

ORDINANCE NO. ORD-10-05

First Reading : February 1, 2010
Public Hearing : February 16, 2010

Approved: February 16, 2010
Published: February 24, 2010
Effective: March 6, 2010

FULL SERVICE TAXICAB COMPANY

AN ORDINANCE TO INCLUDE SECTION 7:174 OF CHAPTER 85 OF THE CODE OF THE CITY OF ANN ARBOR.

The City of Ann Arbor ordains:

Section 1. That Section 7:174 of Chapter 85 of the Code of the City of Ann Arbor is included as follows:

7:174. Full Service Taxicab Company

Any licensed taxicab company in the City of Ann Arbor which licenses ten or more taxicabs for use in the City shall be required to be a full service taxicab company. A full service taxicab company must provide, at a minimum, the following services:

- (1) Taxicab service to the general public 24 hour a day, 7 days a week (may not be excepted under the three provisions in section 7:161).
- (2) Identify and adopt a reasonable process for handling lost and found items, which includes a location within five miles of the city limits where items can be claimed.
- (3) Establish a process for accepting and responding to customer complaints, which includes having a local manager available during normal office hours (9:00 a.m. to 5:00 p.m., Monday through Friday) who will investigate and respond to the complaining party with five days.

Section 2. This Ordinance shall take effect ten days after passage and publication.

CERTIFICATION

I hereby certify that the Council of the City of Ann Arbor, Michigan, adopted the foregoing ordinance at its regular session of February 16, 2010.

Date

Jacqueline Beaudry, City Clerk

John Hieftje, Mayor

I hereby certify that the foregoing ordinance received legal publication on the Ann Arbor City Clerk's webpage on February 24, 2010.

Jacqueline Beaudry, City Clerk