



**Division of Assessments and Licenses
Taxicab Driver
Study Manual**

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City of Cleveland
Frank G. Jackson, Mayor

Department of Finance
Division of Assessments & Licenses
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Dear Ladies and Gentlemen,

Thank you for your interest in becoming a licensed taxi driver in The City of Cleveland. We are always looking for qualified men and women to provide our citizens and visitors with an exceptional experience on every encounter. We consider taxi drivers to be front line ambassadors for The City of Cleveland. As an ambassador, you will be responsible for turning every encounter into a positive and memorable experience. Enhancing the visitor experience will lead to more frequent visits and better word of mouth marketing about our great city. In addition, it builds upon our positive image and can ultimately increase the economic impact of tourism.

We look forward to the opportunity to work with you on bringing a new level of service to our communities and help promote our city as one of the best.

This study guide has been prepared to answer any questions you may have regarding the rules and regulations and operational policies concerning being a City of Cleveland taxicab driver. You will also find questions on customer service on the test. Read it thoroughly, if you have questions contact your company for assistance. We hope you find your time with us to be an enjoyable and rewarding experience.

Welcome!

Sincerely,

Dedrick C. Stephens, CFE, Commissioner
Division of Assessments and Licenses

SECTION 1 – CODIFIED ORDINANCE CHAPTER 443

443.01 Jurisdiction

The licensing and inspection of public hacks, the inspecting and sealing of taximeters, the examining of applicants for a license to drive such public hacks, and the licensing of drivers, as hereinafter provided, and the enforcing of the provisions of this chapter shall be under the control of the Division of Assessments and Licenses, through its Commissioner, or his or her designee.

443.011 Definitions

As used in this chapter, certain terms are defined as follows:

- (a) "Association" means a society, whether incorporated or not, organized for the purpose of benefitting a group of not less than twenty-five (25) owners of public hacks by providing for its members, dispatching services, a uniform and distinctive color scheme, and collection and maintenance of operating records.
- (b) "Company" means any person, partnership or corporation owning twenty-five (25) or more public hacks having a uniform distinctive color scheme.
- (c) "Driver" means the person in actual physical control of a public hack.
- (d) "Independent operator" means any owner to whom either of the following applies:
 - (1) is the owner of less than twenty-five (25) public hacks;
 - (2) does not provide his or her own dispatching services.
- (e) "Owner" means any natural person, partnership or corporation having legal or equitable title to a public hack and includes lessors.
- (f) "Public hack" or "Hack" means any public vehicle whose owner or driver secures or accepts passengers for hire on the public streets, or in public or quasi-public places, including, but not limited to, hotels as defined by Section [363.08](#), and excepting carriages as defined in division (a) of Section [447.01](#) and vehicles operated by the Cleveland Regional Transit Authority.

443.02 License Required: Application

No public hack shall operate for hire upon the streets of the City without obtaining a license from the Commissioner of Assessments and Licenses. Such licenses shall be issued as of December 1, and shall expire on November 30, next succeeding, unless sooner suspended or revoked by the Commissioner.

443.012 Rules and Regulations

The Commissioner of Licenses and Assessments is hereby authorized to promulgate such rules and regulations, not inconsistent with the provisions of this chapter, as he shall deem necessary to carry out the provisions of this chapter. Such rules and regulations shall become effective ten days after their publication in the City Record.

See Section II for a complete copy.

443.051 Safety Partitions or Surveillance Cameras for Taxicabs

(a) Effective six months from the date of passage of this ordinance, each taxicab shall be equipped with at least one of the following:

- (1) A safety partition meeting the requirements of division (b) to completely separate the driver from the passenger section of the taxicab, and power windows and door locks that can be operated by the driver; or
- (2) A surveillance camera or cameras meeting the requirements of division (c); or
- (3) A safe meeting the requirements of division (d).

The Commissioner shall inspect each taxicab for compliance with these requirements as part of the vehicle inspections conducted pursuant to Section 443.05.

(b) All safety partitions installed in taxicabs shall meet the following design standards, and such additional requirements as may be established by regulation:

- (1) The partition shall be constructed of a bullet-resistant material.
- (2) The partition shall be designed to prevent a person in the passenger compartment from reaching the driver.
- (3) The partition shall be designed to afford the driver safe rearview vision.
- (4) The design of the partition shall allow for ventilation and heat to the passenger compartment of the vehicle.
- (5) The partition shall be designed to enable the driver to collect payment without leaving the vehicle, by use of a change slot, sliding partition, or similar means.
- (6) The partition shall not contain any sharp edges or sharp points that may injure the driver or passengers.

(c) All surveillance cameras installed in taxicabs shall be suitable in design and placement to record the actions of the driver and passengers and, without limiting the scope of this requirement, suitable in design and placement to record acts or attempted acts of violence or criminal conduct. The camera(s) shall meet such additional requirements as may be established by regulation.

(d) All safes installed in taxicabs shall be suitable in design to provide a taxicab driver with the ability to deposit money in a safe that may not be removed from the taxicab and may only be opened under limited circumstances so as to protect the driver of the taxicab. The safe shall meet any additional requirements that may be established by regulation. Each taxicab driver with a safe shall possess no more than ten dollars (\$10.00) in cash and a sign shall be posted conspicuously stating, "Driver carries no more than \$10.00 in cash." Such sign shall be legible from the interior and exterior of the taxicab.

(e) Each owner or independent operator shall submit its design proposal for safety partitions, surveillance cameras or safes prior to the installation of the same, or if partitions, cameras or safes were installed prior to the effective date of this ordinance, then the owner or independent operator shall instead submit a detailed description of that equipment to the Commissioner within thirty days of the effective date of this ordinance. No taxicab partitions, surveillance cameras or safes, whether or not installed prior to the effective date of this ordinance, shall be permitted from and after six months after passage of this ordinance unless the Commissioner determines that they comply with all requirements of this section.

(f) No taxicab company, association or independent operator shall increase its drivers' lease rates for the cost of compliance with this section. Any increase in drivers' expenses that may otherwise be allowable under Section 443.261 may not be implemented unless the taxicab company, association or independent operator first certifies to the Commissioner by affidavit that the costs of compliance with this section will not be borne by the taxicab drivers. The Commissioner may require the taxicab company, association or independent operator to produce books and records to demonstrate compliance with this division.

(g) The Commissioner of Licenses and Assessments is hereby authorized to issue such rules and regulations, not inconsistent with the provisions of this chapter, as the Commissioner deems necessary to carry out the provisions of this section. Such rules and regulations shall become effective ten (10) days after their publication in the City Record.

443.09 License Card

If a public hack is found upon inspection to be of lawful construction, and in proper condition, in accordance with the provisions of this chapter, and the rules and regulations established thereunder, and upon the payment of the license fees, the same shall be licensed by delivering to the owner a card of such size and form as may be prescribed by the Commissioner of Assessments and Licenses. The card

shall contain the official license number of the hack, together with the date of inspection of the same, and a statement to the effect that, in case of any complaints, the Commissioner shall be notified giving the license number of the hack. Such card shall be signed by the Commissioner, and shall contain blank spaces upon which an entry shall be made of the date of every inspection of the vehicle by the inspector. The license card shall be of a distinctly different color each year, and, in case of public hacks driven by mechanical power, the license number assigned thereunder shall in each case, be the same as that assigned to the vehicle for that year, pursuant to law. There shall also be printed upon such card the license number of such vehicle, which shall be conspicuously displayed within the hack as prescribed by the Commissioner.

443.11 Inspection Time and Reports

The Commissioner of Assessments and Licenses shall maintain constant vigilance over all public hacks, to see that they are kept in a condition of continued fitness for public use. To this end, the Commissioner, through his or her inspectors, shall periodically inspect all public hacks, or on the complaint of any citizen, as often as may be necessary. The Commissioner is authorized to set any number of mandatory inspections at such times and places as determined by the Commissioner for purposes of inspection. Failure to submit to a required inspection shall result in the revocation of license. The Commissioner is authorized to set the standards of any inspection conducted under this chapter. Copies of such standards shall be made available seven (7) days before the inspection, and upon request. The Commissioner is authorized to charge and collect an inspection fee of fifty dollars (\$50.00) per hour, or any portion thereof, for any inspection performed under this section. Reports in writing of all inspections shall promptly be made to the Commissioner.

443.12 License Suspension or Revocation

The Commissioner of Assessments and Licenses upon his own initiative may, and upon recommendation of the Chief of Police shall revoke or suspend any license granted under this chapter if the vehicle is used for immoral or illegal purposes or if the vehicle is not in good condition and appearance, clean and safe. Licenses revoked for the reason that the vehicle has been used for immoral or illegal business or purpose shall not be reissued again. Licenses revoked because of the condition and appearance of the vehicle shall not be reissued until the vehicle and its appearance are put in fit condition for use by the public.

443.13 Drivers' Licenses: Application

Every person driving a public hack, shall be licensed as such. Each applicant for a driver's license shall:

(a) Be eighteen years of age or over, an American citizen, or have declared his intention to become such a citizen, and a bona fide resident of Cuyahoga County for thirty days next preceding the date of such application.

(b) Present a certificate from a qualified physician that he is sound physically and mentally, has good eyesight, and that he suffers from no other infirmity of body and mind, which might render him unfit for the safe operation of a public vehicle.

(c) Be able to read and write the English language.

(d) Be clean in dress and person, and not be addicted to the use of intoxicating liquors or drugs.

(e) Produce, on forms to be provided by the Commissioner of Assessments and Licenses, two character references of persons not related to applicant.

(f) Fill out, upon a blank form to be provided by the Commissioner, a statement giving his full name, residence, places of residence for five years previous to moving to his present address, age, color, height, color of eyes and hair, place of birth, length of time he has resided in the City, whether a citizen of the United States, places of previous employment, whether married or single, whether he has ever been arrested or convicted of a felony or misdemeanor, whether he has been summoned to court, whether he has previously been licensed as a driver or chauffeur, and if so, whether his license has ever been revoked, and for what cause, which statement shall be signed and sworn to by the applicant, and filed with the Commissioner, as a permanent record. Any false statement made by the applicant for a license shall be promptly reported by the Commissioner to the prosecuting attorney of Cuyahoga County. The Commissioner is hereby authorized and empowered to establish such additional rules and regulations, covering the issuance of drivers' licenses, not inconsistent herewith, as may be necessary and reasonable.

443.131 Convictions Which Bar Issuance of Driver's License

No driver's license shall be issued if the applicant has been convicted of any of the following offenses:

(a) Manslaughter, or negligent homicide, resulting from the operating of a motor vehicle;

(b) Driving a motor vehicle while under the influence of intoxicating liquors or drugs. Any conviction under this subsection shall not be a bar to the issuance of a license if the conviction occurred more than five (5) years prior to the date of application; or upon a recommendation of the Commissioner more than three (3) years from the date of application for a license;

(c) Any felony in the commission of which a motor vehicle was used;

(d) Failure to stop and render aid as required under the laws of this State, or leaving the scene of an accident as specified by the laws of this State;

(e) Perjury or false swearing in making any statement under oath in connection with his or her application for driver's license;

f) Conviction, or forfeiture of bail, not vacated, upon three (3) charges of a violation of the motor vehicle laws of this state that are classified or determined by the Commissioner to be moving violations, within the most recent twelve (12) month period;

(g) Conviction of the violation of any law involving violence, theft or any form of stealing, or any crime involving moral turpitude that is reasonably related to the license referred to herein, within five (5) years preceding the filing of the application for such license;

(h) Repeated violations of the City ordinances, which affect the safety of human life or limb on the streets of the City;

(i) Possession by a taxicab operator within his or her taxicab of opened or unopened beer, whiskey or wine, or of drugs or other stimulants not specifically prescribed for him or her by a medical doctor for his or her private use, or of gambling equipment or paraphernalia, stolen goods or any contraband property of any kind.

443.14 Examination of Drivers

(a) Each applicant for a driver's license under the provisions of this chapter shall be examined by a person designated by the Commissioner of Assessments and Licenses as to his or her knowledge of the provisions of this chapter, the City Traffic Code, and the geography of the City. Each applicant must, if required by the Commissioner, demonstrate his or her skill and ability to safely handle his or her vehicle, by driving it through a crowded section of the City, accompanied by a City inspector. If the result of any examination is unsatisfactory, the applicant shall be refused a license.

(b) The Commissioner is authorized to require an applicant subject to an unsatisfactory examination in division (a) of this section to attend remedial driver education courses approved by the Commissioner before such applicant may again apply for a license.

(c) The Commissioner is authorized to develop and implement a continuing education program and require the attendance of drivers and owners as a condition of licensure. Program requirements developed under this section shall be promulgated by regulation and published in the *City Record*. Notice of attendance requirements to drivers and owners shall be served by United States mail, first class, to the address of record for the licensee.

443.15 Driver's Photograph and Fingerprints

(a) Each applicant for a driver's license shall file with his application three unmounted, unretouched photographs of himself, in such position as the Commissioner of Assessments and Licenses may direct, taken within thirty days preceding the filing of his application. Photographs shall be of a size which may be easily attached to his license, one of which shall be attached to his license when issued; the others shall be filed with the application in the office of the Commissioner. The photograph shall be so attached to the license that it cannot be removed and another photograph substituted without detection. Each licensed driver shall, upon demand of an inspector of licenses, a policeman or a passenger, exhibit his license and photograph for inspection. Where the application for a license is denied, two copies of the photograph shall be returned to the applicant by the Commissioner.

(b) Applications, with photographs attached, shall forthwith be forwarded to the Bureau of Criminal Identification, Police Division. No license shall be issued under the provisions of this chapter until the receipt in writing from such Bureau of a report showing the result of the investigation of the application.

443.16 Form and Terms of Drivers' Licenses

Upon satisfactory fulfillment of the foregoing requirements, there shall be issued to the applicant a license, which shall be in such form as to contain the photograph and name of the licensee. Any licensee who defaces, removes or obliterates any official entry made upon his license, shall be punished by revocation of his license. Drivers' licenses shall be issued as of December 1 in each and every year, and shall be valid to and including November 30 next succeeding, unless previously revoked.

443.18 Driver's License Certificate

The Commissioner of Assessments and Licenses shall issue a license certificate bearing the photograph of the licensee, to each person licensed as the driver of a public hack. Such license certificate must, under penalty of suspension or revocation of the license, be conspicuously displayed at all times in the vehicle operated by such licensee and in the manner required by the Commissioner. The certificate shall be of such form and design as the Commissioner prescribes.

443.19 Renewal of Drivers' Licenses

All renewals of drivers' licenses shall be in accordance with the procedure prescribed by the Commissioner of Assessments and Licenses.

No driver's license shall be renewed under this chapter unless the applicant has first paid all parking infraction judgments and default judgments and all notices of liability under Section 413.031 for red light or speeding violations, provided that the notices of liability under Section 413.031 are not on appeal, that are owed by applicant.

443.20 Fee for Drivers' Licenses

A license fee of sixty dollars (\$60.00) shall be paid for a driver's license, and for renewals.

443.21 Suspension or Revocation of Driver's License

A driver's license may be suspended or revoked at any time by the Commissioner of Assessments and Licenses upon his own initiative or upon the recommendation of the Chief of Police. Before suspending or revoking such license the Commissioner shall afford the licensee the opportunity of a hearing upon the charges. The licensee may appeal from such order in the manner provided by Section 403.09. A second

suspension for the same reason or, in any case a third suspension of a driver's license shall operate as a revocation of such license. No driver whose license has been revoked shall again be licensed as a public hack driver in the City unless upon the presentation of reasons satisfactory to the Commissioner. The Commissioner shall notify the Police Division of all suspensions or revocations of drivers' licenses.

443.22 Record of Drivers' Licenses

There shall be kept in the office of the Commissioner of Assessments and Licenses a complete record of each license issued to a driver, and of all renewals, suspensions and revocations thereof, which record shall be kept on file with the original application of the driver for a license.

443.23 Use of Taxicab Stands and Call Stations

(a) Only public hacks shall remain at the taxicab stand while waiting for employment and only in single file pointed in accordance with the traffic regulations. No public hack shall refuse to carry any orderly person applying for a hack who agrees to pay the right rate of fare, but any orderly person may select any hack at the stand whether it is at the head of the line or not. As the hack leaves the line with passengers those behind shall move up, and any public cab or coach seeking a place on the stand shall approach the same only from the rear of the stand and shall stop as near as possible to the last cab already on the line. No cab or coach shall stand within five feet of any crosswalk. No public cab or coach shall stand at any place on the streets of the City for the purpose of soliciting business except upon the public stands herein established.

(c) No public hack shall occupy a public stand unless a permit has been issued by the Commissioner of Assessments and Licenses. Application for permits to occupy a public stand shall be made in writing to the Commissioner by the owner of public cab. The form of the application shall be prescribed by the Commissioner. No vehicle other than a licensed public hack shall stop on any public stand or call station, except while receiving or discharging passengers.

(d) The Commissioner of Traffic Engineering and Parking shall designate public stands by permanent signs set at the curb boundaries, which signs shall bear the legend that it is a stand reserved for public licensees only. The Commissioner of Assessments and Licenses shall suspend or revoke the license of any public hack driver who stands in front of the entrance of any building, within the prohibited

space, after his passengers desiring to leave the cab have alighted, or who attempts to stand in such prohibited space waiting for passengers, or who violates any of the other provisions of this section.

443.25 Taximeters

(a) *When Required.* Every public hack driven by mechanical power, seating four passengers or less, shall have affixed thereto a taximeter of a size and design approved by the Commissioner of Assessments and Licenses.

(b) *Inspection.* No licenses shall be issued to a public hack until the taximeter attached thereto has been inspected and found to be accurate.

(c) *Inaccuracy.* No person shall use or permit to be used upon any public hack a taximeter which is in such condition as to be over five percent incorrect, to the prejudice of any passenger.

(d) *Wheel Operated Prohibited.* No taximeter affixed to a public hack, propelled by steam or gasoline, electricity or other motive power, shall be operated from any wheel to which the power is applied.

(e) *Illumination of Dial.* After sundown the face of every taximeter shall be illuminated by a suitable light, so arranged as to throw a continuous steady light thereon.

(f) *Case to Be Sealed.* No person shall use or permit to be used, or drive for hire, a public hack equipped with a taximeter, the case of which is unsealed, and not having its cover and gear intact.

(g) *False Signal.* No driver of a public hack equipped with a taximeter or other similar device, while carrying passengers, or under employment, shall display the signal affixed to such taximeter or other similar device, in such position as to denote such vehicle is not employed, or in such position as to denote that he is employed at a rate of fare different from that to which he is entitled under the provisions of this chapter.

(h) *Unapproved Taximeter.* No person shall drive a public hack to which is attached a taximeter that has not been duly inspected and approved.

(i) *Violations.* A violation of any of the provisions of this section shall render the offender liable to any penalty imposed in addition to license suspension or revocation.

433.26 Rates of Fare; Receipts

(a) Except as provided in division (f) of this section, the maximum rates of fare for gasoline fueled or propane fueled taxicabs, including sales tax, shall be as follows:

(1) For the first one-eighth mile or fraction thereof, two dollars and seventy-five cents (\$2.75).

(2) For each additional one-eighth mile or fraction thereof, twenty-eight cents (\$0.28).

(b) *Waiting Time or Traffic Delay Charge.* The rate for waiting or traffic delay shall be eighteen dollars (\$18.00) per hour except for coaches hired at the hourly rate.

(c) *Charge for More Than Four Passengers.* The rate for carrying more than four passengers shall be an additional one dollar (\$1.00) per person for each passenger over twelve years of age.

(d) *Hourly Rate.* On request of passengers, public hacks may accept employment where the fare may be computed on an hourly rental. When a public hack is so employed, the fare to be charged shall be computed from the time of leaving the nearest station of the owner to the time of returning to the nearest station from the point of dismissal.

(e) *Receipt to be Given.* On request of a passenger, the owner, driver, chauffeur or other person in charge or control of a public hack shall provide a receipt to the person paying for the hire of the same at the time of payment. The form of the receipt shall be prescribed and approved by the Commissioner of Assessments and Licenses, and shall contain in legible type or writing, the name of the owner, the City license number, the driver's City license number and other items for which a charge is made, the total amount paid, and the date of payment.

(f) *Rates of Fare from Cleveland Hopkins International Airport.* The following maximum rates of fare apply to gasoline fueled or propane fueled taxicabs which are transporting passengers from Cleveland Hopkins International Airport to another location. These rates of fare include metered rates, taxicab operating cost recovery, fuel surcharges and depreciation, sales tax, and applicable fees, and shall be as follows:

See Codified Ordinance for complete list of rates

443.261 Rates of Fare Adjustment Due to Cost of Gasoline

The Commissioner of Assessments and Licenses shall review the average price per gallon for regular unleaded gasoline prices listed by the Automobile Association of America's State-by-State Fuel Price Average for the Cleveland-Lorain-Elyria Metro Area on the first Monday of May and the first Monday of November of each calendar year and shall adjust the rates of fare as set forth in Section 443.26 of this chapter as follows:

(a) If the average price per gallon is equal to or greater than \$3.00 per gallon on both the date of review and one month prior to the date of review, the Commissioner

shall authorize an increase of \$1.00 to the rates of fare set forth in Section 443.26 of this chapter. Such increase shall be published in the City Record and take effect 30 days thereafter. No further increases shall be authorized until all prior increases issued under this division have been repealed under division (b) of this section.

(b) If the average price per gallon is less than \$3.00 per gallon on both the date of review and one month prior to the date of review, the Commissioner shall repeal any increase in effect and the rates of fare shall remain as set forth in Section 443.26 of this chapter until such rates may be subsequently increased under

division (a) of this section. Any revocation issued under this division (b) shall be published in the City Record and become effective 30 days thereafter.

(c) Each change in the fare amount shall be applied to the meter. A representative of the Bureau of Weights and Measures will remove the current security seal affixed to each meter prior to the fare being changed on the meter.

443.27 Prepayment of Fare

Every driver of a public hack shall have the right to demand payment of the legal fare in advance, and may refuse employment unless so prepaid, but no driver of a public hack shall, otherwise, refuse or neglect to convey any orderly person upon request, anywhere in the City, unless previously engaged. No driver of a licensed hack shall carry any person other than the passenger first employing a hack, without the express consent of such passenger.

443.28 Disputed Fares

All disputes as to the lawful rate of fare shall be determined by the police officer nearest to where the dispute takes place. Failure to comply with such determination shall subject the offending party to a charge of disorderly conduct.

443.281 Service to be Rendered on Demand

It shall be the duty of every driver of an unengaged taxicab, upon request, to transport any orderly person between any two points within the City. Should it be shown at any time to the satisfaction of the Commissioner that a driver has failed to comply with the requirements of this section, the Commissioner may, after hearing, revoke the license of such driver.

443.282 Response to Service Requests

Requests for public hack service shall be responded to within a reasonable time.

443.29 Cruising or Soliciting

No public hack, while soliciting employment, shall stand on any public street or place other than at or upon a public hack stand, designated or established in accordance with this chapter; nor shall any driver of such hack seek employment by repeatedly and persistently driving his hack to and fro in a short space before, or by otherwise interfering with the proper and orderly access to or egress from any

theater, hall, hotel, public resort, railway or boat landings, or other place of public gatherings. No person shall solicit passengers for public hacks, except the driver of a public hack, when sitting upon the driver's seat of such vehicle, except that at special points designated by the Commissioner of Assessments and Licenses not more than two agents may be employed to solicit business on the street. No persons shall be permitted to ride in the front seat of a taxicab with the driver, unless the rear compartment is occupied, and any driver who shall permit this may be deprived of his license. All police officers and inspectors of licenses shall notify the Commissioner of any violation of this provision.

443.30 Loitering Near Public Hack Prohibited

No person shall loiter within a distance nearer than twenty feet of any public hack occupying space on a public hack stand. The driver of any public hack shall remain on the driver's seat, or inside of his hack at all times when such hack is standing upon the public stands or when actually engaged in carrying passengers, provided that nothing in this section shall be held to prohibit such driver from alighting to the street for the purpose of assisting passengers into or out of such vehicle, or take care of the calls of nature while upon a public stand, limiting his absence from such stand to fifteen minutes, during which time his hack shall occupy a position at the rear end of such stand.

443.31 Fraud in Obtaining License

No person shall give fictitious information or practice any fraud, misrepresentation or subterfuge in order to secure any license provided for by this chapter.

443.32 Unlicensed Driver

No person, firm or corporation operating public hacks shall employ as a driver on such public hacks any person other than a driver duly licensed under the provisions of this chapter.

443.321 Waybills

No company or driver shall:

- (a) Fail to maintain, for a period of one year, a written record of each trip made by such company or driver, which record shall include the time and date such passenger is picked up, the destination, time of arrival at such destination, the amount of fare collected for each trip and such other information as may be required by the Director.
- (b) Fail to deliver to the Commissioner of Assessments and Licenses any waybill demanded by him.

443.33 Exceptions

Nothing in this chapter shall apply to motor vehicles used exclusively for service at weddings, christenings or funerals.

443.34 Violations by Owners

Any owner or driver of a vehicle, not licensed in accordance with the provisions of this chapter, or of a vehicle, the license of which has been suspended or revoked, who engages in the business of a public hack as defined herein or attempts to engage in such business, or solicits for hire passengers upon the streets shall be guilty of a violation of this section.

443.35 Violations by Drivers

Any person, not having been duly licensed as a public hack driver, or any person whose license as such driver has been revoked or any person whose license has been suspended, and who, during the time of such suspension, drives for hire a public hack upon the streets, shall be guilty of a violation of this section.

443.36 Suspension or Revocation of License

In addition to any penalty imposed, any licensee shall be subject to the suspension or revocation of his license upon conviction for any violation of this chapter or upon conviction of any offense set forth in Section 443.131. The Commissioner of Assessments and Licenses may in his discretion and shall upon the recommendation of the Chief of Police suspend or revoke a license granted under any provision of this chapter, pending or in advance of the criminal prosecution of the licensee for any offense set forth in Section 443.131. In case of the refusal to issue a license or the revocation of a license by the Commissioner the applicant or licensee may appeal from such order in the manner provided by Section 403.09.

443.37 Taxicab Passenger Bill of Rights

(a) No owner or driver shall operate or permit to be operated his or her taxicab unless a Taxicab Passenger Bill of Rights, rate card, and other information required to be posted by regulations are securely affixed to the rear passenger windows of every taxicab in operation. The Taxicab Passenger Bill of Rights shall be in a form provided by the Commissioner, which form shall state that all taxicab passengers have a right to:

(1) Ride with a driver, who:

- A. is well-groomed and appropriately dressed;
- B. is courteous;
- C. speaks English;
- D. is knowledgeable about the metropolitan area;
- E. obeys all traffic laws;
- F. does not use a cell phone for calls and/or texting while driving, including hand-held or hands-free devices;

- (2) Ride in a safe, clean, and well-maintained taxi that has:
 - A. working air conditioning and heat, as appropriate;
 - B. clean cabin air that is smoke and chemical free;
 - C. reasonable silence;
 - D. working seatbelts for all passengers;
 - E. a clean cabin, exterior, and trunk;
 - (3) Take the most direct or shortest route to your destination, or to direct the route of your choice;
 - (4) Receive a receipt with information identifying the taxicab;
 - (5) Pay for your ride with a credit/debit card;
 - (6) Be accompanied by a service animal; and
 - (7) Eliminate or reduce your tip for poor service.
- (b) The Taxicab Passenger Bill of Rights shall display in plain view of every passenger the phone number for registering complaints.
- (c) A driver or owner who fails to display a Taxicab Passenger Bill of Rights as set forth in this section shall be fined one hundred dollars (\$100.00) for each such failure to display said Taxicab Passenger Bill of Rights.

443.38 Fines for Violating Rules and Regulations

- (a) The Commissioner of Assessments and Licenses shall have the authority to set and assess fines to taxicab owners, taxicab drivers, and/or and taxicab companies for violations of the Rules and Regulations governing their conduct as published in the *City Record*.
- (b) The authority to assess fines under this section does not limit or affect any criminal offense, or the authority of the Commissioner to suspend or revoke a license under Section [443.36](#), or any other means of enforcement of this chapter provided for in these Codified Ordinances.
- (c) Any fine levied under division (a) of this section, or a regulation promulgated thereunder, for a conviction of a non-moving violation of the traffic laws of this State, or any political subdivision thereof, shall result in a fine issued exclusively to the taxicab owner. For purposes of this division, a taxicab owner is the person holding legal title to the motor vehicle used as a taxicab, regardless of any lease or other contract governing to possession and use of such vehicle for use as a taxicab.

443.99 Penalties

Whoever violates any provision of this chapter, or any regulation lawfully adopted pursuant thereto, is guilty of a minor misdemeanor on a first offense; on a second offense within one (1) year after the first offense, such person is guilty of a misdemeanor of the fourth degree; on each subsequent offense within one (1) year after the first offense such person is guilty of a misdemeanor of the third degree. In addition to any other method of enforcement provided for in this chapter, any violation of the provisions of this chapter which is a minor misdemeanor may be enforced by the issuance of a citation in compliance with Rule 4.1 of the Ohio Rules of Criminal Procedure.

SECTION II – TAXICAB RULES AND REGULATIONS

A - DRIVER

These Rules and Regulations for drivers supplement and/or clarify and add to the regulations mandated by Chapter 443 Taxicabs of the Codified Ordinance of the City of Cleveland.

A			<u>STANDARDS OF CONDUCT WHILE ON DUTY.</u>	Violation Class
A	(1)		<u>A taxi driver shall:</u>	
A	(1)	(a)	Display a professional demeanor in the presence of passengers.	A
A	(1)	(b)	Be well groomed presenting a neat and clean appearance.	A
A	(1)	(c)	Be able to speak and understand directions, oral and written, in the English language.	A
A	(1)	(d)	Ensure the taximeter is engaged while the taxicab is on hire with a passenger.	A
A	(1)	(e)	Use the most direct available route on all trips unless the passenger specifically requests to change the route.	C
A	(1)	(f)	Operate the heating and air conditioning systems on demand of the passenger.	A
A	(1)	(g)	Allow passengers to be accompanied by an animal trained to guide or assist a person with a disability and to carry with them small animals, when such animals are securely enclosed in a box or cage designed for holding such animal and capable of being held on the lap of the passenger [unless doctor certification of allergy on file with the Commissioner].	A
A	(1)	(h)	Assist passengers placing luggage or packages (under 50 pounds) in and out of the taxicab.	A
A	(1)	(i)	Accept credit cards for payment of fare when requested by passengers.	A
A	(1)	(j)	Conspicuously display his/her taxi driver's license in view of the passenger.	A
A	(1)	(k)	Carefully search taxicab for property lost or left therein after termination of each transport. Any property lost or left in vehicle must be returned to company or association by the end of day.	A
A	(1)	(l)	Encourage passengers to enter or leave taxicab from the curb side door.	A
A	(1)	(m)	Ensure all refuse is appropriately discarded and under no circumstance litter.	A
A	(1)	(n)	Ensure that the trunk is clear of articles to allow for luggage storage.	A
A	(1)	(o)	Ensure all electronic equipment not needed to operate	A

			a taxicab (televisions, VCR's, etc.) are not in the vehicle.	
A	(1)	(p)	Operate his/her taxicab in accordance with all applicable state and local laws and regulations and with due regard for the safety, comfort and convenience of passengers and the general public.	A
A	(1)	(q)	Complete trip sheets thoroughly listing at a minimum the date, time, origin and destination of each trip.	A
A	(2)		<u>With respect to passenger's destination, a taxi driver shall not:</u>	
A	(2)	(a)	Take a longer route to the passenger's destination than is necessary unless specifically requested to do so by the passengers.	C
A	(2)	(b)	Fail to comply with reasonable and lawful requests of the passenger as to speed of travel and route to be taken.	C
A	(2)	(c)	Deceive or attempt to deceive any passenger who rides or desires to ride in taxicab.	A
A	(3)		<u>A taxi driver shall not:</u>	
A	(3)	(a)	Refuse an orderly fare.	C
A	(3)	(b)	Be discourteous to a passenger.	A
A	(3)	(c)	Refuse to issue a receipt for a fare paid if one is requested.	A
A	(3)	(d)	Smoke or chew any tobacco product or snuff while a passenger is being carried in a taxicab.	A
A	(3)	(e)	Permit any other passenger (not accompanying first passenger) to enter the taxicab without first obtaining the consent of the first passenger.	A
A	(3)	(f)	Use profane, obscene, belligerent or language offensive to the passenger.	C
A	(3)	(g)	Talk loudly, utter profanity, shout or fight with any other driver.	C
A	(3)	(h)	Sleep in a taxicab that is parked in a street, alley, taxi stand or any public place.	B
A	(3)	(i)	Tamper with or attempt to alter a taximeter or security seal.	C
A	(3)	(j)	Not use cell phones or other portable telephones (other than two-way radio) while passenger is in vehicle, or while vehicle is moving upon public thorough fare.	A
A	(4)		<u>For passenger's safety, a taxi driver shall:</u>	
A	(4)	(a)	Not work an excessive length of time so as to impair safe operation of a vehicle.	B
A	(4)	(b)	Not carry more passengers than the manufacturer's rating for the vehicle.	B

A	(4)	(c)	Not operate any taxicab while consuming, or while under the influence of drugs, unless such drugs are available commercially over the counter, or are being taken pursuant to doctor's prescription, and, in any case, such drug usage does not impair the driver's ability to operate the taxicab.	B
A	(4)	(d)	Not sub-lease or allow the use of a taxicab to another driver without written permission from your company or association and ensuring that the driver is properly licensed.	B
A	(4)	(e)	Make a report in writing of any criminal conviction or adjudicated traffic violation to the Commissioner within five (5) business days of the conviction or adjudication. The Commissioner may conduct a hearing if the nature of the criminal conviction or adjudicated traffic violation may constitute a danger to the public. Failure to follow this rule will be sufficient grounds for revoking a taxi driver's license.	B

Changing Companies or Associations:

The second and each subsequent request of a taxi driver to change from a taxicab company or association must be approved by the Commissioner within a licensing year.

Violations:

Violations are classified according to the following categories:

1. Class A – violations of administrative or non-safety requirements
2. Class B – violation of safety requirements
3. Class C – other serious violations

The first offense of a Class A violation within a licensing year shall result in a \$25.00 fine. The second Class A offense within a licensing year shall result in a \$50.00 fine. The third offense of a Class A violation will result in a fourteen (14) day suspension of the taxi driver.

The first offense of a Class B violation shall result in a fourteen (14) day suspension of the taxi driver. The second offense of a Class B violation will result in a thirty (30) day suspension. The third Class B offense shall result in the revocation of the taxi driver's license.

The first offense of a Class C violation shall result in a seven (7) day suspension of the taxi driver. The second Class C offense shall result in a thirty (30) day suspension. The third Class C offense shall result in the revocation of the taxi driver's license.

The aforementioned list of violations and penalties do not limit or affect the authority of the Commissioner to suspend or revoke licenses or seek other means of enforcement as provided in Codified Ordinance 443.

B - TAXICAB VEHICLE

B		<u>STANDARDS FOR TAXICAB VEHICLES.</u>	Violation Class
B	(1)	<u>All taxicabs shall:</u>	
B	(1) (a)	Be in good mechanical and physical condition.	A
B	(1) (b)	Be clean and well maintained in appearance inside and out.	A
B	(1) (c)	Be comfortable and clean for the passenger and free of debris.	A
B	(1) (d)	Be equipped with a roof light permanently affixed to the roof.	A
B	(1) (e)	Have rate cards conspicuously displayed in view of the passenger.	A
B	(1) (f)	Have an operational two-way radio or GPS system.	A
B	(1) (g)	Have an operational safety partition, surveillance camera or safe.	B
B	(1) (h)	Have all passenger seats in the vehicle available for passenger use.	A
B	(1) (i)	Have working heating and air conditioning systems.	A
B	(1) (j)	Have easy access to seatbelts.	B
B	(1) (k)	Accept credit cards by March 30, 2007.	A
B	(1) (l)	Have an operational taximeter properly tested, approved and sealed by the City's Bureau of Weights and Measures.	C
B	(1) (m)	Not have an offensive odor.	A
B	(1) (n)	Not have an aftermarket tint or screening affixed to any window or carry any lettering, sign or advertisement on or in any window glass or windshield unless authorized by the Commissioner.	A

C - TAXICAB COMPANIES

C		<u>STANDARDS FOR TAXICAB COMPANIES.</u>	Violation Class
C	(1)	<u>All taxicabs companies or associations shall:</u>	
C	(1) (a)	Provide good and reasonable service at all times to all parts of the City twenty-four (24) hours a day, each and every day of the year.	C
C	(1) (b)	Maintain a business office with sufficient employees to answer all calls twenty-four (24) hours a day, each and every day of the year.	C
C	(1) (c)	Ensure request for taxicab service are responded to	A

			within a reasonable time.	
C	(1)	(d)	Ensure only properly licensed (City and State) taxicab drivers operate your taxicabs daily.	A
C	(1)	(e)	Institute a system of frequent and regular inspections in order to keep vehicles in proper repair, clean and sanitary at all times with proper maintenance logs.	A
C	(1)	(f)	Maintain driver trip sheets that are open to inspection and produced on demand of the Commissioner or a designated City employee. When the request is to be sent via facsimile, the trip sheets must be produced within four (4) hours of receipt of request.	A
C	(1)	(g)	Produce a dispatch report that makes a record of each call received, the time it is received, the point of origin, the time the request for service is dispatched, the time of pick-up and the destination, if indicated by the prospective passenger. Such record shall be kept in the dispatch office for a minimum period of six (6) months.	A
C	(1)	(h)	Maintain a passenger complaint log sorted by: <ul style="list-style-type: none"> (i) Driving behavior, communication, personal dress or hygiene; (ii) Vehicle condition, appearance, mechanical and/or safety; (iii) Service response; (iv) Lack of driver knowledge of route or requested destination; (v) Other 	A
C	(1)	(i)	Maintain records detailing the following information for a period of no less than two years. <ul style="list-style-type: none"> (i) The total number of taxicab service requests dispatched; (ii) The total number of pick-ups that are over 20 minutes from the time dispatched or scheduled pick up time; (iii) The total number of taxicab trips made by each taxicab; (iv) The total taxicab metered miles driven for each taxicabs; (v) The total revenue generated for each taxicab metered miles; The total vehicle miles driven for each taxicab.	A
C	(1)	(j)	Have a secure location to store items lost or left in vehicles. Keep a log of items lost or left in vehicles.	A
C	(1)	(k)	Notify the Commissioner within ten (10) business days of withdrawing a vehicle from use as a taxicab.	A

			All distinctive insignia or company or association name, assigned number and roof lights must be removed.	
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Violations:

Violations are classified according to the following categories:

1. Class A – violations of administrative or non-safety requirements (2 violation marks)
2. Class B – violation of safety requirements (8 violation marks)
3. Class C – other serious violations (8 violation marks)

The first offense of a Class A violation by a taxicab or company or association shall result in a \$75.00 fine in a licensing year. The second Class A offense within a licensing year shall result in a \$100.00 fine. The third and each subsequent Class A offense shall result in \$150.00 fine.

The first offense of a Class B violation by a taxicab or company or association shall result in a \$100.00 fine in a licensing year. The second Class B offense within a licensing year shall result in a \$150.00 fine. The third and each subsequent Class B offense shall result in \$200.00 fine.

The first offense of a Class C violation by a taxicab or company or association shall result in a \$100.00 fine in a licensing year. The second Class C offense within a licensing year shall result in a \$150.00 fine. The third and each subsequent Class C offense shall result in \$200.00 fine.

When a company or association through its operations, taxicabs and/or drivers employed by the company accumulates violation points equal to ten times the number of licensed taxicabs then a hearing will be held with City officials to determine if the public’s convenience and necessity is being served or hindered by that particular company or association. The penalty for hindering the public convenience and necessity include suspension and/or revocation of cab licenses.

All fines are payable by the company or association and shall not be passed onto drivers. Fines not paid to the Division of Assessments and Licenses within 60 days may result in the revocation of cab licenses for the term of a licensing year.

The aforementioned list of violations and penalties do not limit or affect the authority of the Commissioner to suspend or revoke licenses or seek other means of enforcement as provided in Codified Ordinance 443.

Enforcement

Any Cleveland Police Officer, appointed members of the City’s Division of Assessments and Licenses, Airport Ground Transportation staff, Airport administrators and other duly appointed individuals shall have powers to enforce these Rules and Regulations.

SECTION III-KNOWING THE CITY OF CLEVELAND

Cleveland Highlights

- A Christmas Story House 3159 W. 11th St.
- Cleveland Public Library (Main) 325 Superior Ave.
- Cleveland Justice Center 1300 Ontario St.
- Lolita's 900 Literary Rd.
- Great Lakes Science Center 601 Erieside Ave.
- Rock & Roll Hall of Fame 1100 Rock & Roll Blvd.
- Beachland Ballroom & Tavern 15711 Waterloo Road
- Improv Comedy Club 1148 Main Ave.
- Cleveland Aquarium 2000 Sycamore St.
- Radisson Hotel Cleveland Airport 25070 Country Club Blvd.
- Cleveland Clinic Hospital 9500 Euclid Ave.
- 110th Bomb Group Restaurant 20920 Brookpark Rd.
- Cleveland Airport Marriott 4277 W. 150th St.
- Cleveland Botanical Garden 11030 East Blvd.

- Melt Bar and Grilled – Cleveland Hts. 13463 Cedar Road
- The West Side Market 1979 W. 25th St.
- Nighttown 12387 Cedar Road
- Hilton Cleveland East 3663 Park East Dr.
- Aloft Cleveland Downtown 1111 W. 10th Street
- Intercontinental Suites Cleveland 8800 Euclid Ave.
- The Bonfoey Gallery 1710 Euclid Ave.
- Lago East Bank 1091 W. 10th Street
- Metropolitan Hotel at the 9 2017 E. 9th Street
- Pro Football Hall of Fame 2121 George Halas Drive
- Western Reserve Historical Society 10825 East Blvd.
- Red the Steakhouse Downtown 417 Prospect Avenue
- Parker's Guesthouse 1820 Rosalind Avenue
- Hyde Park Prime Steakhouse (Cleveland) 123 Prospect Ave. West
- Pickwick & Frolic Restaurant 2035 E. 4th Street
- The Corner Alley Uptown 11409 Euclid Ave.

