

ORDINANCE NO. 5609

AN ORDINANCE to amend Article A (TAXICABS) of Chapter 12 (TAXICABS AND OTHER VEHICLES FOR HIRE) of Title 9 (LICENSING AND REGULATION) of the Code of the City of Alexandria, Virginia, 1981, as amended.

THE CITY COUNCIL OF ALEXANDRIA HEREBY ORDAINS:

Section 1. That Article A, Chapter 12, Title 9 of the Code of the City of Alexandria, Virginia, 1981, as amended, be, and the same hereby is, amended by deleting the text shown in strikethrough and adding the text shown in underline as follows:

Sec. 9-12-32 Requirements for certificate holders.

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) [Reserved].
- (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) [Reserved].
- (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(e) 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(e) 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.
- (q) *Smoking in taxicabs.* Smoking shall be prohibited in taxicabs at all times.
- (r) *Cell phone and mobile device use.* Drivers shall not use cell phones or other mobile devices when transporting passengers except for emergencies and trip related activities.

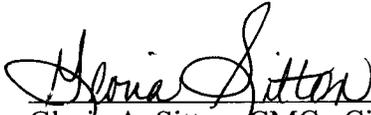
(Ord. No. 4402, 6/14/05, Sec. 1; Ord. No. 4922, 1/24/15, Sec. 1; Ord. No. 5339, 4/17/21, Sec. 1; Ord. No. 5544, 5/18/24, Sec. 1)

Section 2. That Sections 9-12-32 and 9-12-57 as amended, be, and the same hereby is, reordained as part of the City of Alexandria City Code.

Section 3. That this ordinance shall become effective upon the date and at the time of its final passage.


ALVIA GASKINS
Mayor

ATTEST:



Gloria A. Sitton, CMC City Clerk

Approved as to Form:



Cheran Cordell Ivey City Attorney

Final Passage: November 15, 2025