

ORDINANCE NO. _____

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.

Each certificate holder shall:

- (a) provide 24-hour service;
- (b) provide two-way dispatch service located within the boundaries of the city that meets the following:
 - (1) dispatch must be provided 24 hours a day, seven days a week;
 - (2) if less than 130 taxicabs are authorized under the certificate, dispatch may be provided not less than 16 hours a day, seven days a week;
 - (3) if the certificate has been issued for less than one year, dispatch may be provided not less than 16 hours a day, seven days a week until one year following the date of issuance, after which dispatch must be provided as set out in paragraph (1) or (2), depending on the size of the certificate holder;
- (c) ~~[Reserved] provide the minimum level of service for dispatch and documented city trips and call response time as prescribed by regulation; however, in no circumstance may regulation set an average dispatch and documented city trip call volume equaling less than two calls per driver per day. In addition, in no circumstances may regulation provide more than 25 percent of the required call volume be satisfied by documented city trips. Dispatch and documented city trip service requirements shall be calculated based on the total number of properly documented calls served by the certificate holder during the time period reviewed by city staff;~~
- (d) [Reserved];
- (e) have affiliated a minimum of ~~40~~ 10 taxicabs. This limitation may be modified by the city manager upon a finding that the public convenience and necessity will be served by such a modification.
- (f) provide a minimum of one vehicle, or one percent of the vehicles authorized under the certificate, whichever is greater, for ADA compliant handicap accessible transportation, and every vehicle permit issued for a handicap accessible vehicle shall state on the permit that it is to be used for a handicap accessible vehicle only. Each certificate holder has an affirmative obligation to make such ADA complaint vehicles available during the hours in

1 which it provides dispatch service for dispatch to a qualified handicapped passenger in the
2 event not less than two hours notice is provided by the passenger;

3 (g) maintain a record of all taxicabs affiliated with the certificate holder, of the owners thereof
4 and of all drivers thereof, including the current address and telephone number for each such
5 owner and driver. This record shall be turned in not less than annually by a date to be
6 determined by the director of T&ES and otherwise be available at all times for examination
7 and inspection by the director, hack inspector or any police officer and shall be preserved
8 for 12 months;

9 (h) provide an alternative dispute resolution process for disputes arising between owners and/or
10 drivers of taxicabs and the certificate holder pursuant to division 7 of this article;

11 (i) provide and adhere to written policies setting forth service requirements for drivers
12 affiliated with the certificate holder and specifying disciplinary actions that the holder will
13 take in the event the requirements are not met. All such requirements and disciplinary
14 actions and any revision that may from time to time be added by the certificate holder shall
15 be provided to every affiliated driver and posted in a conspicuous location in the taxicab
16 company offices;

17 (j) not unreasonably withhold its agreement to allow an affiliated driver to transfer the
18 authorization under which the driver is driving to another qualified driver;

19 (k) provide a 30-day notice to drivers of any changes in stand dues and post such changes in a
20 conspicuous location in the taxicab company offices with a clearly stated reason for the
21 change, and file such changes and reasons with the city, for informational purposes;

22 (l) post the most current schedule of stand dues in a conspicuous location in the taxicab
23 company offices;

24 (m) file with the city, in a manner prescribed by regulation, for informational purposes, the
25 requirements and disciplinary actions required by subsection (i) and the stand due schedule
26 and any changes required by subsection (k);

27 (n) maintain monthly performance information and provide the following information to the
28 city manager on a periodic basis, no less than annually, in the manner prescribed by
29 regulation:

30 (1) dispatch call volume totals;

31 (2) number of complaints by type;

32 (3) a schedule of current stand dues;

33 (4) dispatch call volumes and detailed call and pick up data files; and

34 (5) such other information as may be prescribed by regulation.

35 (o) [Reserved];

36 (p) all information submitted to the city manager under this section shall include a statement
37 that "It is unlawful for any certificate holder to make a false or misleading statement and the
38 making of any false or misleading statement shall be grounds for revocation of a certificate
39 and criminal prosecution," and shall be signed by the certificate holder or authorized
40 representative;

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- (q) all financial data information submitted pursuant to this section shall be deemed confidential financial information pertaining to the certificate holder's business license pursuant to title 9 of the City Code and exempt from disclosure to the public pursuant to Code of Virginia, §§ 58.1-3 and 46.2-2062(B) and shall otherwise be kept confidential to the extent permissible under the Code of Virginia and the City Code;
- (r) in the event that the City of Alexandria adopts a paratransit and/or senior citizen transportation program involving all certificate holders, each certificate holder must participate in such a program;
- (s) all certificate holders who operate as taxicab companies must have written contracts setting forth the terms and conditions of their agreements with the drivers who operate under the vehicle authorizations granted to each certificate holder; and
- (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, subject to the following conditions:
- (1) If a certificate holder mandates that its affiliated drivers use a specific credit card processor, that company will:
 - a. charge drivers no more than five percent of the transaction for processing;
 - b. provide a direct deposit option for drivers.
 - (2) Certificate holders are responsible for uniformity of service and can determine the type(s) of credit card device(s) that are allowable in their fleet;
 - (3) [Reserved];
 - (4) The certificate holder will ensure that for all credit card transactions, its affiliated drivers will issue a paper receipt showing date of transaction, cab number, driver name, and the amount of the transaction for all credit card transactions. The receipt may be hand-written;
 - (5) The certificate holder will ensure that all credit card processing equipment authorized for use by its affiliated drivers shall be PCI DSS compliant; and
 - (6) The certificate holder will take affiliated taxicabs out of service if their credit card processing equipment is inoperable.

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].

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- 1 (c) *Entering and leaving vehicles.* No driver shall allow a passenger to enter or leave any
2 taxicab except along the curb of a street.
- 3 (d) *Stopping in intersections to load or unload prohibited; interfering with traffic.* No driver of
4 any taxicab shall stop, load or unload any passengers in the intersection of any streets or on
5 any crosswalk. No such driver shall in any way impede or interfere with the orderly flow of
6 traffic on the streets.
- 7 (e) *Priority of calls for service.* Every driver of a taxicab shall serve requests for service in the
8 order of receipt of such calls.
- 9 (f) *Nonpaying passengers.* No nonpaying passenger shall be transported in a taxicab with a
10 paying passenger, except bona fide officers or employees of the owner or certificate holder,
11 or a police officer engaged in the performance of his duty.
- 12 (g) *Drivers to take shortest route to destination.* The driver of each taxicab shall drive the same
13 over the shortest practical route from the point of engagement to the destination of the
14 passenger or passengers.
- 15 (h) *Number of passengers.* No driver of a taxicab shall carry at any one time more adult
16 passengers than the number for which the vehicle was designed.
- 17 (i) *Passengers to occupy rear seat first.* Passengers shall fill the rear seat before using the front
18 seat, and no driver shall carry a passenger in the front seat unless the back seat is filled,
19 except when otherwise requested by a passenger.
- 20 (j) *Loitering at taxi stands.* No driver shall loiter or congregate with others in sidewalks
21 adjacent to a taxi stand in such a manner as to violate section 9-12-115 of this division or in
22 such a manner as to unreasonably inhibit or impede the flow of pedestrian traffic on the
23 sidewalk.
- 24 (k) *Cruising.* The city manager may prohibit cruising throughout the city or in designated areas
25 within the city in times of emergency, or at other times when some activity takes place
26 within the city which will produce abnormal traffic congestion and danger to pedestrians
27 and the city manager finds that cruising would add to the congestion and danger. No such
28 prohibition may be issued, except in case of an emergency, without notice and public
29 hearing before, and a recommendation from the board. When the city manager has issued
30 such prohibition, it shall be unlawful for any person to cruise in the area designated.
- 31 (l) *Refusal to carry passengers.* No driver of a taxicab shall refuse or neglect to convey any
32 orderly person, upon request, unless previously engaged, off duty, or unable or forbidden by
33 the provisions of this article to do so.
- 34 (m) [Reserved].
- 35 (n) *Responding to dispatch calls.* Every driver shall comply with the standards of dispatch
36 service prescribed by regulation. ~~Each driver must average not less than 50 percent of the~~
37 ~~average dispatch call volume set by regulation pursuant to section 9-12-32(c) for the~~
38 ~~company with which the driver is affiliated. Notwithstanding the foregoing, a company may~~
39 ~~set a different level of service for its drivers so long as the company meets the dispatch~~
40 ~~requirements set forth by regulation pursuant to section 9-12-32(c) and notifies the hack~~
41 ~~inspector of this policy.~~

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- 1 (o) *Complying with service regulations.* All drivers shall comply with customer service related
2 provisions prescribed by regulation.
- 3 (p) *Complying with company service standards.* Every driver shall comply with the service
4 requirements issued by the taxicab company with which the driver is affiliated.
- 5 (q) *Smoking in taxicabs.* Smoking shall be prohibited in taxicabs at all times.
- 6 (r) *Cell phone and mobile device use.* Drivers shall not use cell phones or other mobile devices
7 when transporting passengers except for emergencies and trip related activities.
- 8 (Ord. No. 4402, 6/14/05, Sec. 1; Ord. No. 4922, 1/24/15, Sec. 1; Ord. No. 5339, 4/17/21, Sec. 1;
9 Ord. No. 5544, 5/18/24, Sec. 1)

1 Section 2. That Sections 9-12-32 and 9-12-57 as amended, be, and the same hereby is,
2 reordained as part of the City of Alexandria City Code.
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4 Section 3. That this ordinance shall become effective upon the date and at the time of its final
5 passage.
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9 ALYIA GASKINS
10 Mayor
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12 Introduction: 11/12/25
13 First Reading: 11/12/25
14 Publication:
15 Public Hearing: 11/15/25
16 Second Reading: 11/15/25
17 Final Passage: 11/15/25
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