

**CITY OF SAN ANTONIO
TAXICAB RULES AND REGULATIONS
April 26, 2016**

**TAXICABS
RULES AND REGULATIONS**

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Section

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SCOPE AND INTENT

These rules and regulations adopted by the City of San Antonio shall be followed by all holders, companies, cooperatives, associations, and drivers providing taxicab service in the City of San Antonio.

SECTION 200. GENERAL RULES AND REGULATIONS

201. Each taxicab holder and its management, and each operator are individually and jointly responsible for complying with all rules and regulations of the City of San Antonio, any rule or regulation of the Department of Aviation, and any section of a State Statute or administrative code relating to the operation of a taxicab or a vehicle for hire.
202. Each taxicab holder is solely responsible for the compliance of its employees, operators, Independent Contractors, lease drivers and members with rule 201.
203. Each taxicab holder shall maintain and supply to the Director, upon request a current list of all taxicab drivers, including members, employees and/or leases and any changes in addresses and CDL statuses that may have occurred since the last report.
204. Each taxicab holder shall notify the Director verbally by the end of the next business day of the termination of any driver by the taxicab holder and the cause for such action, and also by written communication to be received by the Director no later than the third business day after the termination action.
205. Each taxicab holder shall be responsible for reimbursing overcharges to its customers.
206. Each taxicab holder shall submit to the Director and maintain on file evidence of valid liability insurance for all of its taxicabs in service in a form acceptable to the Director and the City Risk Manager.
207. Each taxicab holder shall promptly investigate and keep on file a record of any circumstances in which Rules 837 or 844 require a driver to report an incident to the supervisor on duty, and such records shall be available to the Director on request.
208. A holder shall, as soon as practical, notify the Director of an arrest, filing of a criminal complaint, indictment against himself and/or on one of the drivers employed by him, whether or not any of the foregoing is related to on-duty conduct.

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209. Subject to rights of appeal as provided in Section 400 herein, each taxicab holder shall pay all monetary penalties assessed.
210. Each taxicab holder shall have driver appearance standards, approved by the Director, which clearly identifies the driver and his/her affiliation with that taxicab holder.
211. Each taxicab holder shall distribute and/or make available to all passengers and customers, cards, flyers, pamphlets, or other information determined by the Director and made available in sufficient quantities to the taxicab holder by the Department. Such information may include, but is not limited to, passenger surveys and complaint procedures.
212. A taxicab holder shall return any confiscated invalid city driver permits to the Department.
213. A taxicab holder, operator or dispatcher shall not give, offer or receive compensation with the intent to affect an action which could be contrary to the rules and regulation of the Department, the terms of the operating permit, or State law, or with the intent, or purpose, of having an agent or employee of the City not perform his or her duties relating to the regulation of taxicabs. Specifically, a taxicab holder, operator or dispatcher shall not engage in such activity with any Transportation Department or Aviation Department personnel, drivers or any other person in the position to influence the operation of its taxicab.
214. Each taxicab holder shall conduct himself/herself in a professional manner and resolve all disputes with other taxicab holders, the business community, those in charge of taxi stands on private property, and the general public with a goal of maintaining a favorable public image for the taxicab industry.
215. Each taxicab holder shall file with the Director a financial disclosure of all fees, charges, or other monetary reimbursements charged to any driver, lease driver or subcontractor for costs relating to the lease of a taxicab vehicle or other service provided by the taxicab holder.

Included in the disclosure:

- a. City permit fee (limited to the base fee charged by the City)
 - b. Dispatch service
 - c. Insurance
 - d. Maintenance and repairs
 - e. Vehicle lease fee
 - f. Bookkeeping and Management
216. At any reasonable time and as often as the Director may deem necessary, a holder shall make all of its financial records available to the Director and shall permit the Director to audit, examine and make excerpts and/or copies of same.

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217. Holders and drivers must accept for payment, cash, debit cards, and major credit cards. Major credit cards shall mean Visa, MasterCard, Discover, and American Express.
- 218.
- (A) No later than the tenth business day following the completion of applicant interviews for additional taxicab permits, the Taxicab Permit Allocation Committee (TPAC) shall submit, in writing, to the transportation manager (1) the scores given to each of the applicants, (2) the allocation of the additional permits to those applicants who scored 80 or greater, and (3) an explanation of the basis for the allocation of additional permits. No later than the tenth business day following receipt of this notification, the transportation manager shall notify, in writing, all applicants that scored below 80 that they were not awarded any additional permits and shall notify, in writing, all applicants that scored 80 or greater of (1) the scores given to each of the applicants, (2) the allocation of the additional permits to those applicants who scored 80 or greater, and (3) an explanation of the basis for the allocation of additional permits.
- (B) Where an appeal of the TPAC's allocation of additional permits is filed, the transportation manager shall schedule with the hearing officer a date and time for the appeal hearing and, no later than the tenth business day following the date on which the hearing officer informs the transportation manager of that date and time, the transportation manager shall notify, in writing, those applicants who scored 80 or greater of the date, time and location of the appeal hearing. Except upon the unavailability of the hearing officer, the date and time of the appeal consider the appellant's application, the appellant's score, and the oral arguments of those applicants who scored 80 or greater and who attend the appeal hearing. Said oral arguments shall be limited to five minutes per applicant. The hearing officer shall notify, in writing, the transportation manager of his decision no later than the tenth business day following the date of the appeal hearing. No later than the tenth business day following receipt of this notification, the transportation manager shall notify, in writing, all applicants who scored 80 or greater of the decision of the hearing officer.
219. Vehicle shall undergo a full vehicle inspection at the holder's expense if the Director determines there is a need for such an inspection.

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**SECTION 300. ADVERTISING, RECEIVING AND RESPONDING TO
ORDERS FOR TAXICAB SERVICE**

301. Each taxicab dispatch service must be licensed by the City of San Antonio and approved to operate by the Director.
- a. Must be a fixed site facility located in the city limits of San Antonio.
 - b. The current valid FCC license shall be on file with the Director.
 - c. All dispatching systems in the fixed facility and located in each taxicab shall be integrated to be able to share information about the dispatch trip.
302. Each licensed dispatch service shall establish policy and rules and regulations to ensure that each driver operating on the service responds to radio calls if in service and available.
303. Each taxicab company holder may display commercial advertising on the taxicab provided it is on the rear of the vehicle. No other locations shall be authorized.
304. Each taxicab holder shall have each taxicab equipped with a two-way mobile radio or computerized GPS system and shall provide 24 hour dispatch service from a City licensed dispatch facility. Taxicab radios shall have the capability to receive or transmit only on frequencies specified in the FCC license of the radio service subscribed to by the taxicab company holder.
305. Each taxicab holder or dispatch service shall tell the caller the probable time of delay if service is not expected to be available within 30 minutes.
306. Each taxicab holder or dispatch service shall maintain the ability to provide the Director upon request (printed computerized data information or documented information) the following order and dispatch record information for each service request:
- a. Taxicab company responding;
 - b. Location of pickup request;
 - c. Identification of order taker;
 - d. Date and time order place, (printed with time machine);
 - e. Time delay quoted if any;
 - f. Identification of taxicab dispatched (the operator must also, through a separate record, be able to identify the name of the driver for the taxicab);

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- g. Time of dispatch, (printed with time machine) and;
 - h. Time and date vehicle/drivers signed on duty and off duty.
 - i. If the request was for a wheelchair accessible vehicle.
307. Each taxicab holder or dispatch service shall keep order and dispatch records readily available to the Director for at least 24 months.
308. Each taxicab holder or dispatch service shall provide all necessary information for each call to the driver over the assigned radio frequency or computer terminal.. Information relating to dispatch calls shall not be given over cellular phones or other non-approved communication devices.
309. Each taxicab holder shall assign its vehicles to licensed drivers only.
310. Each taxicab holder shall record the time its taxicabs and its drivers begin and end operation each day (while “on duty”).
311. Each taxicab holder shall maintain records of the identification of the driver of each taxicab at all times.
312. Each taxicab holder shall verify that each driver possesses a valid city driver permit.
313. A holder or dispatch company shall provide the driver the following information when dispatching pre-arranged pick-up times (time-calls) so that the driver may verify pick-up details with the customer.
- a. Name of the customer
 - b. Pick-up address
 - c. Phone number of customer
 - d. Any details that the customer relayed to dispatch
314. Any dispatching system that does not work thru a City approved dispatching system shall be considered unauthorized for use and any company using this system shall be required to cease use of this dispatching system or be in violation of 33-926.
315. Each taxicab holder or driver shall produce any manifest paper and/or electronic data, up to 24 months upon request by the Department for review within 10 business days of request.
316. Each holder shall supply its drivers with an approved preprinted manifest for each shift worked.

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317. Each taxicab holder shall submit to the Department a sample manifest for approval of form and entry requirements. Wheelchair accessible vehicles shall utilize manifests designed specifically for wheelchair accessible vehicles.
318. Each holder or dispatch company shall inform a customer contacting them for service of all charges that would be charges, I.E. minimums fares or fees.
319. Each taxicab holder shall provide to the Director a copy of the city license for the dispatch service for which it subscribes.
320. Each Taxicab dispatch service shall provide the Director with a monthly report on the 10th business day of each month. The report format will be provided by the Director.
321. Each taxicab dispatch service.
 - a. May be maintained individually or in cooperation with other holders.
 - b. Must be principally engaged in communication by radio or by electronic means approved by the Director with the taxicabs of a licensed holder.
322. Depending upon availability of suitable space, an organization representing the majority of taxi holders may lease a booth inside each of the two terminals of the San Antonio International Airport for purposes of educating the public regarding the option of traveling by taxicab provided that a valid lease has been executed pursuant to substantially similar terms and conditions, including rental rate, as those in leases for similar spaces within the airport.

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SECTION 400. TAXICAB VEHICLES AND EQUIPMENT

Assessment of penalties for failure of taxicab holder to correct violations: If the taxicab holder does not correct violations by the deadline established by the department, the department shall assess the penalty specified against the taxicab holder for each deadline not met. The taxicab holder may appeal the department's assessment to the Administrative Hearing Officer by submitting a request for appeal to the Ground Transportation Unit.

401. When a taxicab is found to be in violation of any safety rules and regulations as mandated by the State of Texas, rules and regulations established by the Director, the Director of Aviation, and all other applicable rules, regulations and laws, the taxicab(s) will be immediately removed from service. The taxicab(s) will be re-inspected and if the vehicle is found to be in compliance, it shall be activated back into service.
402. RESERVED
403. The Director shall have the authority to audit any and all maintenance records of a vehicle. Upon request by the department the vehicle owner shall provide requested documents within 10 business days.
404. Failure or refusal to comply with the Director's request for maintenance records may result in the immediate suspension of the vehicle permit.

Each taxicab holder shall equip each taxicab with: (Applies to rules 405 through 410)

405. A taximeter in good working condition at all times. Every taximeter shall be of a size and design approved by the director and no taxicab holder shall allow any taximeter to be used, maintained or installed unless its size and design has first been so approved by the Director.
406. A top light to include a tell-tale light. On top of every taxicab shall be a top-light, advertising the taxicab holder's business. This light shall be connected directly to the vehicle's parking light/head-light switch. The tell-tale light shall be located on upper portion of the top-light and this light must be connected directly to the taximeter's "on/off" switch such that when the taximeter is in an occupied or earning position, the tell-tale light will illuminate automatically.
407. Two (2) fare rate cards inside the taxicab, prominently displayed, and plainly visible to all passengers while occupying the front and rear seats. Also two (2) fare rate cards shall be affixed to the exterior portion of the taxicab so that they can be easily read by passengers upon approach.

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408. The taxicab holder's name, vehicle fleet identification number, business telephone number, and the fare rate charges shall be displayed on both sides of the exterior portion of the vehicle, as approved by the Director. The markings and designs shall be of contrasting colors, to the vehicle's color, for easy identification. The lettering making up the markings and designs shall be of a dimension as approved by the Director.
409. A frame or holder for the display of a city driver's permit. This frame or holder shall have a clear plastic face with the outside dimensions of 4" X 6" and must be approved by the Director. It shall be attached to the dashboard of the vehicle so as to be visible to passengers at all times.
410. Each taxicab holder shall not be in possession of any device or equipment that has frequencies or the capability of scanning the frequencies, of any ground transportation company other than its own. Any scanning device or equipment, whether portable, (hand held) or one that is permanently mounted to the vehicle is prohibited.
411. RESERVED
412. Each taxicab company holder may display commercial advertising on the taxicab, provided that such advertisement does not obstruct the view of the driver or the vehicle's identification number.
413. Each taxicab company holder shall not alter, falsify, remove, reinstall or tamper with any vehicle permit. Decals are not transferable from one vehicle to another.
414. Each taxicab company holder shall notify the Director immediately of the removal or destruction of any vehicle permit issued to the taxicab holder.

At the request of the Director, a taxicab company holder shall immediately take a taxicab(s) out of service and make the vehicle(s) immediately available to the Director. City vehicle permits shall be subject to removal when: (Applies to Rules 415 through 421).

415. The vehicle is found to be in an unsafe operating condition.
416. The vehicle is found to be operating without City approved insurance requirements.
417. The taximeter is illegal when it is found to:
- a) Be operating at a rate other than that authorized. Taxicab fares are computed by meter only.
 - b) Contain a meter seal that has been tampered with or is broken.
 - c) Be modified to effect a change in fare, to include but not limited to factors such as a change in tire size or gears ratio.

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- 418. A correction notice was issued for vehicle or equipment defects with due notice given to correct the deficiency but no correction was made within 30 calendar days.
- 419. The taxicab is operating without a valid permit or the Director authorized the removal of the city vehicle permits.
- 420. The taxicab has not been presented for semi-annual inspections at the time and date scheduled.
- 421. Taxicab, to include wheelchair accessible vehicle, in service and out of service chart
 - (a) Vehicles shall no longer be in service after Jan 1st of the out of service year
 - (b) Vehicles shall have a maximum in service time of 12 years (144 months), when calculated from 1 January of the vehicles model year.

Model Year	Out of Service Year
2005	2017
2006	2018
2007	2019
2008	2020
2009	2021
2010	2022
2011	2023
2012	2024
2013	2025
2014	2026
2015	2027
2016	2028
2017	2029
2018	2030

Taxicab holder(s) shall maintain all vehicles under their control in a safe, sanitary and efficient operating condition and must conform to all standards adopted by the Director. Vehicles will be in violation when: (Applies to Rules 422 through 431).

- 422. Unsanitary conditions exist to include, but not limited to, dirt, grime and stains, on both the interior and exterior portion of the vehicle as well as the trunk area.
- 423. Windows, to include windshields, are cracked, chipped, or missing.

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424. Headlights, tail lights, brake lights, instrument panel lights, interior lights, lenses and covers are inoperable, broken, or cracked.
425. Handles on doors and window cranks are broken or missing, to include door locks.
426. Floorboards have holes, tears, rips, or any other openings. Floor coverings must be free from grease spots, stains, holes, tears, rips, and secured to the floor as manufactured. No more than one (1) floor cover shall be placed on top of the original or replacement cover.
427. Upholstery, to include seats, door panels, trim, armrest, head liner, sun visors, and dashboard, has rips, tears, stains, holes, or any exposed wires, sharp objects or other material that could harm passengers or personal belongings. Head liners cannot be sagging and must be free of tacks, staples, tape, and must be properly secured as manufactured. If upholstery requires re-upholstering, it must be professionally installed and must comply with the existing interior color scheme as manufactured.
428. Body conditions consisting of tears, rips, gouges, holes, grime, tar, rust, oil, dents, missing body parts, and excessive scratches, loose pieces hanging from the vehicle, sharp or jagged edges, protruding metals or any other materials or objects that could harm passengers or personal belongings. All body repairs must be professionally performed as manufactured.
429. Wheels are not securely fastened to the wheel hub with the required number of lug bolts or lug nuts as originally manufactured. Wheels or rims cannot be bent, cracked, re-welded, or damaged so as to affect the safe operation of the vehicle. All wheels or rims must be of same style and design. Mismatching wheels or rims are prohibited. Matching hubcaps or wheel covers shall be on all wheels for which hubcaps or wheel covers are standard equipment.
430. Tires have:
- a) obvious tread wear indication,
 - b) cuts in sidewalls,
 - c) separation of tread,
 - d) bumps or bubbles anywhere on the tires,
 - e) metal or nails protruding from tires (if leaking air, ordered out of service)
 - f) been re-cut or re-grooved.
431. Seat belts are not in place as required for each passenger, the number of which is determined by the designed seating capacity of the vehicle as manufactured. Seat belts shall be clearly visible to the passengers. Also seat belts must be clean, and cannot be frayed, split, or display torn webbing, the buckles must be functional and secured to vehicles floor plan as manufactured.

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- 432. All taxicabs shall have four (4) doors as originally manufactured.
- 433. Each taxicab holder shall make a taxicab(s) available, upon request to the Director, for inspection purposes.
- 434. Each taxicab holder shall assure, after reasonable notice, all scheduled appointments for vehicle inspections are kept. All cancellations, by the taxicab holder, shall be reduced to writing and submitted to the office of the Director at least three (3) business days prior to the inspection date.
- 435. Each taxicab holder shall allow GTU personnel to utilize their taxicab radio for the purposes of an emergency or in the performance of a communication inspection.
- 436. All Taxicabs will have a wheelbase of no less than 109 inches. Exception to this rule will include all Hybrid vehicles.
- 437. Each taxicab shall be equipped with a fire extinguisher as approved by the Director and permanently marked with the vehicle number.
- 438. RESERVED
- 439. RESERVED
- 440. RESERVED
- 441. RESERVED

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SECTION 500. WHEELCHAIR ACCESSIBLE VEHICLES

500. Wheelchair accessible vehicles shall be prohibited from purchasing airport permits, except as provided below:
- a. Companies or cooperatives that have wheelchair accessible vehicles with airport permits as of August 1, 2012, shall be authorized to continue to renew airport permits for their wheelchair accessible vehicles, provided that the company or cooperative continuously operate the vehicle and timely renews the airport permit.
 - b. If a company or cooperative fails to continuously operate a vehicles or fails to timely renew an airport permit then that wheelchair accessible vehicle shall be forfeited forever.
501. Wheelchair accessible vehicles shall comply with all standards and requirements set forth in Chapter 33 Secs. 33-062 through and including Secs. 33-069.
502. Wheelchair accessible vehicles shall be equipped with mechanisms or devices to accommodate the boarding and debarking of persons in wheelchair and similar mobility devices and with mechanisms or devices to secure said wheelchair and similar mobility devices during transit.
503. Wheelchair accessible vehicles shall meet state and federal standards applicable to vehicles that are used by passengers with disabilities.
504. Wheelchair accessible vehicles shall be operated in a city wide area, as defined in Sec. 33-928 (a) of Chapter 33.
505. A company or cooperative may hold three wheelchair accessible permits, plus one additional wheelchair accessible permit for each ten non-accessible, non-limited permits held by said company or cooperative, not to exceed a total of 25 wheelchair permits per company or cooperative. The number of wheelchair accessible permits issued by the director shall be used to calculate the number of additional permits issued pursuant to the Sec. 33-929 of Chapter 33.
506. Companies or cooperatives that cannot provide evidence that they are using a wheelchair accessible permit in accordance with its purpose may be subject to the revocation of that permit and no longer be authorized that permit under this section.
507. Holders, drivers and owners of wheelchair accessible permits shall file a monthly report with the director detailing the usage of the vehicle. The director shall determine the content of the report.
508. The provisions of this section do not prohibit a holder of an operating permit from operating a wheelchair accessible taxicab pursuant to a non-accessible permit.

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- 509. Every driver operating a wheelchair accessible taxicab as defined herein shall, whether pursuant to a wheelchair accessible permit or not, first complete an instructional course approved by the director addressing the boarding, deboarding, and securing of persons in wheelchairs and other mobility devices.

- 510. Holders of wheelchair accessible permits must ensure that the taxicabs operating pursuant to said permits give priority to customers requiring wheelchair accessible taxicabs.

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SECTION 600. INDEPENDENT TAXICAB CO-OPERATIVE

This section applies specifically to the independent taxicab Co-Operatives, their members and members' drivers.

601. Each independent association shall have a testing procedure for establishing new (expansion) and replacement members.
602. An association shall, upon request or whenever procedures may change, submit testing procedures to the Department for review and approval regarding validity and job relatedness.
603. An association shall not allow any person to operate a taxicab upon expiration, cancellation, suspension or revocation of the vehicle permit.
604. An association shall submit the City vehicle permits to the Department from any taxicab which has an expired, cancelled or revoked vehicle permit.
605. A vehicle owner shall appear in person to renew a vehicle permits.
606. An association representative shall appear in person for an office hearing(s) when a taxicab has been cited for a vehicle violation.
607. A vehicle owner whose city driver's permit is suspended shall also have the vehicle permit suspended.
608. An association shall make the taxicab available to the Department for removal of the City vehicle permits for the same period that a vehicle owner's city driver's permit is suspended.
609. At any reasonable time and as often as the Director may deem necessary, an association shall make all of its financial records available to the Director and shall permit the Director to audit, examine and make excerpts and/or copies of same.
610. An association shall notify the Department, in writing, of the death of a vehicle owner by the third business day after becoming aware of the death.
611. An association shall maintain with the Department the current mailing address of all members.
612. An association shall not allow a taxicab to be placed in service unless the vehicle operator is the registered owner of the taxicab.
613. An association member shall not own, control, or have power of attorney to more than one taxicab in the City. Exception to this rule is if control is given to their association's president.

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614. A vehicle owner may lease his/her vehicle to another provided:
- 1) the vehicle owner has no other lease agreements in effect with any other driver;
 - 2) the lease driver has been approved by the association;
 - 3) the lease driver has a valid city driver's permit;
 - 4) a copy of the lease, including all fees charged to the lease driver, has been filed with and approved by the Director;
 5. the vehicle owner has a valid city driver's permit; and
 6. the vehicle owner shall drive his/her vehicle fifty (50) percent of the calendar year.
615. If one or more association members choose to vacate their position in the association, the position cannot be transferred or assigned to any other person without the approval of the Director. Any such transfer or assignment without the approval of the Director, shall be deemed a voluntary surrender of the operating permit.
616. An association will elect an individual to preside over the day to day management for that association. This individual will be the point of contact for that association. This individual will be responsible for the action of the members to include receipt of any citations or correction notices issued to the Co-Operative.

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SECTION 700. DRIVER PERMIT REQUIREMENTS

701. Every person, before driving or accepting employment to drive a vehicle for hire from within the City, shall apply for and obtain a city driver's permit.
702. A holder may not employ, contract with, or otherwise allow a person to drive a vehicle for hire owned and/or operated by the holder unless such person has a valid city driver's permit.
703. A person shall not forge, alter, deface or counterfeit a city driver's permit.
704. A person shall not have in their possession any city driver's permit which has been forged, altered, defaced or counterfeited.
705. A taxicab driver shall have only one Taxicab Company on his/her permit.
706. In accordance with Chapter 33-041 (c) (6) has successfully completed the Ambassador Training Program approved by the Convention and Visitors Bureau.

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SECTION 800. TAXICAB DRIVER RULES AND REGULATIONS

801. A driver shall drive only for a taxicab holder(s) shown on his/her city driver's permit. A driver shall obtain a replacement city driver's permit before driving for any other taxicab holder not listed on his/her city driver's permit.
802. A driver shall hold a valid driver's license issued by the State of Texas Department of Public Safety.
803. A driver shall have in his/her immediate possession a valid Texas Driver License while operating a taxicab and shall present the license upon request. The Municipal Court Hearing Officer may dismiss the penalty if a license and DPS printout are presented at the hearing and the license was valid at the time of the violation.
804. A driver shall display his/her valid city driver's permit in a designated holder in the taxicab in a location approved by the Director.
805. A driver shall not operate a taxicab while his/her city driver's permit is suspended.
806. A driver shall not knowingly allow the unauthorized use of a city driver's permit. The city driver's permit is nontransferable and it is not to be duplicated.
807. A driver shall not use another person's city driver's permit.
808. A driver may not apply for nor possess more than one city driver's permit at any one time unless authorized by the Director.
809. A driver shall at all times, drive or park the taxicab:
- a. In a safe, careful and prudent manner.
 - b. In compliance with City traffic regulations.
 - c. In compliance with provisions of the Texas Motor Vehicle Code.
810. A driver shall not commit any unlawful act while on duty. A driver shall, as soon as practical, notify the Director and his employing permit holder of an arrest of himself or of the filing of any criminal complaint or indictment against himself, whether or not any of the foregoing is related to on-duty conduct.
811. A driver shall not engage in any unlawful act such as:
- a. The commission of a felony.
 - b. Pandering
 - c. Immoral Acts
 - d. Assault
 - e. Reckless Driving

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- f. Driving While Intoxicated
 - g. Propagate a continuous police record of any kind.
812. A driver shall not drink an alcoholic beverage while on duty nor have in possession an open container of any alcoholic beverage.
813. A driver shall not buy or sell alcoholic beverages while on duty.
814. A driver shall not enter any bar or cocktail lounge while on duty, except for the purpose of announcing arrival to a prospective passenger or if hired by a fare and the fare requests a driver to accompany them, at no time shall a driver consume alcohol while on duty.
815. A driver shall not be on duty after drinking or while under the influence of an alcoholic beverage, intoxicating liquor or any drug which may impair driving ability.
816. A driver shall not knowingly use, sell, handle or transport illegal narcotics at any time.
817. A driver shall not give any information as to where narcotics may be obtained for illegal purposes.
818. A driver shall not knowingly solicit, procure or give information in regard to or take any passenger to any person for the purpose of prostitution.
819. A driver shall assure that at all times the lights, brakes, tires, steering, and seatbelts are working properly, and that evidence of financial responsibility is carried in the vehicle.
820. A driver shall not operate a taxicab which is in an unsafe operating condition.
821. A driver shall not operate a taxicab that contains a taximeter which is not properly sealed, accurate and in good working condition.
822. A driver shall activate the taximeter upon being hired by a fare and shall deactivate the taximeter upon completion of the trip

Hired shall mean an agreement between a driver and a customer that the customer is going to utilize that cab, such as asking a driver to wait, flag downs, time-calls (but not before the pre-arranged time), etc...

Completion shall mean when the customer has completed the transaction portion of the fare. A driver is not obligated to stop the meter while a customer arranges for payment of the fare.

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823. A driver shall, while on standby and at the passenger's request, remain at an agreed upon safe and legal location with the taximeter activated until the passenger returns or otherwise dismisses the taxicab.
824. A driver shall assure that the approved meter rate is set at all times.
825. A driver shall assure that the meter reading is visible to any passenger at all times.
826. A driver shall maintain the interior and the exterior of the taxicab in a clean condition and in good repair.
827. Drivers utilizing a non-computerized data based dispatch service, will sign on duty at the beginning of their shifts and sign off duty at the end of their shifts by use of their taxicab two-way radio. Drivers must monitor their radios while on duty so that they may receive dispatched calls. Drivers must ensure that their radios are audible at all times while on duty. Drivers utilizing a computerized data based dispatch service will check-in/out and be dispatched by their computerized data based dispatch system.
828. A driver shall not use a scanner or other type of receiver that is capable of monitoring another taxicab holder's frequency.
829. A driver on duty shall conform to the appearance standard approved by the Director for the taxicab holder.
830. A driver shall wear clothes pursuant to Rule 829, that are neat and clean and shall be well groomed at all times while on duty.
831. A driver shall provide prompt, efficient service and be courteous at all times to the general public and other city-permitted taxicab drivers. Minor discourtesies may be forgiven. Unwanted conversation, verbal abuse and/or profanity shall be punished accordingly. The citing Inspector shall provide a supplemental written report of the incident including the names, addresses, and/or telephone numbers of all witnesses.
832. A driver shall be courteous at all times. If verbal abuse and/or profanity escalate into physical abuse, threatened or otherwise, or to throwing objects, such discourtesies shall be considered major and shall be punished accordingly.
833. A driver shall not perform routine mechanical maintenance on the vehicle while at a taxicab stand.

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834. A driver while in a taxicab stand shall not leave the taxicab unattended except to assist a passenger.

Exception to this rule shall be if the cab is at the very front of the cab stand, has locked the taxicab, has the out of service sign showing and the vehicle is not out of service for more than 5 minutes. At no time shall more than one taxicab be out of service at the same taxicab stand.

835. A driver shall not overload a taxicab stand. Each cab stand has a sign stating the capacity of that particular stand. At no time shall there be more cabs parked than the stated capacity and must not extend beyond the cab stand signs. Forming feeder lines to a cab stand is not permitted. A driver shall not park at a parking meter, red curb, orange curb or commercial zone in lieu of a taxicab stand.

Exception to this rule shall be if the taxicab is actively loading or unloading passengers. Actively loading or unloading shall not include waiting for a passenger in any form.

836. A driver, while waiting for fares at a designated area, shall pull into the designated area from the rear and shall advance as the vehicle ahead departs. When a passenger employs a taxicab and occupies same as a passenger, the driver shall not allow the taxicab to remain parked longer than two (2) minutes after the taxicab has been occupied unless another time limit has been agreed to by the passenger. Nothing in these rules and regulations shall be construed as to prevent a passenger from boarding a taxicab of his/her choice regardless of the vehicles place in line.

837. A driver shall not refuse to transport any person except for the following reasons. The citing Inspector shall provide a supplemental written report of the incident including the names, addresses and/or telephone number of all witnesses:

- a. driver has already been dispatched on another call;
- b. passenger is acting in a disorderly or threatening manner, or otherwise causes the driver to reasonably believe that his/her health or safety, or that of others, may be endangered;
- c. passenger can, upon request, show no ability to pay fare.
- d. passenger is not riding in the taxicab and the sole intent of the hiring of the taxicab is to carry items such, but not limited to, furniture, building supplies, etc...
- e. passengers with or without luggage will be over recommended weight capacity of the vehicle or it creates an unsafe driving situation.

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838. A driver shall not request a payment of taxicab fare in advance of delivery of a passenger to a desired location except for a deposit, up to the estimated amount of the fare, to be collected to show the ability to pay as provided in Rule 837.
839. A driver shall immediately notify the supervisor on duty of any incident of service refusal specified in Rule 837 and note on the manifest the time, date, supervisor's name and other details of the incident.
840. A driver shall not transport more passengers or luggage than the number of seatbelts available or the taxicab capacity will safely or legally allow.
841. A driver shall not ask for passenger's destination until passenger is seated in the taxi.
842. A driver shall not attempt to refer the passenger to another taxicab or other means of transportation.
843. A driver shall not dismiss or discharge any passenger at a point other than the requested destination without adequate cause.
844. A driver discharging a passenger according to Rule 843 shall, when reasonable, discharge the passenger in a safe, well-lighted place convenient to public transportation.
845. A driver shall immediately notify the supervisor on duty of any incident of passenger discharge under rules 843 and 844 and note on the manifest the time, date, supervisors name and other details of the incident.
846. A driver shall not accept any additional passengers, while the taxicab is engaged, without the consent of the fare paying occupants of the taxicab.
847. A driver shall not charge an additional fare for any additional passengers.
848. A driver shall not request, demand, arrange for or collect any compensation in an amount less than (discount) the taxicab rate applicable to the service provided.
849. A driver shall not request, demand, arrange for or collect any compensation in an amount greater than (overcharge) the taxicab rate applicable to the service provided.
850. A driver shall use the most direct or expedient route available on all trips unless, otherwise specifically approved by the passenger.
851. A driver shall not attempt to influence the destination of a passenger.
852. A driver shall not accept any compensation from anyone other than the passenger(s) or the passenger's agent.

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853. A driver shall not refuse to transport in the taxicab any passenger's wheelchair, which can be folded and placed in the passenger, driver or trunk compartment of the taxicab; a guide dog for a blind passenger; groceries or packages when accompanied by a passenger; personal luggage, possessions, or small pets in carriers.
854. A driver shall assist a passenger by placing luggage or packages in and out of the taxicab when requested.
855. A driver that contacts a customer for a pre-arranged trip (time-call) shall be considered obligated to complete the trip regardless of destination or requirements. If a driver attempts to verify a pre-arranged trip with customer and cannot get hold of the customer, the driver is not obligated to meet the customer, however the driver shall notify dispatch that the customer is not reachable and to remove them from the call.
856. A driver shall, upon request, give the passenger making payment an accurate and legible (not fraudulent) receipt showing the amount of deposit received towards an estimated fare, or the amount of fare paid; the driver's correct full name; the correct taxicab number; and the phone number and name of the taxicab holder.
857. A driver shall legibly complete either on paper or electronically a daily manifest and keep the manifest for no less than 24 months. Upon request from the permit holder of the company that they worked for or from the Director the driver shall provide the original manifest(s) (no photocopies) or a print-out of the electronic manifest(s) within 10 business days from the request.
858. A driver shall complete all items on manifests including the amount of each fare collected, time, origin, destination, "no goes" or "no loads", and the amount registered on the meter.
859. A driver at all times shall have either a paper manifest or an electronic manifest in his/her possession which is properly filled out and completed to that minute showing the driver's name taxicab holder's company date, cab number, the time the shift began, and all other required information.
860. A driver shall not falsify manifests.
861. RESERVED
862. A driver shall not permit anyone who is not a passenger to sit in or operate the taxicab while the driver is on duty except when authorized by the taxicab holder under specific procedures which have been pre-approved by the Director.

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863. A driver after receiving a hearing notice for a taxicab rule violation shall appear at the time and place for the hearing as indicated on the violation citation. The driver shall also appear at all subsequent hearings relating to the original hearing notice as required by the Director.
864. A driver when serving suspension time in accordance with these taxicab rules shall turn in the city driver's permit to the Director at the time and place so directed.
865. A driver shall not use a taxicab as his/her personal vehicle or for personal business at any time unless an "Out of Service" sign is conspicuously displayed as approved by the Director.
866. A driver shall not file false or misleading information or complaints with the Director regarding other permitted drivers, taxicab holders, or City personnel.
867. A driver shall not sleep or permit others to sleep inside the taxicab while parked at a public stand.
868. A driver shall not have in his possession or control any firearms, switchblade knives, or other deadly weapons.
869. A driver shall not allow or permit the use of any taxicab in violation of any law.
870. A driver parked in a designated taxi stand, shall remain adjacent to and in attendance to their taxicab at all times. All doors that open away from the taxicab shall be closed, unless loading or unloading passengers or passenger belongings. Doors that slide or open upwards (rear hatches etc.) may be open while parked, but must be closed prior to movement of the vehicle.
- Exception to this rule shall be if the cab is at the very front of the cab stand, has locked the taxicab, has the out of service sign showing and the vehicle is not out of service for more than 5 minutes. At no time shall more than one taxicab be out of service at the same taxicab stand.
871. A driver shall not solicit passengers by the use of any bells, horns, whistles, annoying tone of voice, or other signal. A driver shall not drive their taxicab back and forth in front of any place of public assemblage if requested by City Officials.
872. A driver shall not operate a taxicab while his or her ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness, or any other cause, as to make it unsafe for him or her to continue to operate the motor vehicle.
873. A driver shall not be on duty as a driver for more than twelve (12) consecutive hours in any twenty-four (24) hour period without a continuous eight (8) hour off duty rest period.

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- 874. Each taxicab driver shall have in his possession while in service, a map book of San Antonio and the surrounding community that has a publication date that is no more than two (2) years old at the time of the last vehicle inspection or an electronic mapping system/GPS device.

- 875. A driver shall not respond to a call for service that has been assigned to another driver or that has been dispatched by a ground transportation company other than their own.