

(c) *Disposition of property left in vehicles.* Every driver of a taxicab shall carefully preserve any money or other property left in the taxicab and shall immediately notify the taxicab company of the discovery of the property and turn over such money or other property to the taxicab company within 24 hours of discovery. All taxicab companies shall maintain a lost and found for such property and shall report all property so received to the hack inspector, as prescribed by regulation. Such money or other property shall be surrendered promptly to the owner, upon identification and proof of ownership.

(d) *Drivers to report changes of affiliation.* Every driver of a taxicab shall notify the hack inspector within five business days when he changes his affiliation to another taxicab company. (Ord. No. 4402, 6/14/05, Sec. 1)

Sec. 9-12-57 Service requirements.

The following are minimum service requirements that must be met by all drivers holding a driver's permit issued under this division:

(a) *Additional passengers.* No driver already engaged with a passenger shall take an additional passenger, except with the consent of all passengers.

(b) *Unlawful use of vehicles.* No driver shall use or permit the use of any taxicab for soliciting business for any person or house of ill repute, for selling intoxicating liquors, for lewd or indecent purposes or for transporting persons to houses of ill repute or places used for lewd indecent purposes.

(c) *Entering and leaving vehicles.* No driver shall allow a passenger to enter or leave any taxicab except along the curb of a street.

(d) *Stopping in intersections to load or unload prohibited; interfering with traffic.* No driver of any taxicab shall stop, load or unload any passengers in the intersection of any streets or on any crosswalk. No such driver shall in any way impede or interfere with the orderly flow of traffic on the streets.

(e) *Priority of calls for service.* Every driver of a taxicab shall serve requests for service in the order of receipt of such calls.

(f) *Nonpaying passengers.* No nonpaying passenger shall be transported in a taxicab with a paying passenger, except bona fide officers or employees of the owner or certificate holder, or a police officer engaged in the performance of his duty.

(g) *Drivers to take shortest route to destination.* The driver of each taxicab shall drive the same over the shortest practical route from the point of engagement to the destination of the passenger or passengers.

(h) *Number of passengers.* No driver of a taxicab shall carry at any one time more adult passengers than the number for which the vehicle was designed.

(i) *Passengers to occupy rear seat first.* Passengers shall fill the rear seat before using the front seat, and no driver shall carry a passenger in the front seat unless the back seat is filled, except when otherwise requested by a passenger.

(j) *Loitering at taxi stands.* No driver shall loiter or congregate with others in sidewalks adjacent to a taxi stand in such a manner as to violate section 9-12-

115 of this division or in such a manner as to unreasonably inhibit or impede the flow of pedestrian traffic on the sidewalk.

(k) *Cruising.* The city manager may prohibit cruising throughout the city or in designated areas within the city in times of emergency, or at other times when some activity takes place within the city which will produce abnormal traffic congestion and danger to pedestrians and the city manager finds that cruising would add to the congestion and danger. No such prohibition may be issued, except in case of an emergency, without notice and public hearing before, and a recommendation from the board. When the city manager has issued such prohibition, it shall be unlawful for any person to cruise in the area designated.

(l) *Refusal to carry passengers.* No driver of a taxicab shall refuse or neglect to convey any orderly person, upon request, unless previously engaged, off duty, or unable or forbidden by the provisions of this article to do so.

(m) *Cleanliness and appearance of drivers.* Drivers of taxicabs shall be clean and dressed in neat, clean clothing at all times when serving the public. Whenever a driver's appearance is significantly changed by haircut or hair style, or modification, addition, or removal of a beard, moustache, side burns, toupee, wig, hair coloring, or the like, he shall submit within 30 days of such change two copies of a new photograph of himself in compliance with the requirements of section 9-12-42.

(n) *Responding to dispatch calls.* Every driver shall comply with the standards of dispatch service prescribed by regulation. Each driver must average not less than 50 percent of the average dispatch call volume set by regulation pursuant to section 9-12-32(c) for the company with which the driver is affiliated. Notwithstanding the foregoing, a company may set a different level of service for its drivers so long as the company meets the dispatch requirements set forth by regulation pursuant to section 9-12-32(c) and notifies the hack inspector of this policy.

(o) *Complying with service regulations.* All drivers shall comply with customer service related provisions prescribed by regulation.

(p) *Complying with company service standards.* Every driver shall comply with the service requirements issued by the taxicab company with which the driver is affiliated. (Ord. No. 4402, 6/14/05, Sec. 1)

Sec. 9-12-58 Temporary suspension of permits.

(a) The chief of police or the hack inspector shall have the power to suspend any driver's permit for a period not to exceed five days for any one or more of the following causes:

- (1) any violation of section 9-12-56;
- (2) any violation of section 9-12-57; or
- (3) any violation of section 9-12-60.

(b) In addition to the foregoing, any driver who violates sections 9-12-56, 9-12-57 or 9-12-60 shall be guilty of a class two civil violation. (Ord. No. 4402, 6/14/05, Sec. 1)

- (b) *Ventilation of vehicles; lights.* Every taxicab shall be equipped with properly functioning heating, air conditioning and windows and passenger cabin lights.
- (c) *Body types of vehicles; seating capacity.* Every taxicab shall be of a vehicle type approved by regulation with four doors, at least two seats and not less than five-passenger capacity; provided, however, that any taxicab, otherwise in compliance with the provisions of this article may, upon the written application to and approval of the city manager, and having only three doors, may be used to provide transportation to handicapped or otherwise physically disabled persons.
- (d) *Shades and curtains.* No taxicab shall be equipped with shades or curtains which can shield any occupant from observation.
- (e) *Speedometers.* Every taxicab shall be equipped with a standard speedometer, properly installed and kept in good working order at all times.
- (f) *Rear-view mirror.* Every taxicab shall be equipped with an adjustable rear-view mirror, properly installed.
- (g) *"Off duty" signs.* Every taxicab shall carry, prominently displayed on the front windshield, a sign bearing the words "off duty," whenever the vehicle is driven by an operator other than a duly licensed taxicab driver, or is transporting a nonpaying passenger, or is not in service.
- (h) *Information to be displayed on outside of vehicle.*
- (1) Every taxicab shall bear on the rear thereof and on each side thereof in lettering at least two and one-half inches high the word "taxicab" or "cab."
 - (2) The certificate number under which the taxicab is operated, clearly visible, shall be placed on the rear and on each side of each taxicab.
 - (3) The prevailing rates of fare shall be displayed on each side of the taxicab by means of cards or stickers, furnished by the director of finance at a cost established by regulation, placed in the side rear window in such a manner as to be visible from the outside. The form, size and content of said cards or stickers shall be as approved by the hack inspector.
- (i) *Display of permit.* Every driver shall post his driver's permit in such a place as to be in full view of all passengers while the driver is operating a taxicab.
- (j) *Display light.* Every taxicab shall be equipped with a plainly visible light signal on the exterior of the cab of a design approved by the hack inspector, which signal shall be turned on and exhibited at all times when the taxicab is on duty and available for hire.
- (k) *Two-way radios.* Every taxicab shall be equipped with a two-way radio, properly installed and kept in working order at all times. Such radios shall be operated in compliance with the regulations of the Federal Communications Commission. Each radio unit will have the ability to conduct a two-way conversation with the taxicab dispatcher. The hack inspector shall be provided with the serial number of each radio.
- (l) *Age of vehicles.* Except for hybrid or alternative fuel vehicles, no vehicle permit shall be issued for a taxicab that is older than eight model years; provided, however, that a taxicab that was lawfully being operated as of July 1, 2005, may continue in operation until July 1, 2007, provided such vehicle complies with all

other provisions of this article. No vehicle permit shall be issued for a hybrid or alternative fuel taxicab that is older than 10 model years; provided, however, that such a taxicab that was lawfully being operated as of July 1, 2005, may continue in operation until July 1, 2007, provided such vehicle complies with all other provisions of this article.

(m) *Taximeters.* Every taxicab shall be equipped with a taximeter in compliance with section 9-12-131. (Ord. No. 4402, 6/14/05, Sec. 1)

Secs. 9-12-82 through 9-12-110 reserved.

DIVISION 5 Taxicab Stands

Sec. 9-12-111 Establishment of stands.

The board may establish taxicab stands at such places as it deems necessary for the public convenience. The board may act on its own motion or on the written application of any abutting owner, after a public hearing and 15 days' notice to the public and to the owner of the property abutting and across the street from the proposed taxicab stand. No stand shall be established which would tend to create a traffic hazard or aggravate an already existing hazard. (Ord. No. 4402, 6/14/05, Sec. 1)

Sec. 9-12-112 Abolition of stands.

(a) The board may, after notice and public hearing, abolish any taxicab stand which in its opinion is either:

- (1) no longer necessary for the taxicabs or for-hire vehicles using it;
 - (2) no longer in the best interest of the public convenience;
 - (3) creating an unduly hazardous traffic condition; or
 - (4) adversely affecting nearby property or the occupants thereof.
- (b) The action of the board shall be final. (Ord. No. 4402, 6/14/05, Sec. 1)

Sec. 9-12-113 Doing business on street at other than duly established stands.

It shall be unlawful for any owner or driver of a taxicab or certificate holder to use as a place of business any parking meter space in the city or any portion of a street except at an authorized stand. For the purpose of this section, the actual transportation of passengers and the loading and unloading of passengers shall not be construed as doing business, but parking or standing while waiting for fares, calls, or dispatch shall be construed as doing business. (Ord. No. 4402, 6/14/05, Sec. 1)

Sec. 9-12-114 Use of stands.

(a) Except as provided in section (b), vehicle stands shall be used only by on duty drivers authorized to perform taxicab services by this article.

submitted by Aurora Vasquez 17(4)
4-13-13



To: Honorable Mayor William D. Euille;
Vice Mayor Allison Silberberg;
Members of City Council

From: M. Aurora Vásquez, Co-Executive Director, Tenants and Workers
United;
Alexandria Cabdrivers' Steering Committee

Date: April 12, 2013

RE: Proposed amendments to section 9-12-32 of the Alexandria taxicab ordinance

The Alexandria Taxicab Drivers Steering Committee and the hundreds of cabdrivers they represent, along with Tenants and Workers United oppose the proposed addition to section 9-12-32 of the Alexandria taxicab ordinance. We are however, wholly supportive of modernizing the taxicab industry and improving service to the public by making credit card acceptance mandatory.

Overview

Staff seeks to add new language to section 9-13-32 of the ordinance. This section speaks to the requirements of Certificate holders. The proposed new language states: *(t) ensure that all affiliated vehicles accept major credit cards as payment for taxicab fares pursuant to a policy to be determined by the certificate holder.*

As written the proposed language is, on the one hand, too vague to ensure a truly effective and balanced system for credit card transactions for riders and cabdrivers. While on the other, it is too broad because it gives certificate holders authority to set policy regarding credit card acceptance – which in this case is sure to include requirements around credit card processing vendors – and in this regard gives cab companies authority to control their workforce of independent contractors in ways they otherwise cannot.

Proper Placement of New Language

First, the proposed language should not appear in the part of the taxicab code that speaks to the obligations of certificate holders as it is not their responsibility to provide credit card service to riders. To the contrary, that service will be provided to riders solely by cabdrivers. In turn, all cabdrivers are independent contractors – many of whom own the car they drive as a cab – and therefore, bear the primary responsibility of ensuring credit card service is available to their riders (should the city choose to make credit card service mandatory).

- **Solution:** Any new language regarding credit card acceptance and security-compliant credit card processing devices should appear in Section 9-12-57: Service Requirements, as this section speaks to the responsibilities of cabdrivers. Moreover, this section requires cabdrivers to comply with company service standards. Thus, if a cab company would like to adopt a policy that mirrors the ordinance's requirement that credit card devices be capable of secure processing for instance, they have the authority to do so under section 9-12-57(p) already. Alternatively, the requirement

could come under Section 9-12-81: Requirements for vehicles, which speaks to the type of equipment a cab must have (among other requirements).

Preauthorization of Credit Cards

Second, any new language must clearly state that cabdrivers have a right to seek preauthorization of the estimated amount of the fare, in order to ensure cabdrivers ability to receive timely payment for the services they provide. This is an important amendment to the proposed language because sometimes the credit card which is offered at the end of the ride does not work. Additionally, there are some places – such as National Airport – where the signal required to successfully swipe and process a credit card is intermittent at best, making credit card payment challenging for both passengers and cabdrivers.

Lastly, while preauthorization may not be sought in all instances where a credit card is presented, granting cabdrivers clear authority to preauthorize is the best way to resolve or avoid the above mentioned problems in the first place. We are however, mindful of the fact that riders may wonder and indeed question, why a cabdriver is preauthorizing their card. This is yet another reason why the taxicab ordinance should speak clearly to cabdrivers' right to do so.

- **Solution:** Any proposed new language to the taxicab ordinance should clearly grant cabdrivers the authority to preauthorize credit cards. The City should also provide clear notice to passengers informing them that cabdrivers have this authority. This could be achieved by way of a notice that is displayed inside the cab at all times, for example.

Respecting and Preserving Cabdrivers' Status as Independent Contractors

Lastly, because all cabdrivers are independent contractors cab companies' ability to obligate them to use certain equipment to provide the service(s) for which the company has contracted, are limited. Cabdrivers on the other hand – especially those who own the car they operate as a cab – are required to provide "tools of the trade" if they are to successfully affiliate with a company. Additionally, these requirements – such as a taxicab meter that meets certain standards – are set by the city not the cab companies.

Thus, should the city elect to make credit card acceptance mandatory, the credit card swipe device – just like a meter for example – will also be a tool of the trade that cabdrivers should have the responsibility of securing. Thereafter, cab companies should be responsible for ensuring their drivers meet the city's credit card obligations at all times - much like they ensure their drivers always have a functioning meter and a properly maintained car, for instance.

The taxicab ordinance however, should not grant cab companies the authority to control independent contractors in a manner they cannot otherwise do; for example, giving them the authority to create policy that will obligate cabdrivers to use particular equipment – in this case company-imposed credit card

processing machines.¹ This approach – that is, ensuring cab companies do not cross the line when it comes to the amount of control they exert over their independent contractors – is no different than the approach cab companies already take with respect to other critical ‘tools of the trade.’

For instance, no cab company obligates cabdrivers to purchase a certain kind of car to provide taxicab service. Rather, they expect cabdrivers to select a car that meets the ordinance’s standards and allow city staff to make the final determination as to whether the selected vehicle is up to par. Similarly, companies do not universally obligate drivers to purchase a specific kind of taxicab meter. Rather, cabdrivers are expected to select an ordinance-compliant device and again, allow the city to make the final determination as to compliance of the device so selected. Additionally, cabdrivers are wholly responsible for ensuring they obtain and retain the proper licensing instrument if they are to remain affiliated. The company however, does not facilitate that process; for instance, they do not pay for it. Credit card processing devices are no different because should the city make credit card acceptance mandatory, they too will be mandatory tools of the trade.

There is however, one major distinction between the above referenced tools of the trade and credit card processing devices: *cab companies do not make any money off of the above mentioned tools but they can make money by controlling credit card processing devices by passing purported processing and administrative fees on to drivers.*

- **Solution:** Set clear standards for what a compliant credit card processing device is and adopt clear language stating cabdrivers have a right to select their own device. For instance, according to the PCI Security Standard Council, smart phones and tablets can be used for secure transactions provided they are used in conjunction with a secure card reader or a secure PIN entry device (also referred to as a ‘PED’ – point of entry device). These types of devices are commonly known as Point-to-Point Encryption solutions (P2PE). Additionally, the Security Standards Council makes publically available a list of validated P2PE solutions from which the City could draw its compliance requirements. In turn, just as with their meters, cabdrivers should be required to establish (to the City) that they purchased a compliant device. This can be done through an inspection of the cab.

Conclusion

Credit card acceptance should be made mandatory in Alexandria as it will bring the industry in line with society’s increased reliance on technology, posing an additional convenience and ease of transaction for taxicab riders. In turn, over the long run, more convenient transactions may increase taxicab ridership and thereby, increase cabdrivers’ chance of making a livable income.

¹ We recognize at least one cab company is already obligating its cabdrivers to use a company-identified credit card vendor. The question as to whether they can properly assert such authority over independent contractors however, has yet to answered.

In the taxicab industry however, what has become a practical necessity for riders has been turned into a money-making opportunity by cab companies; many of whom use riders' need to pay with plastic as cover for diverting additional portions of cabdrivers' earnings to themselves.

Alexandria is no exception as already the one taxicab company that obligates its cabdrivers to use a specific credit card processing device passes what appear to be costs allegedly associated with credit card processing, on to its drivers. Moreover, it appears that this company has elected to obligate its drivers to use a device that is not wholly necessary for the service rendered; in particular cabdrivers must use a device that includes a television-like screen that shows advertisements and other media clips. Such a service however, is wholly unnecessary to the provision of secure credit card processing services as these services can be provided with ordinary hand-held or vehicle-mounted credit card swipe devices.

Moreover, the PCI Security Standard Council notes there are credit card swipe devices available – hand held and mounted – that can turn an ordinary smart phone or a tablet into a secure device (encrypted) for processing credit cards. Thus, giving certificate holders the authority to set a policy regarding credit card acceptance is wholly unnecessary especially since this authority is likely to be used to obligate cabdrivers to use a company identified device. What is more, such an approach stands to impede upon cabdrivers' rights as independent contractors as it grants cab companies the type and breadth of control over independent contractors' business decisions they otherwise would not have.

In short, the new language should contain the following elements:

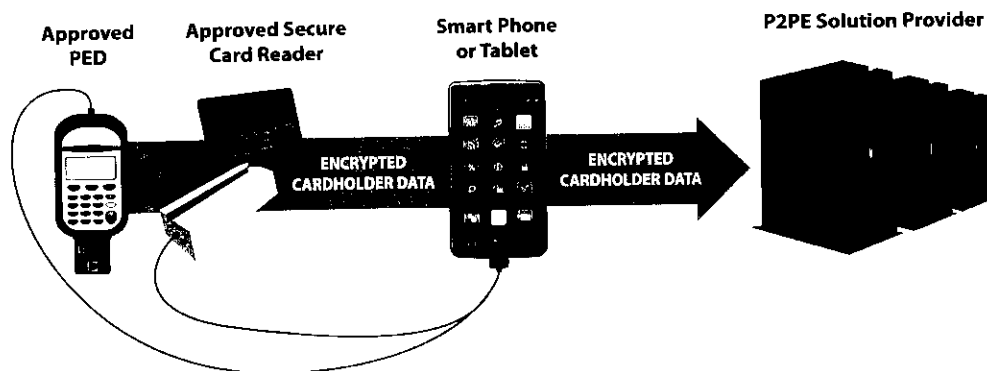
- It should appear in taxicab ordinance section 9-12-57 as this section speaks to cabdrivers' obligations to provide quality service. Alternatively it could appear in section 9-12-81: Requirements for vehicles. It should not however, appear in proposed section 9-12-32 as that section speaks to the obligations of certificate holders and they are not the party that will be providing the service;
- It should clearly give cabdrivers the authority to preauthorize credit cards in order to avoid dead air or dead space in which transactions are impossible, to avoid declined credit cards at the end of a trip, and confrontations between drivers and passengers where passengers are not aware that cabdrivers have the right to preauthorize; and
- It should clearly give cabdrivers the right to select their own credit card processing vendor so long as the device used to process credit cards is itself P2PE compliant or is proven to make a smart phone or tablet P2PE compliant.

Accepting Mobile Payments with a Smartphone or Tablet

Many merchants seek innovative ways to engage customers and improve the shopping experience. The ever-expanding capabilities of mobile devices such as smart phones or tablets now includes payment acceptance. Along with the increased convenience at the Point of Sale, mobile payment acceptance can also bring new risks to the security of

cardholder data. Securing account data at the point of capture is one way that you can actively help in controlling these risks. In 2012, validated Point-to-Point Encryption (P2PE) solutions will be listed on the PCI Council (PCI SSC) website. If you choose to accept mobile payments, these solutions may help you in your responsibilities under PCI DSS.

This *At a Glance* provides an example of a P2PE solution that leverages a mobile device's display and communication functions to secure mobile payments. Central to the example is the use of an approved hardware accessory in conjunction with a validated P2PE solution. Combining a validated P2PE solution with mobile devices such as phones or tablets helps to maintain data security throughout the payment lifecycle.



PROTECT CARDHOLDER DATA

The PCI Data Security Standard (PCI DSS) requires merchants to protect cardholder data. You must protect any payment card information, whether it is printed, processed, transmitted or stored.

For merchants interested in utilizing an off-the-shelf mobile payment acceptance solution:

Partner with a Provider of a Validated Solution

Validated P2PE solutions ensure that cardholder data is encrypted before it enters a mobile device. Using a validated and properly implemented P2PE solution greatly reduces the risk that a malicious person could intercept and use cardholder data.

Solution providers will often provide you with a card reader that works with your mobile device. Validated solution providers will have a list of approved card readers (also called Point of Interaction or POI) that have been tested to work securely with their solution. The solution provider is responsible for ensuring that any POI used with their solution has been validated as compliant with the appropriate PCI SSC security requirements, including the Secure Reading and Exchange of Data (SRED).

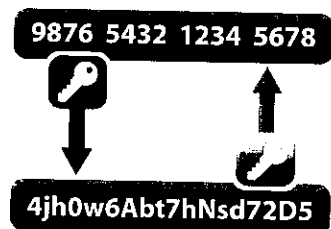
Your solution provider will also tell you how to safeguard your mobile payment acceptance system. This guidance is contained in a *P2PE Instruction Manual (PIM)*. Your acquirer or payment brand may ask you to complete a *P2PE Self-assessment Questionnaire* as part of your annual PCI DSS validation – including confirming that you are following the solution provider's PIM. You should coordinate with your acquirer or payment brand.

WHY SECURING MOBILE PAYMENTS IS IMPORTANT

- Current mobile devices have limited security safeguards for payment acceptance
- Responsibilities for security in the mobile infrastructure span multiple participants
- Protecting payment card data is required and protects all entities in the payment ecosystem
- Secure mobile acceptance supports consumer confidence

ENCRYPTION PRIMER

Cryptography is an important information-security tool that can protect the confidentiality of data. It uses a secret called a key. Using the key, data is changed into what appears to be random data (a process called encryption). You need the key again to change the random data back into the original data (a process called decryption).



The key must be protected from unauthorized access or disclosure.

For merchants interested in building their own mobile acceptance solution:

Use an Approved Point of Interaction (POI) Device

Mobile devices are not necessarily designed to be secure input or storage devices for cardholder data. Your mobile payment solution thus requires additional technology, including encryption, to secure cardholder data acceptance. The first part of a secure mobile payment solution is an approved "point of interaction," which is the technical term for an approved PIN entry device (PED) or approved secure card reader (SCR) used to capture and encrypt cardholder data for a transaction. For example, the illustration above shows two options: one is a SCR used to swipe the magnetic stripe of a payment card; the other is an approved PED for reading a card and manually entering a PIN. All these devices have a single purpose: to safely capture and encrypt cardholder data. As and when devices become approved, they will be listed on the Council's website.

Comply with the PCI Data Security Standard

A major benefit of using a validated P2PE solution for mobile payment security is scope reduction. This means that a validated and properly implemented acceptance solution for processing your mobile payments may lessen the requirements for your annual merchant compliance with the PCI DSS. Scope reduction can dramatically reduce the cost and effort of compliance. You will still be responsible for compliance with PCI DSS requirements for merchant policies and procedures, for contractual agreements with your P2PE solution provider, for physical protection of payment assets, and for following the *P2PE Instruction Manual*.

About the PCI Security Standards Council

The PCI Security Standards Council is an open global forum, launched in 2006, that is responsible for the development, management, education, and awareness of the PCI Security Standards, including the Data Security Standard (PCI DSS), Payment Application Data Security Standard (PA-DSS), and PIN Transaction Security (PTS) requirements.

The Council's five founding global payment brands – American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa Inc. – have agreed to incorporate the PCI DSS as the technical requirements of each of their data security compliance programs. Each founding member also recognizes the QSAs, PA-QSAs and ASVs certified by the PCI Security Standards Council.

4-13-13

Jackie Henderson

From: spencer@alexandriayellowcab.com
Sent: Monday, April 08, 2013 5:04 PM
To: City Council; City Council Aides; JoAnn Maldonado; Elaine Scott; Jackie Henderson
Subject: Call.Click.Connect. #31969: Mayor, Vice Mayor, City Council Dear Mayor Euille and Members of the Cit

Dear *Call.Click.Connect.* User

A request was just created using *Call.Click.Connect.* The request ID is 31969.

Request Details:

- Name: Spencer Kimball
- Address: No Address Specified
- Phone Number: 801-941-3333
- Email: spencer@alexandriayellowcab.com
- Service Type: Mayor, Vice Mayor, City Council
- Request Description: Dear Mayor Euille and Members of the City Council,

I would like to begin by thanking each of you for the countless hours you spend serving our community and especially for the amount of time you put towards regulating the taxicab industry. At times it feels like we take up too much space on your docket, but the efforts you make to listen to and understand our concerns are greatly appreciated. I would also like to thank those of you who were able to meet in person to discuss the importance and potential impact of making industry wide credit card acceptance mandatory. Unfortunately, I will be unable to attend the public hearing this Saturday due to a commitment in Richmond with the Sorenson Institute. Kyle Summers, our General Manager will be there, but I wanted to take the opportunity to express our position. (In three minutes or less!)

From meetings with drivers, we understand that on Saturday there will be some who will demand that drivers be able to accept credit cards in whatever manner they choose. This proposal is alarming to us for a number of reasons, as it would have negative consequences for the drivers, the companies, the city, and most importantly, the customers. The purpose of requiring credit card acceptance is to increase the level of service that all taxicabs riders receive. Allowing individual drivers to decide what method they use to process cards in companies that already have secure systems in place would have the opposite result. Our customers have grown accustomed to the level of uniformity and dependability that backseat payment devices provide. We have invested a substantial amount of money and resources into integrating a system that allows us to insure the functionality and security of these devices for all of our customers. These devices are the primary reason that our call volume has skyrocketed over the past two and a half years. Allowing our drivers the option to employ a different system would result in confusion, a decrease in customer satisfaction, a lack of uniformity, less security, the inability to resolve financial disputes, lower tips for drivers, and the inability to enforce the code requiring credit card acceptance- not to mention the damage it would do to our brand. I have attached a more detailed explanation of our position for your review.

While we support the city's proposed change to the ordinance requiring credit card acceptance, (even though we lose one of our competitive advantages as being known as the only company that always accepts them) we are asking that you do not penalize the company that has been providing this service to the community for years without a mandate.

Please do not hesitate to reach out to me with any questions or comments.

With Warm Regards,

Spencer Kimball

President

Alexandria Yellow Cab, Inc.

- Attachment: <http://request.alexandriava.gov/GeoReport/UploadedFile.ashx/doc/6db60ba8-28da-4727-9a52-db855fafb467>
- Expected Response Date: Monday, April 15

Please take the necessary actions in responding, handling and/or updating this request at the **Call.Click.Connect.** staff interface.

If you need assistance with handling this request, please contact CommunityRelations@alexandriava.gov or call 703.746.HELP.

This is an automated email notification of a ***Call.Click.Connect.*** request. Please do not reply to this email.