



# WORCESTER POLICE DEPARTMENT

*Taxi and Livery Regulations  
of the  
Chief of Police*



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# Taxi & Livery Vehicle Regulations of the Chief of Police

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## Article I -- General Provisions

### **Section 1: Purpose and Authority**

Vehicles for hire are regulated and licensed by the police department and the License Commission of the City of Worcester to ensure the safety of the public. These rules and regulations are adopted pursuant to M.G.L. Chapter 40, § 22 and Chapter 11 of the Revised Ordinances of 2008 of the City of Worcester (herein referred to as “City Ordinances”).

Pursuant to City Ordinances Chapter 11, §§ 15 - 17, the Chief of Police is authorized to grant licenses to own and operate taxicabs and livery vehicles.

Additionally, under the City Ordinances, the Chief of Police and the Worcester License Commission may promulgate rules and regulations for the administration, ownership and operation of taxicabs and livery vehicles in addition to those rules and regulations established by the Worcester City Council.

Any violation of the rules and regulations issued by the Chief of Police or the Worcester License Commission for taxicab service shall be deemed a violation of the City Ordinances.

### **Section 2: Definitions**

**Taxi License:** A license issued by the Chief of Police and issued to the driver by the Worcester Police License Division to operate taxicab vehicles.

**Livery Vehicle:** An unmarked luxury sedan with a seating capacity not to exceed the manufacturer’s recommended seating capacity, that is operated for hire and used to provide livery service, that displays a livery registration number plate issued by the registry of motor vehicles, that displays a livery sticker (at a location on the vehicle designated by the License Division) issued by the License Division.

**Livery Service:** providing transportation for hire for a prearranged fare on a prearranged basis by means of a livery vehicle which does not contain a rate meter and does not charge for service based on miles traveled if the trip is less than twenty-five (25) miles. Excluded from this definition are services provided by a licensed taxicab and by a common carrier licensed under the provisions of Chapter 159A of the General Laws.

**Livery Vehicle Driver:** any person licensed by the Chief of Police to drive a livery vehicle while providing livery service.

**Livery Restrictions:**

1. Is hired on a prearranged basis with a minimum of 2 hours notice;
2. Does not pick up hail fares on the street;

3. Does not contain a rate meter, and does not charge for services based upon miles traveled if the trip is less than twenty-five (25) miles;
4. Is operated by the named insured, an employee, or an independent contractor of the named insured, in attendance as a chauffeur;
5. Primary form of payment shall be by check or credit card or by U.S. mail billing system;
6. Operates from a home base (fixed address). All vehicles will have 2-way communication with its home base;
7. Home base and vehicle must each have a copy of their daily log (see Article 7, section 10); and
8. Shall use a special work order when picking up customers at Union Station or the Worcester Regional Airport.

**NOTE: Any violation of these eight line items may result in the suspension or revocation of the owner's Livery license and/or operator's Livery license.**

Livery Owner License: A license granted by the Chief of Police and issued to a company, partnership, corporation or sole proprietorship intended to do business as a livery for hire on the prearranged basis or by contract. Such licenses are subject to the restrictions delineated in "Livery Restrictions" (see above). All contracts are subject to inspection by the License Division to assure that no Livery vehicles are being used as Taxicabs.

Operator: A person who has a valid Ma. driver's license and a license to operate vehicles for hire in the city.

Taxicab: A metered motor vehicle with a seating capacity not to exceed the manufacturer's recommended seating capacity, operated for hire by or on behalf of the named insured or by an employee.

Taxicab Medallion: A license granted by the Worcester Police Department License Division and issued to a company, partnership, corporation or sole proprietorship intended to do business as a taxicab for hire in the City of Worcester. Medallions shall be permanently affixed to the trunk lid of the taxicab at all times. All taxicab Medallions are the property of the Medallion owner subject to the rights and restrictions set forth in these regulations.

Vehicle for Hire: Shall be used herein when referring to all of the aforementioned vehicles.

Waiting Time: Any period of time that a taxicab, in the service of passenger, shall be in an idle position waiting upon the convenience of the passenger.

Business License Procedure: All vehicles for hire business licenses expire on April 30<sup>th</sup> of each year. All renewal applications must be picked up at the Worcester Police Department License Division no later than March 30<sup>th</sup> of said year. All applications must be filled out correctly and completely and all the information provided shall be truthful

and accurate. Those companies applying as a partnership or corporation must submit the names of all parties associated with the partnership or corporation. Only those names that appear on the application shall be recognized as legitimate owners. All names submitted shall be subject to a criminal background check in accordance with the provisions of these regulations. Those individuals, who satisfy the requirements set forth in Chapter 11 of the City Ordinances and under these regulations shall have their business licenses renewed. Those individuals who fail to meet the requirements set forth in Chapter 11 of the City Ordinances and under these regulations shall be denied said business license.

### **Section 3: Scope**

Unless otherwise specifically provided, these rules and regulations shall apply to every licensee and vehicle licensed by the City of Worcester pursuant to Chapter 11 of the City Ordinances.

### **Section 4: Limits**

It is hereby declared that the sections, paragraphs, sentences, clauses, and phrases included in these rules and regulations are severable, and if any phrase, clause, sentence, paragraph or section of these rules and regulations shall be declared unconstitutional or otherwise invalid by a valid judgment or decree of any court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of these rules and regulations.

### **Section 5 : Effective Date**

Such rules and regulations issued by the Chief of Police and the License Commission, either jointly or independently, shall become effective 30 days after notifying the City Council and filing with the city clerk. Owners of taxis/liveries will be notified in advance of any changes.

## **ARTICLE II – Taxicab Medallions**

### **Section 1: Ownership of Taxicab Medallions**

All taxicab Medallions are the property of the Medallion holders and are returnable to the Police Department only upon voluntary surrender, suspension, or revocation in accordance with Chapter 11 of the City Ordinances and these regulations.

### **Section 2: Medallion Issuance**

All Medallions issued in the City of Worcester are the sole property of the Medallion holders, subject to the rights and restrictions set forth in these regulations. All Medallions shall be assigned to companies or individuals on a yearly basis but the

Medallion holder shall have the right to have his/her Medallion renewed each year if he complies with the requirements of these regulations.

Every party whether an individual, corporation, partnership or sole proprietorship, intending to do business as a taxicab for hire in the City of Worcester shall obtain a Medallion issued and authorized by the City of Worcester. Such Medallion shall be affixed on the vehicle in a place selected by the Police Department. Only the Medallion assigned to the vehicle for the current license period shall be displayed. Only the Worcester Police Department License Division or its authorized representative shall remove said Medallion, except when the owner or his agent removes the Medallion for delivery to the Police Department.

### **Section 3: Expiration of Medallion**

A Medallion shall be valid for a term of 12 months and shall expire the 30th day of April of each calendar year subject to the Medallion holder's right to renew the Medallion as provided in these regulations.

### **Section 4: Assignment of Medallions**

Assignment of Medallions is subject to approval by the Chief of Police (see Article III, section 4, Unsuitable Persons Generally).

### **Section 5: Authorization**

Subject to the terms and conditions of these regulations, a Medallion holder may sell, assign or transfer his rights to the Medallion. The Police Chief must approve a petition to transfer or reassign a Medallion of a licensee, subject to the terms of these regulations, which approval shall not be unreasonably withheld. The Chief of Police reserves the authority to allow or deny a petition to sell or transfer a Medallion (see section 22(a) of Chapter 11 of the City Ordinances).

### **Section 6: Transfer of Medallion**

If the Chief of Police approves and authorizes the transfer of a Medallion, such transfer shall be exercised within 60 days from the date of approval, otherwise the transfer will be void. Medallion may not thereafter be transferred without the further approval of the Police Chief pursuant to Section 6.

### **Section 7: Unused Medallion**

Once issued or transferred, a Taxicab Medallion shall not be held for more than 180 days unassigned to a taxicab without prior written approval of the Chief of Police. In instances in which a taxicab Medallion is not assigned to a taxicab or is not being utilized as a result of a genuine substantive hardship, including economic hardship, the owner of that medallion shall contact the License Division of the Worcester Police Department and so

inform. Should the articulated hardship be legitimate and warrant an extension of this period, the Chief of Police, at his discretion, may grant the Medallion holder an additional 60 day grace period in which to assign the Medallion to a taxicab. The Chief of Police may hold a hearing in order to determine whether the claimed hardship is legitimate, substantive and warranting furtherance 60 day grace period. The Chief of Police is the sole authority in determining whether the basis for the requested hardship furtherance is warranted.

### **Section 8: Surrender of Medallion**

The owner of a Medallion who permanently ceases operating or who permanently ceases to authorize the operating of a taxicab shall immediately sell or transfer the Medallion (or alternatively, surrender the Medallion to the Worcester Police Department License Division).

### **Section 9: Inoperative Taxicab**

A Medallion assigned to an inoperative taxicab shall not be transferred to another taxicab without first registering such transfer with the Worcester Police Department License Division. Said replacement taxicab shall be inspected by the License Division or its designee, before being placed in service.

### **Section 10: Lost, Stolen or Destroyed Medallion**

The owner of a lost, stolen or destroyed Medallion shall immediately file a report with the Worcester Police Department. The reporting party shall then bring said report to the License Division which, provided that the Medallion owner is not in violation of these regulations, shall grant authorization to the Medallion owner to continue operating a taxicab until such time that a replacement Medallion is issued.

## **Article III – Licensing: Fees, Renewals, and Administration**

### **Section 1: Initial Taxicab Medallion Issuance Fees**

The Medallion is the property of the Medallion holder and may be sold or transferred to any person or organization as provided for in these rules and regulations. No return fees shall be issued, pro rata or otherwise, should the licensee return his or her Medallion prior to the completion of the 12 months following issuance. Likewise, no return refund shall be granted should the Medallion be revoked or otherwise taken out of service by operation of these rules and regulations. Once awarded the Medallion, the licensee may annually renew the Medallion.

## **Section 2: Initial and Renewal Livery Vehicle Fee**

Initial and renewal fees for the license to operate a livery service and drive a livery vehicle shall be established by section 15 of Chapter 11 of the City Ordinances.

Any company or individual violating this order by operating a livery service without proper licensure and those who drive a livery without an active livery license may be fined under provisions established by section 2 of Chapter 15 of the City Ordinances.

## **Section 3: Vehicle Medallion Renewal Fee**

After initial issuance, all city-issued taxicab Medallions shall expire and be renewed yearly in accordance with these regulations. The renewal fee shall be established pursuant to Section 15 of Chapter 11 of the City Ordinances and shall be paid upon renewal and a new sticker shall be issued. Only those Medallions in good standing with the city shall be renewed. Lost, stolen or destroyed Medallions must be reported to the Police Department as soon as possible and a copy of the report shall be forwarded to the License Division. A fee of \$50.00 dollars shall be charged for replacing lost, stolen or destroyed Medallions.

## **Section 4: Unsuitable Persons Generally**

A license to operate taxicabs or liveries and license to own taxicab and livery services, the Chief of Police *may* consider a person to be unsuitable and an improper person to hold such a license if any person has a criminal record or has within the last five (5) years, any of the following

- Conviction of a felony;
- Auto insurance fraud;
- Violations of parole or probation;
- Convictions of illegal gambling and/or lottery;
- Conviction of a sex offense and/or is currently a registered sex offender;
- Conviction of assault and battery on or disobeying the directives of a Police Officer;
- Conviction of narcotics and/or alcohol related offenses including operation under the influence of alcohol and/or the simple unlawful possession of any controlled substances delineated in MGL Chapter 94C;
- Conviction of firearms violations;
- Conviction of five (5) or more moving violations of motor vehicle laws where the public safety and property was put at risk of injury;
- Open criminal complaints alleging any of the aforementioned criminal offenses in this section.

### **Section 5: Original Taxicab and Livery Driver's License Fee**

The original fee for a license to drive any taxicab or livery shall be established by section 15 of Chapter 11 of the City Ordinances and shall be due and payable to the City of Worcester upon the issuance of any such license. This fee will be non-refundable.

### **Section 6: Renewal Taxicab and Livery Driver's License Fee**

Renewal licenses to drive taxicabs or liveries that are in good standing shall be renewed on an annual basis. The fee for renewal shall be established by section 15 of Chapter 11 of the City Ordinances and be payable to the City of Worcester upon the renewal of any such license. This fee will be non-refundable.

### **Section 7: Replacement License Fee**

The fee for a replacement license to drive a taxicab or livery license shall be \$25.00 dollars and shall be due and payable to the City of Worcester.

## **Article IV -- Responsibilities of Taxicab and Livery Owners**

### **Section 1: Vehicle Compliance**

Each and every holder of a Medallion or a Livery License issued pursuant to Chapter 11 of the City Ordinances shall be responsible for ensuring that each of said licensee's vehicles is maintained and operated in full compliance with Chapter 11 of the City Ordinances, these rules and regulations and the laws of the Commonwealth.

### **Section 2: Two – Way Radio Requirement**

Every taxicab shall be equipped with a two-way radio. Such radio shall be used to communicate with the dispatcher from the same company. All Worcester licensed companies must provide the Worcester Police License Division with all their radio frequencies. An agent of the License Division may from time to time monitor these frequencies to assure that all radio transmissions are kept at a professional level.

### **Section 3: Dispatching**

A taxicab or livery company licensed by the City under this Chapter shall only be allowed to dispatch those vehicles assigned to their company. The dispatching facility shall be located in the City of Worcester.

#### **Section 4: Scanning Devices - Prohibited**

No operator or owner of a taxicab and/or livery vehicle shall have in the vehicle a scanning device or any instrument with the intent of intercepting calls of other taxi/livery companies. Anyone found to be in violation of this section shall result in the suspension or revocation of their license and/or medallion.

#### **Section 5: Call Jumping**

When a company assigns a fare to a particular cab, upon acknowledging the call, the driver shall whenever and without violating any motor vehicles laws respond as soon as possible. No other taxicabs shall respond to the call without first obtaining permission from central dispatch.

#### **Section 6: Adding and Changing Cars**

When a company or individual adds, changes, or deletes a vehicle from its fleet, it shall within twenty-four (24) hours bring the appropriate paperwork (registration certificate or cancellation receipt) to the Worcester Police Department License Division. After being properly recorded, the new changes will take effect. A processing fee pursuant to Chapter 11, § 22(a) of the City Ordinances will be imposed to the Medallion holder wishing to effect such change in vehicle.

#### **Section 7: Driver Training and Supervision**

Each and every holder of a license issued pursuant to Chapter 11 of the City Ordinances and these rules and regulations shall be responsible for training and supervising each and every driver operating any of said licensee's vehicles. Such training shall include but not be limited to: use of radio and/or cellular telephone, preparation of a daily log, proper vehicle operation, vehicle maintenance and review of the provisions of these rules and regulations.

#### **Section 8: Driver Dress Code**

Drivers shall adhere to appropriate dress and hygiene while on duty. The following are expressly forbidden:

- Bathing trunks or other swimwear, or jogging trunks.
- Torn or ripped shorts.

Further, the licensee shall be responsible for enforcing driver compliance with such standards.

### **Section 9: Driver Refused if Intoxicated**

A driver shall be refused work by the holder of a license issued pursuant to Chapter 11 of the City Ordinances if, in the opinion of the licensee, the driver is in an intoxicated or otherwise impaired state.

### **Section 10: Reporting of Vehicle Accidents**

Each and every holder of a vehicle license issued pursuant to Chapter 11 of the City Ordinances shall provide written notice to the Police Department of any motor vehicle accident in which any of said licensee's vehicles may be involved. Said notice shall be provided within two (2) business days after the police report of said accident is available.

## **Article V -- Vehicle Markings and Physical Characteristics**

### **Section 1: Livery Markings Prohibited**

A licensed livery vehicle, shall bear no external markings of any type except as provided by the rules and regulations, unless otherwise determined by the Chief of Police; nor shall such a vehicle be equipped with any distinguishing lights or other externally mounted instruments so as to distinguish it from any private passenger vehicle.

### **Section 2: Random Compliance Inspections**

The Chief of Police or his/her designee may at any time order a random compliance inspection of any vehicle for hire licensed under Chapter 11 of the City Ordinances. Said compliance inspections shall not limit a police officer's ability to stop any vehicle for hire, at any time, for any reasonable suspicion of violations of City Ordinances, and/or state statutes.

### **Section 3: Vehicle Inspection Procedures**

Inspections of taxicabs and liveries may be conducted by officers and staff of the Worcester Police Department License Division or other designee.

- a. Random Spot Checks: Taxicabs and Livery vehicles shall be subject to random spot checks at any time or location for full compliance with all applicable sections and laws
- b. Regular Inspections: Every vehicle for hire may be inspected on an annual basis by the Worcester Police Department License Division to insure the continued maintenance of the safe operating conditions of the said vehicle. Companies and/or owners will be notified as to when and where the annual inspection will

take place. At the conclusion of the annual inspection, any vehicle that failed will be allowed an opportunity for a re-inspection after it is repaired. If, after the re-inspection, said vehicle still fails to pass inspection or is not presented for re-inspection, said vehicle may be taken out of service for the rest of the year and the Medallion removed. The Medallion shall be kept by the Medallion holder and reassigned to another vehicle in accordance with these regulations.

- c. There will be two (2) taxicab inspections annually on the following dates and will take place:

April 1 through April 15

October 1 through October 15

Inspections are to be done at a Massachusetts Registered Inspection Station in the City of Worcester, Massachusetts. An inspection form will be supplied by the Worcester Police License Division and will be filled out by the inspector at such station and will bear the inspectors name.

No taxicab will be allowed to operate on the 16<sup>th</sup> of the inspection month unless the Police Chief has received an approved inspection form completed.

- d. Out of Service: If, during a random spot check or regular inspection in the opinion of any of those persons so authorized to inspect, the taxicab/livery is determined to be unsafe to operate, said taxicab/livery shall be removed from service. Notice of said defect shall be given to the owner or person in charge of said vehicle who shall have the right to have the vehicle repaired, inspected and returned to service in accordance with these regulations.

Failure to comply with these rules and regulations following notice to the Medallion holder/livery owner and an opportunity to cure such violations, may result in suspension of the Taxicab Medallion/Livery Owner license. Only the supervisor of the Worcester Police Department License Division or his designee shall remove a Taxicab Medallion/Livery Sticker and said Medallion/Sticker shall be kept by such division for safekeeping until returned to service by the Medallion holder/Livery owner.

#### **Section 4: External-Marking Requirements for Taxicabs**

No taxicab shall operate without permanent decals or painted markings on each side of the vehicle as to license number, trade or business name and the word "Worcester". These markings shall be a minimum of 4" in height to insure adequate visibility. Taxicabs shall be further marked in accordance with Section 16 of Chapter 11 of the City Ordinances. Removable magnetic decals are expressly forbidden.

### **Section 5: Limitations on Additional Markings on Taxicabs**

No other business information may appear on a taxicab except for the telephone numbers of the taxicab or taxicab dispatching company, the hours of daily operation, acceptance of credit cards, and availability of air conditioning. Such markings shall only be permitted on the rear doors. No bumper stickers or window decals shall be allowed. Advertising shall not be allowed (except on rooftop).

### **Section 6: Taxicab Color and Logo Design, Resemblance to Other Licensed Taxicabs Prohibited**

A taxicab owner shall not paint or otherwise mark a licensed taxicab in a manner which suggests a business affiliation with a cab dispatch organization unless that taxicab is actually affiliated with that cab dispatch organization. However, all licensed taxicabs operated by the same licensee may be painted with identical colors and markings distinguishable from other licensed taxicabs.

### **Section 7: Items Required in Licensed Vehicle**

Each vehicle for hire licensed by the City of Worcester shall carry the following in said vehicle:

- Change for a \$20.00 bill;
- A road map of the City of Worcester;
- A road map of Massachusetts; and
- Blank receipt forms.

### **Section 8: Rates**

The City of Worcester's fixed fare taxicab rates shall be prominently posted in the interior of the taxicab.

### **Section 9: Mechanical and Physical Condition Of Licensed Vehicles**

Each vehicle for hire licensed by the City of Worcester shall be maintained at all times in compliance with the requirements set forth in Chapter 11 of the City Ordinances, these rules and regulations and the following standards:

#### **Interior**

- Interior surfaces must be intact. Seats must be free of tears. Floors must be free of holes and covered completely with carpet and/or rubber matting.
- Interior surfaces and windows must be clean.
- Seats must be functioning properly and all seat belts must be operable and available for use by passengers.
- Windows and doors must be operable from the passenger compartment at all times.

## Exterior

- Vehicle body, bumpers, doors, trim and grill are free of cracks, breaks and surface rust longer than twelve inches in length or fifty square inches total, when all are added together.
- All tires must meet Registry of Motor Vehicle Standards for tread depth.
- All safety equipment of any type, including lights, signals, glass, windshield wipers and bumpers must be intact and operational.
- All safety lights and other required lights must be intact and operational.

### **Section 10: Display of License Plates**

Each vehicle for hire licensed by the City of Worcester shall have displayed, at all times, both license plates issued to such vehicle by the Registry of Motor Vehicles.

## **Article VI -- Rights and Responsibilities of Drivers**

### **Section 1: Driver Compliance**

Each and every holder of a License issued pursuant to Chapter 11 of the City Ordinances shall be responsible for full compliance with these regulations of the Chief of Police and any other rules and regulations issued by the Chief of Police or the Worcester License Commission.

### **Section 2: Surrender of License upon Cessation of Driving**

Any licensee, who shall cease to be the driver of a taxicab/livery, shall at once surrender his or her License to the proper official of the Worcester Police Department License Division.

### **Section 3: Notice of Change of Address, Employment, or Employer**

When a licensed driver changes his or her address, place of employment, or employer, he or she shall, within five (5) working days of such change, notify the Worcester Police Department License Division or its designee of such change.

### **Section 4: Notice of Arrest**

If for any reason, a licensed driver/owner is arrested, he or she or an attorney representative shall within five (5) working days of the arrest, notify the Worcester Police Department License Division or its designee. Failure to notify may result in the revocation or suspension of the driver's Taxi/Livery license by the Worcester Police License Division or the Worcester License Commission.

### **Section 5: Right to Operate Taxicab and/or Livery**

Only a driver possessing a valid Taxi/Livery License (issued by the City of Worcester pursuant to Chapter 11 of the City Ordinances) and a valid Massachusetts driver's license shall be permitted to operate a licensed vehicle for hire in the transportation of passengers.

### **Section 6: License Photo**

The driver of a licensed taxicab or livery vehicle shall appear as in his or her photograph as provided in conjunction with said driver's application for a License. A new photograph shall be supplied to the police department without delay if the driver's appearance has changed. The license to drive a taxicab or livery vehicle shall bear the photographic likeness of the licensee.

### **Section 7: License Displayed**

Every driver having charge of any vehicle licensed pursuant to Chapter 11 of the City Ordinances shall have his or her License clearly displayed for passengers, police officers or agents of the License Division to view.

### **Section 8: Drivers Answerable to License Division**

A police officer of the License Division or the Worcester License Commission may request a meeting of any company owner(s), Medallion owner(s), and/or driver licensed under Chapter 11 of the City Ordinances to answer fully and truthfully any inquires put to them of any violation(s). Failure to attend or refusal to cooperate with any inquiries or investigations of possible violations may result in the suspension/revocation of the Medallion.

### **Section 9: Reporting of Crimes and Suspicious Activities**

Every driver shall report to the police any crimes or any suspicious activities of passengers or other persons that he or she may observe.

### **Section 10: Articles Found in Licensed Vehicles**

Any driver who finds in a vehicle any article presumably belonging to a passenger shall, within twenty-four (24) hours, report the finding thereof to the Worcester Police Department.

## **Article VII -- Operation of Licensed Vehicles Generally**

### **Section 1: Operation in Conformity with the Law**

Drivers of vehicles licensed pursuant to Chapter 11 of the City Ordinances shall at all times operate them in accordance with the laws of the Commonwealth of Massachusetts and the City Ordinances. A driver shall not knowingly give direction, information or transportation to a person seeking a place or person for illegal purposes including, but not limited to, the purchase or acquisition of controlled substances within the meaning of M.G.L. Chapter 94C.

### **Section 2: Use of Alcohol and Controlled Substances Prohibited**

No driver shall, while on duty, take or be under the influence of or consume any alcoholic beverages. No driver shall, whether on or off duty, purchase, sell, use or possess any controlled substance as defined by M.G.L. Chapter 94C.

All drivers of taxi/livery vehicles shall be subject to random drug testing.

### **Section 3: Use of Prescription Drugs**

No driver shall, while on duty, take or be under the influence of any prescription drug which may impair the driver's ability to operate said vehicle safely.

### **Section 4: Operation of Unsafe Vehicle Prohibited**

A driver shall not knowingly operate a taxicab or livery that is unsafe for passenger service. Owner(s) shall not allow the operation of taxicabs or livery vehicles that are unsafe for passenger service.

### **Section 5: Transportation by Direct Route**

Drivers of licensed vehicles for hire shall, except when a passenger directs otherwise, transport passengers via the most direct route to the passengers' specified destination. The driver shall always obtain permission from the passenger to transport said passenger via any route other than the most direct route.

### **Section 6: Refusal to Transport Generally**

The driver of a vehicle licensed pursuant to Chapter 11 of the City Ordinances shall not refuse transportation to any person except for the reasons set forth in subparagraphs (a) through (g) herein and as otherwise provided in this chapter:

- a. When a person is noisy or disorderly, or the driver has reason to believe that such a person is under the influence of alcohol or drugs, unless said driver is directed to

- transport said person by a police officer, after securing identification of said person and having obtained an approximate fare prior to transporting such person;
- b. When the person represents a threat to the safety of the driver or to his or her ability to drive the vehicle in a safe manner;
  - c. When the person requires the use of a stretcher or motorized wheelchair or similar device;
  - d. When a person is unconscious or deceased and placed in the vehicle by others;
  - e. When to do so knowingly would constitute assisting in a crime;
  - f. When a passenger is unduly discourteous to the driver or emits an offending odor;
  - g. Drivers are encouraged to make a daily log entry if they encounter any of the above situations.

### **Section 7: Transportation of Disabled Persons and Service Animals**

- A. Upon authorization of the City Council, and in a manner authorized by the Chief of Police, taxicab Medallions may be issued to taxicab operators where that operator specifically places in service vehicles which are capable of picking up, discharging and transporting disabled persons including but not limited to those disabled persons permanently or temporarily bound to motorized and non-motorized wheelchairs.
- B. No taxicab or livery driver shall refuse transportation to a person with a wheelchair that folds up. Said person must be able to get into and out of the taxicab without assistance from the driver. Once said person is in the taxicab, the driver, without extra charge, shall fold up the wheelchair and place it in the trunk or in the rear of the taxicab.
- C. A taxicab or livery driver may not refuse to transport a blind, deaf or otherwise disabled person and his or her attendant guide dog when that animal is properly harnessed.
- D. A taxicab or livery driver may not refuse to transport an animal weighing less than 50 lbs. where the animal is properly and adequately secured in a kennel case or other suitable container and where the animal cannot cause danger to the taxi driver or the interior of the taxicab.
- E. With the exception of foregoing provisions, a taxicab or livery driver, at his or her discretion, may otherwise refuse to transport a customer with an animal where that driver is afraid of or allergic to animals. Taxicab and livery driver's license applications shall declare the presence of this allergy or fear at initial licensing and said condition will be made a matter of record with the License Division of the Worcester Police Department.

### **Section 8: Smoking in Licensed Vehicles**

Drivers of licensed vehicles for hire shall not smoke cigars, cigarettes or pipes while transporting passengers if requested by a passenger to refrain from smoking. Drivers of licensed vehicles for hire displaying a “No Smoking” sign shall not be required to transport a passenger who insists on smoking a cigar, cigarette or pipe after being requested to refrain from smoking.

### **Section 9: Receipt Requirements**

Upon the request of any passenger, a driver shall provide a receipt to such passenger. Such receipt shall detail the date, time, point of origin and destination as well as the fare charged for such transportation.

### **Section 10: Daily Log**

Each owner of a Taxicab/Livery vehicle issued a Medallion and/or license pursuant to Chapter 11 of the City Ordinances shall personally, or by an agent, inspect, repair and clean the interior and exterior of such vehicle on each day that the vehicle is operated. Such inspection shall be for the purpose of ascertaining vehicle compliance with these rules and regulations. The time, place and person performing such inspection shall be recorded on the daily log.

Taxi drivers shall complete a daily log for each shift documenting every fare from point of origin to point of destination (updated after each fare). Livery drivers shall have a daily log with the names of their passenger(s) two hours prior to their scheduled pickup (in their vehicle). The livery base must also have a current daily log for each scheduled pickup.

The daily logs shall include:

- a. The time and place of pick-up and the time and place of destination;
- b. The number of passengers (Livery daily log only);
- c. The fee collected;
- d. Articles found in vehicles after the departure of passenger(s); and
- e. Name of driver and vehicle number
- f. Name of passenger being transported (Livery daily log only)

Each and every owner of a Taxicab Medallion or Livery Vehicle issued pursuant to Chapter 11 of the City Ordinances shall supervise the recording and maintenance of a daily log for each vehicle as required. Such licensee must verify daily that the daily log has been properly prepared and accept the daily log for filing at the end of each day. Such licensee shall retain logs for a period of not less than two (2) years. Such log shall, upon request, be open to inspection and retained by the Chief of Police or any police officer or any agent of the License Division or Worcester License Commission if necessary. Any

violation of this section or of the Chief's rules may result in a fine as defined within the City Ordinances.

### **Section 11: Livery Special Work Order**

Livery Drivers shall use a special work order which drivers can produce when required to do so while waiting to pick up customers who have previously placed a pick-up reservation with a livery company at Union Station or the Worcester Regional Airport.

## **Article VIII -- Operation of Taxicabs**

### **Section 1: Accepting a Hail Fare**

A licensed taxicab driver may accept a fare while driving through any public street or place provided such taxicab is hailed by a customer and such hail does not occur within 100 feet of a public taxicab stand where taxicabs are present in the stand awaiting business.

Only Worcester licensed taxicabs may accept a hail fare within the City of Worcester. An out-of-town taxicab may operate within the city if summonsed by or at the request of said passenger or client by telephone or by radio dispatch from the owner's or operator's principle place of business outside of the City of Worcester, provided that the name, pickup address, and destination of said passenger or client are immediately supplied by the driver to any inquiring police officer.

### **Section 2: Unattended Vehicle**

Every driver of any licensed taxicab shall remain with said vehicle while it is idling unless he or she shall be necessarily absent there from in the course of his/her duty and business as such driver, but in no event longer than five minutes. At no time shall a driver park his vehicle at a parking meter while waiting to solicit a fare.

### **Section 3: Soliciting Passengers While in Attendance of Vehicle**

No taxicab driver shall ask anyone if he/she wants a taxicab unless said driver is sitting in the driver seat or is within one arms length of the taxicab. The destination shall be ascertained after the fare is seated.

### **Section 4: Refusal to Transport Due to Destination or Short Fare Prohibited**

No driver shall inquire as to the destination of a passenger unless the driver is sitting on the driver's seat and the passenger is seated in the taxicab. A driver shall not refuse to transport a passenger due to the passenger's destination or a short fare. Drivers of radio-dispatched calls may inquire as to destination within one (1) hour prior to drive shift

change. Nothing in this rule is intended to prevent a telephone operator from inquiring into a fare's name and intended destination for scheduling purposes.

**Section 5: Taxicab Previously Engaged**

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

**Article IX -- Fares to be Charged**

**Section 1: Determination of Fare - Notice to Passengers**

Every vehicle licensed pursuant to Chapter 11 of the City Ordinances shall post inside the vehicle the fares to be charged for transportation by such vehicle. In addition, every vehicle shall display inside the vehicle a notice to passengers that drivers are forbidden by law to demand a greater fare than that determined by the posted schedule of fares.

**Section 2: Fare Changes**

Authority to effect any changes in the fares charged by taxicabs is exclusively vested in the License Commission. No taxicab is authorized to charge any fee above or below that amount.

**Article X – Fines**

**Section 1: Livery Used as Taxicab**

Any livery vehicle found to be operating illegally as a taxicab shall result in the issuance of a non-criminal disposition as established by section 2 of Chapter 15 of the City Ordinances, and may result in the immediate suspension/revocation of the operator's/owner's license as per section 23 of Chapter 11 of the City Ordinances.

**Section 2: Uttering / Forging**

No person shall forge or attempt to forge any document of the Worcester Police Department License Division including, but not limited to, License, driver's application, logbook, and Medallion application. Such forgery shall be illegal and cause for disciplinary action and / or civil or criminal action.

### **Section 3: General Fines**

Any violations of these rules may result in a fine as established by section 2 Chapter 15 of the City Ordinances.

Note: Amended on January 17, 2011

(12 hour rule changed to 2 hours notice. See “Livery Restrictions” #1, Article I , Section 2)

(Eliminated age restriction of vehicle from Article IV, Section 6).

Note: Most recently amended on February 6, 2014

**City of Worcester, Massachusetts**



**SPECIAL WORK ORDER FOR LIVERIES  
AT UNION STATION OR THE WORCESTER REGIONAL AIRPORT**

*Per Chapter 11, §17(d)(5) of the Revised Ordinances of 2008, upon request, Livery Drivers must produce a work order while waiting to pick up customers who previously placed a pick-up reservation with a livery company at Union Station or the Worcester Regional Airport.*

*Please keep a filled-out form for each customer in your Livery Licensed Vehicle.*

*LOCATION OF CUSTOMER PICK UP (PLEASE CIRCLE):*

*Union Station*

*Worcester Regional Airport*

<i>Livery License #:</i>
<i>Livery Company Name:</i>
<i>Driver Name:</i>
<i>Driver's Phone #:</i>
<i>Driver's Email:</i>
<i>Date and Time of Call for Pick Up:</i>
<i>Pick Up Time:</i>
<i>Name of Customer:</i>

Adopted by the License Commission on February 6, 2014