



## Legislation Text

File #: 09-1125, Version: 1

An Ordinance to Amend Chapter 85 (Taxicabs) to include Section 7:174 to Require Licensed Taxicab Companies that License 10 or More Vehicles in the City to Operate as a Full Service Taxicab Company (Ordinance No. ORD-10-05)

Approval of this inclusion to Chapter 85 will require taxicab companies operating ten (10) or more vehicles in the city of Ann Arbor to operate as a full services taxicab company. This provision is provided by operating 24 hours, seven days a week, adopting a reasonable process of handling lost and found items and accepting and responding to customer complaints.

The Taxicab Board, at a special meeting held on October 22, 2009, recommends approval of this ordinance.

Prepared by: Sarah Singleton, Management Assistant

Reviewed by: Tom Crawford, Chief Financial Officer, Kristen Larcom, Senior Assistant City Attorney

Approved by: Roger W. Fraser, City Administrator

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.