taximeter in a recording position as soon as he takes on a passenger. The driver shall keep the flag in a recording position so long as said taxicab is engaged. A recording position shall be deemed to be any position of the flag except a raised vertical position. If a taximeter becomes operational by pressing an "on" or "start" button, every driver shall press said button as soon as he takes on a passenger and shall not press the "off" or "stop" button so long as said taxicab is engaged.

RULE 10. ELDERLY/DISABLED DISCOUNT COUPONS.

Each taxicab driver shall always accept an elderly/disabled discount coupon issued by the License

Commission and tendered by a passenger. The driver so accepting a coupon shall reduce the cash amount needed to pay the total fare in the following manner:

a. Amount of Reduction of Fare.

If the total fare on the meter is under \$7.00, one (1) coupon shall be accepted and if the total fare on the meter is over \$7.00, each taxicab driver shall then accept a maximum of two (2) elderly/disabled discount coupons issued by the Council on Aging and tendered by a passenger. The driver so accepting coupons shall reduce the cash amount needed to pay the total fare.

b. Payment to the Driver.

Coupons are redeemable at all radio services.

RULE 11. SUSPENSION OF TAXIMETER USE.

The use of the taximeter may be suspended by the agreement of the driver and the passenger, and a price agreed upon by the driver and the passenger, per hour, per mile, or per trip may be established if the times and odometer miles are entered on the waybill and if:

- a. the transportation is provided for the elderly, the ill, or the disabled as part of program sponsored by a governmental or non-profit agency; or
- b. the destination is out-of-state and the destination is not listed in the Flat Rate book approved by the Commission; or
- c. any other authorized exclusion listed elsewhere in these Rules and Regulations occurs.

RULE 12. SUSPENSION OF TAXIMETER DUE TO FLAT RATE.

The use of the taximeter shall be suspended if the destination is listed as a flat rate community in the Flat Rate book approved by the License Commission. If such a case, the flat rate established by said book shall be the maximum charged.

RULE 13. CREDIT CARDS.

There is no requirement that licensed taxicabs accept credit cards; however, if a medallion is transferred or sold, a credit card system must be provided in the new vehicle. If a credit card system is available in the taxicab, a driver may not refuse a fare if a passenger wishes to use a credit card. Proper disclosure of accepting credit cards and any applicable minimum charges is required as defined in [ARTICLE X](#), Rule 13.

Any taxicabs outfitted with credit card systems must also abide by the following:

a. Credit Card Processing Fee.

Medallion owner, or his medallion manager/lessor, may charge a hackney carriage driver a maximum fee of 5% for processing credit card transactions and voucher transactions. Any dispatch association, in lieu of a medallion manager/lessor, who chooses to process credit card transactions or voucher transactions may only charge a maximum fee of 5% for processing such transactions. The medallion owner, medallion manager/lessor, or dispatch association may not charge any fee for that portion of the fare designated as to tolls, tips, or airport fees.

If a medallion owner, manager/lessor, or dispatch association chooses a source that charges less than a 5% processing fee, only that amount actually paid in processing transactions may be charged to the hackney carriage driver.

b. Medallion Technology Enhancements.

No vehicle shall be outfitted with an integrated taximeter and/or passenger information monitor that has not been approved by the License Commission. Any such approval shall be in writing and shall be stored in the Medallion file. If a Hackney Carriage does not have a fully functioning taximeter, it shall be deemed unfit for service. The integrated taximeter must meet the following requirements:

1. The taximeter must be officially sealed by the Sealer of Weights and Measures.
2. The taximeters must dispense printed receipts containing the following information:
 - a. Medallion number;
 - b. Date and trip number;
 - c. Start and stop times;
 - d. Mileage traveled (distance per trip);
 - e. Extras and/or surcharges;
 - f. Fare total; and
 - g. License Commission and/or Hackney Carriage Division telephone number.
3. All taxicabs must have a taximeter capable of gathering, storing and retrieving the following information:
 - a. Medallion number; and
 - b. Summary of service for a one (1) year period that includes:
 - i. Total trips;
 - ii. Total fare miles; and
 - iii. Total number of fares.

ARTICLE XIV. RECORD OF TAXICAB FARES.

RULE 1. WAYBILL.

A taxicab medallion owner and taxicab driver shall maintain a waybill form issued by the License Commission, or any fare records approved by the License Commission, documenting every fare from the point of origin to the point of destination. The record shall include:

- a. time and place of pick-up and time and place of destination.
- b. the number of passengers.
- c. the fee collected.
- d. articles found in taxicab after departure of passenger(s).

RULE 2. RESPONSIBILITY FOR WAYBILL.

A taxicab driver shall complete a waybill as events occur. Time and place of hire and then time and place of destination, number of passengers and the amount of fare must all be recorded on the waybill. The taxicab medallion owner must verify that the waybill is completed correctly. At the end of every shift, a taxicab driver shall submit/transmit the waybill to the taxicab medallion owner for filing and storage.

RULE 3. MAINTENANCE OF WAYBILL RECORDS.

Waybill records shall be kept for a period of not less than one (1) year and shall be made available to the License Commission or a Cambridge Police Officer within two (2) days from the date of request for the records. (Please Note: Tax laws may require longer retention).

RULE 4. TIME FOR COMPLETING WAYBILL.

The information entered on the waybill shall be recorded at the start of and no later than the completion of each fare.

RULE 5. FAILURE TO COMPLY.

Failure on behalf of either the medallion owner or taxicab driver to properly maintain and produce waybill records as described within this Article may result in disciplinary action by the License Commission.

ARTICLE XV. RULES ON USE OF PUBLIC TAXICAB STANDS.**RULE 1. USING A TAXI STAND.**

Every driver of a taxicab shall observe the following rules when using a taxi stand:

- a. Take proper position in rear of taxicab line. Overcrowding, crashing or backing on to line will not be permitted and may result in disciplinary action as outlined in [ARTICLE XVI](#) of these rules.
- b. Any driver has the right to stop and take a position at the rear of the line on any stand where there is a vacancy.
- c. The driver of the first taxicab in line shall either remain seated in the vehicle or stand outside the taxicab at no more than an arm's length away. All other drivers shall remain within view of their vehicle except that they may park their vehicles unattended at the end of a cab stand for 15 minutes. Radio and telephone service vehicles shall not increase the reception volume that can be heard beyond one arm's length from the vehicle.
- d. As soon as any taxicab leaves a taxi stand, all other taxicabs shall immediately move up in line so that the only vacant spaces shall be in the rear of the last taxicab.
- e. No taxicab driver shall make or permit anyone else to make any repairs to his taxicab while on a taxi stand. Cleaning of a taxicab may, however, take place at a stand. Jump-starts are not considered repairs.
- f. No driver shall sit in the rear passenger compartment of a taxicab nor permit anyone else to sit there except passengers.

RULE 2. RIGHTS OF PASSENGER TO SELECT TAXICAB.

The foregoing provisions shall not be construed to prevent any passenger from selecting any taxicab that he or she may desire on the stand whether it is at the head of the line or not.

RULE 3. SOLICITING PASSENGERS - 100 FOOT DISTANCE.

No driver shall solicit or pick up, unless radio called, any passenger within one hundred (100) feet of an established public taxicab stand when there are taxicabs on said stand.

RULE 4. NO DOUBLE PARKING AT STAND.

No driver shall park his taxicab in a double line at a public stand nor shall any driver park his taxicab in such a manner as to interfere with the free flow of traffic, both vehicular and pedestrian, at any location. Drivers shall also not park their vehicles as to interfere with designated bike lanes. No driver shall violate any parking laws or vehicular traffic laws.

RULE 5. OBEYING TRAFFIC AND PARKING DIRECTOR'S RULES.

Every driver shall obey the directions and regulations of the Traffic and Parking Director or any agent thereof with respect to entering, standing in, or exiting a cab stand. Appeals of traffic tickets must be directed to the Traffic and Parking Department or the courts.

Police officers are encouraged to keep stands clear for taxicab use.

RULE 6. LOCATION OF STANDS.

The Traffic and Parking Director shall determine the location of all public taxicab stands. ([Addendum D](#))

RULE 7. PRIVATE STANDS.

The License Commission shall approve the location of all private taxicab stands subject to reasonable terms and conditions. All rules and public authority applicable to public stands shall also apply to Private Stands unless an owner of a Private Stand specifies to the contrary.

ARTICLE XVI. DISCIPLINARY PROCEDURES.**RULE 1. TAXICAB OWNER DRIVER TO ANSWER QUESTIONS AND CORRESPONDENCE.**

A taxicab medallion owner, and all employed drivers, are required to answer all communications and summonses as directed from the Cambridge License Commission or Hackney Division and shall answer all pertinent questions directed to him or her at any License Commission or Hackney Division hearing. When the driver's presence is required, he shall bring his taxicab driver's license and Massachusetts operator's license with him. When the medallion owner's presence is required, he shall also bring a copy of the Massachusetts registration and City of Cambridge taxicab license.

Correspondence sent to the last known address, unreturned by postal authorities, shall be deemed to have been delivered. In addition to disposition of the subject matter, owners, drivers, and others subject to the License Commission jurisdiction that fail to comply or otherwise respond to written communications in a timely manner shall be subject to:

- a. a formal warning in their record;
- b. requirement to appear or explain their failure to the full License Commission;
- c. an administrative fee of \$50.00. Failure to pay fine within sixty (60) days shall keep owner or driver subject to immediate revocation of driver's license and/or medallion.
- d. further conditioning of a taxicab medallion and/or driver's license, including temporary suspension and permanent revocation.

RULE 2. REASONS FOR REVOCATION OR SUSPENSION OF LICENSE.

A taxicab driver's license may be revoked or suspended for any one of the following reasons after the required hearing:

- a. Conviction for violation of any criminal or civil statute;
- b. Violation of any city ordinance pertaining to [ARTICLE I](#), Rule 4;
- c. Violation of these Rules and Regulations;
- d. Conviction for violation of any state or federal law relative to the illegal sale, possession, or delivery of intoxicating liquor or drugs;
- e. Conviction for reckless driving;
- f. Conviction for four (4) or more moving traffic citations during a calendar year;
- g. For any justifiable cause shown, in addition to those specifically enumerated, provided such cause

bears on a person's fitness to protect the common good as a cab driver.

- h. For failure to pay administrative fines within sixty (60) days.
- i. For knowingly keying the microphone in a taxicab two-way radio for a purpose other than to communicate with the dispatcher.

RULE 3. OBEYING DIRECTIVES.

Licensed taxicab drivers shall obey all directives from the Traffic and Parking Director or from any agent thereof, police officers, or agent of the License Commission.

RULE 4. HEARING OFFICERS AND APPEALS.

A representative for the License Commission, following a recommendation of the Hackney Inspector or the Police Officer assigned to the License Commission, may act as a hearing officer for the License Commission in disciplinary matters. The decision of the hearing officer will be final and binding unless an appeal is filed to the Executive Director and/or the full License Commission within seven (7) days of the decision. Decisions of the full License Commission may be appealed to the Middlesex Superior Court within sixty (60) days of receipt of the decision pursuant to M.G.L. c.249 §4. All persons concerned are required to comply with initial investigations. Persons concerned may have an advocate present at any hearing, meeting, etc., held by the License Commission or its agents.

RULE 5. APPLICATION AND REPORTING FORMS.

The License Commission may prescribe application and reporting forms which may be amended from time to time.

RULE 6. CIVIL FINES AND DISPOSITIONS OF LICENSES.

Following procedures for violation of the Rules and Regulations applicable to both drivers and owners, the License Commission may, in addition to warnings and suspensions, order the surrender of licenses and a civil fine of up to \$300.00, and an order directing the cab owner to sell the medallion. (Chapter 96 of the Acts of 1988).

ARTICLE XVII. RIGHTS AND OBLIGATIONS OF CAMBRIDGE POLICE OFFICERS.

RULE 1. DUTY OF POLICE OFFICERS.

Each Cambridge police officer has a legal duty imposed by city ordinance to observe the movements of taxicabs at all times and to enforce the laws governing taxicabs and taxicab drivers.

RULE 2. WRITTEN REPORTS ON COMPLAINTS.

Each Cambridge police officer has a legal duty imposed by the Cambridge Police Commissioner to transmit a written report through said Commissioner to the License Commission to request a hearing on a taxicab-related complaint before the Commission; on a court complaint against a Cambridge or out-of-town taxicab or taxicab driver; or on a citation to the operator of a Cambridge or out-of-town taxicabs for violations of the law.

RULE 3. INQUIRIES TO TAXICAB DRIVERS.

Each Cambridge police officer has a legal right conferred by City ordinance to make reasonable duty-related inquiries of each Cambridge taxicab owner and taxicab driver and to have these inquiries answered in a reasonable and civil fashion.

ARTICLE XVIII. ACCESSIBLE TAXICABS.

RULE 1. PURPOSE.

This Article sets the requirements and regulations for the operation of accessible taxicabs. This Article applies to owners of vehicles holding accessible taxicab medallions, owners of vehicles that qualify to hold an accessible taxicab medallion, drivers of such vehicles and designated agents of such medallion owners.

RULE 2. STANDARD VEHICLE SPECIFICATIONS FOR ACCESSIBLE TAXICABS.

An accessible taxicab vehicle may only operate if it meets the current specifications as provided by the standards established under the Americans with Disabilities Act (“ADA”) as codified in Code of Federal Regulations, Title 49, Part 38. For reference purposes, the U.S. Architectural and Transportation Barriers Compliance Board’s accessibility guidelines for vehicles are codified in Code of Federal Regulations, Title 36, Part 1192. Prior to rendering service to the general public, such vehicle shall be inspected by the Hackney Officer, in conjunction with the Director of the Commission for Persons with Disabilities or his designee, to ensure compliance with ADA standards ([Addendum E](#)).

RULE 3. OPERATION OF ACCESSIBLE TAXICABS.

All vehicles holding accessible medallions must operate twenty-four (24) hours and serve the entire City of Cambridge. All disruptions in twenty-four (24) hour service should be reported in advance to the License Commission Hackney Carriage Division and to the Accessible Cambridge Taxicab (“ACT”) Program Manager. Accessible taxicabs will have use of the approved taxicab stands and may be hailed off the streets of Cambridge.

RULE 4. DRIVER REQUIREMENTS FOR ACCESSIBLE TAXICABS.

Owners of accessible taxicab medallions shall designate at least two (2) licensed hackney carriage drivers for each vehicle, preferably a day driver and an evening driver. Such drivers shall be trained for handling and operating an accessible taxicab, including loading and unloading passengers, by a course specializing in such a training that has been approved by the License Commission Hackney Carriage Division.

RULE 5. DISPATCH REQUIREMENTS FOR ACCESSIBLE TAXICABS.

All accessible taxicabs shall be required to be on a radio service and maintain dispatch equipment that is in good working order. All accessible taxicabs shall maintain open lines of communication by providing up-to-date contact information, including, but not limited to, radio service information; medallion owner and medallion manager contact information; and the taxicab driver’s information to the License Commission Hackney Carriage Division within two (2) business days of any changes occurring.

RULE 6. PARTICIPATION IN ACCESSIBLE CAMBRIDGE TAXICAB PROGRAM.

All accessible taxicabs are expected to participate in the ACT Program by accepting service calls from the designated ACT Program Manager. An accessible taxicab may only refuse a service call from the ACT Manager if the driver is on a service call that has been already logged by their regular radio service or denoted on their waybill. Failure to participate in the ACT Program may result in a disciplinary hearing and/or revocation of the accessible taxicab medallion.

RULE 7. COMPLIANCE WITH ACCESSIBLE TAXICABS REGULATIONS.

Failure to comply with regulations regarding accessible taxicabs may result in a civil fine as defined within [ARTICLE XIX](#), Rule 6, disciplinary hearing and/or revocation of the accessible taxicab medallion. Owners of an accessible taxicab medallion must ensure that driver's of accessible taxicabs comply with such regulations.

ARTICLE XIX. REQUIRMENTS AND STANDARDS FOR DISPATCH SERVICE.

RULE 1. PURPOSE AND DEFINITION.

Dispatch associations are permitted by the City of Cambridge to ensure the public maintains adequate access to Cambridge licensed taxicabs for the purpose of meeting public necessity and demand. A dispatch association is a company permitted and approved by the License Commission to facilitate transportation services for the public by means of licensed Cambridge taxicabs. For the purpose of these Rules and Regulations, a dispatch association may operate either through telephone line or other means, which includes, but is not limited to, the following: a website, mobile phone application, and SMS text messaging. Should a third-party company contract with a permitted dispatch association to facilitate dispatch services by similar means described above, such third-party company will also require a permit per these procedures, and will be subject to requirements established within this Article.

The License Commission shall charge a nonrefundable annual permit fee to recover costs associated with the administration of Dispatch Association Permits. Such a fee shall be \$250.00.

RULE 2. REGISTRATION AND FILING REQUIREMENTS.

A dispatch association by a corporation or an individual doing business in a name other than the corporate name or the individual's name, shall have such business name approved by the License Commission. The corporate-individual owner shall file a business certificate with either the Secretary of the Commonwealth in accordance with M.G.L. c. 110 or with the Clerk's Office in the City of Cambridge in accordance with M.G.L. c. 156D. Said owner shall be responsible to the License Commission for compliance with all aspects of these Rules and Regulations including any costs involved.

RULE 3. APPLICATION REQUIREMENT.

Each dispatch association intending to operate within the City of Cambridge for the purpose of dispatching City of Cambridge taxicab medallions for transportation service shall complete a Dispatch Permit Application Form and provide the License Commission in writing with the following:

- a. a dispatch headquarters address;
- b. a mailing address if different from the headquarters address;
- c. a primary contact phone number;
- d. a current, functional email address;
- e. a "Standard Emergency Response Plan" for dispatchers and drivers to follow in emergencies;
- f. an established policy for accommodating persons with disabilities in terms of accessing means of dispatch; and
- g. any other information requested by the License Commission to assist in the application procedure.

Any change in information as required by this rule shall notify the License Commission in writing within three (3) business days following said changes. For the purposes of this rule, "business day" shall mean a day during which the License Commission is regularly open for business.

The License Commission shall charge a nonrefundable hearing and application fee to recover costs associated with the administration of Dispatch Association Permits. Such a fee shall be \$175.00, to be submitted with the initial application.

RULE 4. RENEWAL PROCEDURE FOR DISPATCH PERMIT.

A dispatch association must renew their permit on an annual basis at the License Commission. A renewal application and an annual report must be submitted to the License Commission. The annual report shall include the following:

- a. a lists of all costs associated with being a member of the dispatch association;
- b. a list of all costs charged to consumers for utilizing dispatch services;
- c. a current list of all taxicab medallion numbers associated with your dispatch association;
- d. number of service requests received during duration of current permit;
- e. number of service requests successfully fulfilled during duration of current permit; and
- f. number of service requests that were not fulfilled during duration of current permit with reasons as to why.

The annual report, and any previous disciplinary matters, will be considered when renewing a permit.

RULE 5. APPEAL RIGHTS ON APPLICATION DENIAL.

Any business whose application or permit renewal application is denied by the License Commission may appeal said denial to the Executive Director of the License Commission. The Executive Director may in his discretion grant a permit if the applicant presents clear and convincing evidence that the applicant can successfully operate by all the rules and regulations established under this Article.

RULE 6. SERVICE EXCLUSIVITY.

A dispatch association shall provide all services solely and exclusively for City of Cambridge medallion bearing hackney carriages. If a dispatch system operates within multiple jurisdictions, it must ensure that service requests initiated within the City of Cambridge, or on a prearrangement basis with the intention of contracting with a City of Cambridge medallion bearing hackney carriage via the dispatch association, are solely fulfilled by City of Cambridge medallion bearing hackney carriages.

RULE 7. TRAINING REQUIREMENTS.

A dispatch association is responsible for the training of employees in all laws, rules and regulations pertaining to the Cambridge taxi industry, including applicable state and federal laws. A dispatch association is also responsible for training employees so they possess basic knowledge of city streets and landmarks, including those in neighboring communities.

RULE 8. OPERATION REQUIREMENTS.

A dispatch association shall provide, at minimum, the following services to their members:

- a. twenty-four (24) hour dispatch capabilities in a manner that is maintained and advertised to the general public for the purpose of requesting transportation service;
- b. open means of communication between dispatch headquarters and taxicab driver members;
- c. participation in the Cambridge Accessible Taxicab Program;
- d. a customer service mechanism for the purpose of dealing with consumer complaints;
- e. clear and conspicuous disclosure of fee schedule for both dispatch association members and the general public;
- f. Record Keeping Procedures in accordance with Rule 9 of this Article; and
- g. procedures to ensure compliance with Reporting Requirements established in Rule 10 of this Article.

RULE 9. RECORD KEEPING REQUIREMENTS.

A dispatch association shall maintain record keeping procedures that include:

- a. a current list of all affiliated taxicab medallions, and subsequently, all taxicab drivers operating such medallions;
- b. the total number requests for service;
- c. the time and location of each request;
- d. the medallion number of the taxicab dispatched for each service request; and
- e. the number of service requests that could not be accommodate and a description as to why such request could not be serviced.

RULE 10. REPORTING REQUIREMENTS.

Records of a dispatch association shall be kept for a period of not less than one (1) year. Any record requested by either the License Commission or the Hackney Carriage Division shall be furnished within five (5) business days of receipt of the request. The License Commission may also examine the books, accounts, records and any other relevant documents of the dispatch association in order to allow the License Commission to adequately regulate the Cambridge Taxicab industry.

RULE 11. CUSTOMER SERVICE STANDARD.

A dispatch association shall disclose their full business name during any contact with the general public, including an initial request for service. All agents of a dispatch association must be courteous at all times to the general public.

RULE 12. SERVICE REQUEST RESPONSE STANDARD.

A dispatch association must ensure that every service request for a taxicab medallion is responded to and dispatched in a timely, fair and equitable manner. If the dispatch association cannot respond to a service request within twenty (20) minutes, an agent of the dispatch association should contact the consumer requesting service and inform them of such as well as provide them with a referral to another Cambridge dispatch association that has been approved by the License Commission.

RULE 13. DISPATCH ASSOCIATION TO ANSWER QUESTIONS AND CORRESPONDENCE.

Dispatch associations and its agents are required to answer fully and civilly to any questions put forth to them by the Cambridge Police or any agent of the License Commission in the performance of duty. No dispatch association or its agent shall hinder, delay, or knowingly make false or misleading statements to any agent in the License Commission regarding any matters relating to regulatory compliance.

RULE 14. OBEYING DIRECTIVES.

Dispatch associations shall obey all directives from any agent of the License Commission or its designee.

RULE 15. DISCIPLINARY PROCEDURES.

Failure to abide by these Rules and Regulations may result in any of the following:

- a. a formal warning included in the dispatch association's record;
- b. requirement to appear or explain their failure to the full board of License Commissioners;
- c. an administrative fee of \$100.00. Failure to pay fine within sixty (60) days shall result in immediate revocation of dispatch permit; and
- d. further conditioning of dispatch permit, including temporary suspension and permanent revocation.

RULE 16. HEARING OFFICERS AND APPEALS.

A representative for the License Commission, following a recommendation of the Hackney Officer or the Police Officer assigned to the License Commission, may act as a hearing officer for the License Commission in disciplinary matters. The decision of the hearing officer will be final and binding unless an appeal is filed to the Executive Director and/or the Board of License Commissioners within seven (7) days of the decision. Decisions of the Board of License Commissioners may be appealed to the Middlesex Superior Court within sixty (60) days of receipt of the decision pursuant to M.G.L. c.249 §4. All persons concerned are required to comply with initial investigations. Persons concerned may have an advocate present at any hearing or meeting held by the License Commission or its agents.

ARTICLE XX. TAXICAB SUBCOMMITTEE.**RULE 1. TAXICAB SUBCOMMITTEE ESTABLISHED.**

A taxicab subcommittee shall be established to review taxicab service issues and make recommendations to the Board of License Commissioners. The chair of the taxicab service committee shall be the Executive Director of the License Commission or his designee. Representation on the taxicab committee shall include, but not be limited to, the following organizations and interests: taxicab companies, taxicab drivers, taxicab passengers, hospitality industry, Cambridge Office of Tourism, human service agencies (including the Cambridge Commission for Persons with Disabilities and the Cambridge Council on Aging) the Cambridge Consumers' Council, Department of Weights and Measures, the Cambridge Police Department and the Cambridge Traffic and Parking Department.

Addendum A: Additional Training Checklist.Sixty Day Temporary Hackney License
Training List

Cell Phone #: _____ Return by: _____

This training must be completed and this form must be signed by the owner and returned to the License Commission by the Driver within 50 days after receiving the Temporary Hackney Driver's License.

- 1) Understanding Radio Services Policies (if applicable). Yes ____ No ____
- 2) Taxi Meter/Flat Rates
 - A) Demonstrate how to use the meter. Yes ____ No ____
 - B) Demonstrate how to print a metered receipt. Yes ____ No ____
 - C) Explain when to use meter and when to use flat rates. Yes ____ No ____
- 3) Demonstrate how to prepare a waybill. Yes ____ No ____
- 4) Discount Coupons/Vouchers
 - A) Accepting Elderly/Disabled Coupons. Yes ____ No ____
 - B) Accepting Vouchers from Radio Services (If applicable). Yes ____ No ____
- 5) Taxi Stands
 - A) How to use a Taxi Stand. Yes ____ No ____
 - B) Rights of Passenger to select any cab. Yes ____ No ____
 - C) Soliciting Passengers: 100 feet. Yes ____ No ____
 - D) Obeying Traffic and Parking laws. Yes ____ No ____
- 6) Maintenance of Vehicle
 - A) External markings. Yes ____ No ____
 - B) Physical Condition of vehicle. Yes ____ No ____
- 7) 8-Hour Ride-Along Training with Experienced Driver/Owner. Yes ____ No ____
- 8) Customer Service. Yes ____ No ____
- 9) Serving the Elderly and People with Disabilities. Yes ____ No ____

10) Know how to use map or navigation system. Yes ____ No ____

11) Submit lease or sublease. Yes ____ No ____

I hereby certify that the above named driver has successfully demonstrated knowledge of all of the above training requirements and is ready to receive a one year hackney license.

Signed under the pains and penalties of perjury this _____ day of _____, 201____.

Driver's Name: _____ Temporary License #: _____

Owner's Name: _____ Owner's Signature: _____

Medallion Number: _____ Owner's Phone #: _____

Addendum B: Flat Rate Sticker.**City of Cambridge Taxicab Rates • License Commission**

Tel: 617.349.6140 • TTY: 617.349.6112 • Email: hackney@cambridgema.gov
www.cambridgema.gov/license

Meter Initial Charge: \$1.95 First Mile: \$5.55
 Each additional 1/8 of a mile: \$.45 Each Additional Mile: \$3.60

Meter may be activated 5 minutes after arrival

Hourly Rate: \$28.00 per hour
 (15 min. increments/wait time after 5 min.)

All trips over 10 miles: See City of Cambridge Flat Rate Book

Cambridge Hotel Flat Rates to Boston Logan International Airport

Flat rate per party, not per person • Toll costs and gratuity included in flat rate

	Non-Rush Hour	Rush Hour
Royal Sonesta	\$26.25	\$30.00
Hotel Marlowe	\$26.25	\$30.00
Kendall Marriott	\$27.50	\$31.50
Residence Inn	\$27.50	\$31.50
Kendall Hotel	\$27.50	\$31.50
Hampton Inn	\$27.50	\$31.50
Holiday Inn Express	\$27.50	\$31.50
Marriott Courtyard	\$33.00	\$35.75
Hyatt Regency	\$33.00	\$35.75
Le Meridien Hotel	\$33.00	\$35.75
Inn at Harvard	\$40.00	\$43.50
Hotel Veritas	\$40.00	\$43.50
Sheraton Commander	\$40.00	\$43.50
The Charles Hotel	\$40.00	\$43.50
Harvard Square Hotel	\$40.00	\$43.50
Hotel Tria	\$49.50	\$53.50
Gateway Inn	\$51.75	\$56.00

Rush Hour (Mon-Fri): 7 am-9 am & 3:30 pm-6:30 pm • Added Airport Terminal: \$2.00

Extras/Discounts

Request for SUV or Station Wagon: \$6.00
 Luggage Handled by Driver: \$.50 per piece
 Toll Costs: Automatically Added
 Senior/Disability Coupons: \$2.50 per coupon

One Coupon for fare up to \$7.00 • Maximum of two coupons for fare over \$7.00

Addendum C: Medallion Identification Sticker.



Addendum D: Approved Taxicab Stands.

Street	Side	From	To	Hours	Number of cabs
Amesbury St	W	62'S of Vassar St	200'S of Vassar St	all	8
Bennett St	S	5'E of University Rd	25'E of University Rd	all	1
Broadway	S	196'E of Ames St Ext.	273'E of Ames St Ext.	all	4
Broadway	S	306'E of Ames St Ext.	329'E of Ames St Ext.	all	1
Broadway	S	349'E of Ames St Ext.	370'E of Ames St Ext.	all	1
Brookline St.	E	75'N of Green St	158'N of Green St	10pm-3am	4
Cambridge St.	N	32'W of First St	88'W of First St	all	3
Cambridge St.	N	250'W of Line St	312'W of Line St	all	3
Cambridge St.	S	108'E of Hampshire St	122'E of Hampshire St	8pm-8am	2
Cambridgepark Place	E	240'W of Cambridgepark Drive	290'W of Cambridgepark Drive	all	3
Cambridgeside Pl.	S	30'W of Land Blvd	150'W of Land Blvd	all	6
Cambridgeside Pl.	S	196'W of Land Blvd	235'W of Land Blvd	8pm-8am	2
Church St.	S	36'W of Mass Ave	92'W of Mass Ave	12pm-6am	3
Eliot St	E	16'N of Winthrop St	45'N of Winthrop St	8pm-8am	2
Garden St.	S	12'E of Berkeley St	70'E of Berkeley St.	all	3
Garden St.	S	96'W of Berkeley St	16'W of Berkeley St.	all	4
Holyoke St.	W	32'S of Mass Ave.	96'S of Mass Ave.	all	3
Huron Ave.	S	45'W of Concord Ave.	73'W of Concord Ave	9pm-8am	2
JFK St.	W	20'S of Winthrop St	60'S of Winthrop St	6pm-8am	2
Main St.	N	10'E of ECL of Hayward St	160'E of ECL of Hayward St	all	9
Massachusetts Ave.	E	338'S of Quincy St	378'S of Quincy St	all	2
Massachusetts Ave.	S	145'W of Pleasant St	188'W of Pleasant St	all	2
Massachusetts Ave.	S	124'E of Brookline St	204'E of Brookline St	6pm-8am	4
Massachusetts Ave.	S	20'W of Holyoke St	100'W of Holyoke St	all	4
Massachusetts Ave.	S	140'W of Western Ave.	80'W of Western Ave	all	3
Massachusetts Ave.	N	20'W of Essex St	100'W of Essex St	all	4
Massachusetts Ave.	N	20'W of Essex St	129'W of Essex St	all	5
Massachusetts Ave.	N	56'W of Norfolk St	116'N of Norfolk St	all	3
Massachusetts Ave.	N	310'W of Norfolk St	200'W of Norfolk St	all	5
Massachusetts Ave.	S	389'E of Vassar St	454'E of Vassar St	all	4
Massachusetts Ave.	W	30'S of Church St	160'S of Church St	all	8
Massachusetts Ave.	E	24'N of Cameron Ave	59'N of Cameron Ave	6pm-8am	2
Massachusetts Ave.	E	80'S of Davenport St	117'S of Davenport St	all	2
Massachusetts Ave.	E	250'N of White St	310'N of White St	all	3
Massachusetts Ave. @ Kiosk in Harvard Square	W	60'N of Dunster St.	160'N of Dunster St	all	4
Mt Auburn St.	S	6'E of WCL-EXT of Longfellow Rd	61'W of Longfellow Rd	all	3

Sidney St.	W	51'S of Mass Ave	179'S of Mass Ave	all	6
University Rd.	E	20'S of Bennett St	58'S of Bennett St	all	2
University Rd.	E	272'S of Bennett St	198'S of Bennett St	all	4

Addendum E: Accessible ADA Compliance Checklist.

ITEM	DATA/NOTES
Inspection Date:	
Inspector Name:	
Medallion Owner:	
Medallion #:	
Phone:	Cell:
VEHICLE MAKE/MODEL/YEAR:	
RAMP	
Slope [If height of the vehicle floor from which ramp is deployed is 3 inches or less above a 6-inch curb, slope should not exceed 1:4 (36 CFR §1192.23 (c) (5))]:	
Length:	
Width [Should be not less than 30 inches wide (36 CFR §1192.23 (c) (2))]:	
Edge Protection [<u>Side edges</u> of ramp should be not less than 2 inches high (36 CFR §1192.23 (c) (4))]:	
Other [Transition edges at top & bottom of ramp should not exceed ¼ inch (if vertical edge) or ½ inch (if beveled edge) (36 CFR §1192.23 (c) (3))]:	
ENTRYWAY & WHEELCHAIR SECUREMENT AREA	
Doorway Height [should be not less than 56 inches (36 CFR §1192.25 (c))]:	
Securement Area Height [should be not less than 56 inches (36 CFR §1192.29 (f))]:	
Securement Area Width [should be not less than 30 inches (36 CFR §1192.23 (d) (2))]:	
Securement Area Depth [should be not less than 48 inches (36 CFR §1192.23 (d) (2))]:	
Wheelchair Securement Devices [should be provided in addition to lap/shoulder belts (36 CFR §1192.23 (d) (1))]:	
Other:	

Disclaimer: This checklist is provided as an aid in assessing accessibility of vehicles equipped with ramps, not lifts. While based on Americans with Disabilities Act (ADA) Standards, this checklist should be used in conjunction with, not as a substitute for those standards. The medallion owner bears full responsibility for ensuring compliance with ADA Standards, and should not purchase, lease, or otherwise acquire a vehicle for taxicab use until certain it meets all applicable ADA Standards.

The U.S. Architectural and Transportation Barriers Compliance Board's accessibility guidelines for vehicles are codified at 36 CFR Part 1192. The implementing ADA regulations ("Standards") of the U.S. Department of Transportation are codified at 49 CFR Part 38.

Cambridge Commission for Persons with Disabilities,
51 Inman Street, 2nd floor, Cambridge, MA 02139

www.cambridgema.gov/DHSP2/disabilities.cfm

Voice: 617-349-4692

TTY: 617-492-0235