

Recommendations from the  
Taxi Cab Subcommittee of the  
Public Safety Committee  
February 17, 2005

**Subcommittee Goals, followed by suggested ways to reach each of them:**

1. **To establish an ordinance which regulates taxi service within the City of Gainesville focusing on the protection of health, safety and welfare of the residents and guests of Gainesville.**
  - a. Add the submission of proof of valid licensure to the requirements of the franchise application
  - b. Require franchises to provide proof of compliance with the "Fictitious Name Act" (F.S.S 856 09).
  - c. Create a Vehicle for Hire Identification card for each driver to be displayed in the taxi.
  - d. Have Vehicle for Hire drivers submit to a drug screen as a condition of obtaining their permit.
  - e. Revoke the Vehicle for Hire permit of drivers who have been convicted of violent criminal offenses, narcotics possession charges, and/or crimes involving sexual assaults or lewd behavior
  - f. Mandate that each taxi company have a distinct color scheme or unique symbol to avoid confusion with other franchises
  
2. **To create enforceable penalties for violators of the Vehicle for Hire ordinance.**
  - a. Create a system, possibly a Medallion or other visible symbol, whereby a taxi's compliance with the franchising and permitting process is readily identifiable. Much like a license tag decal system currently works.
  - b. Clearly outline and advertise the text of the Vehicle for Hire ordinance to those involved in that business and emphasize the penalties for violators
  - c. Create a progressive punitive schedule of fines to deal with repeat offenders, to include guidelines for revocation and possible criminal action for chronic non-compliance.
  - d. Expect that consistent enforcement of the ordinance will occur via police officers and PSTIs.

3. **To make the application/permit process easier for both the applicant and the City employee assigned to review the applications.**
  - a. Create and include a checklist of all documentation necessary and include it with the application to reduce the number of returned or denied applications due to omitted items.
  - b. Allow for the collection of the Gainesville Regional Airport permit fee at the same time the City's fee is collected. (one stop shopping)
  - c. Require each company provide a financial statement furnished by a licensed CPA.
  
4. **To improve the quality of Gainesville's taxi service considering it often serves as a "first impression" of our City for many visitors.**
  - a. Consider the establishment of scheduled maintenance inspections by qualified mechanics for all vehicles
  - b. Add items related to condition, cleanliness, and comfort to the inspection form.
  - c. Standardize the customer's rate per mile. Currently there are at least 4 different rates of pay per trip which is confusing to citizens. Many cities have a set rate schedule and it is posted in or on each vehicle for hire
  
5. **Assist in providing a taxicab system which is equitable and profitable for all companies receiving a City of Gainesville Vehicle for Hire permit.**
  - a. Develop and disseminate a Vehicle for Hire handbook explaining the City's Ordinance and a code of conduct for taxi drivers.
  - b. Regularly enforce City Ordinance 28-3 so that illegal companies do not take legitimate business away from ordinance-abiding drivers and companies.
  - c. Create a franchise fee schedule which coincides with the number of vehicles each company has. Currently a company with two taxis pays the same amount as one with 10 taxis.
  - d. All franchises paying to provide service at the Gainesville Regional Airport need to have a visible sticker identifying them as legitimate Airport providers. (Chapter 3 of the City Ordinances will also need to be addressed here.)

The above recommendations were reviewed by Allison Glover of the Gainesville Chamber of Commerce. Ms. Glover felt that the recommendations would benefit the taxi companies in Gainesville, not just the customers or local government. If the taxi system was improved, the demand for taxis would increase.

*Inter-Office  
Communication*

*Finance Department  
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TO: Public Safety Committee #040297  
Commissioner Tony Domenech, Chair  
Commissioner Ed Braddy, Member

FROM: Mark S. Benton, Finance Director

DATE: January 24, 2005

SUBJECT: Vehicles For Hire

Pursuant to the Public Safety Committee referral the Finance Department has reviewed the application process and fee structure related to occupational licenses and franchises for vehicle for hire operations in Gainesville.

The current procedure for licensing and franchising vehicles for hire is as follows. The owner of the company must complete an application for an occupational license (copy attached) as well as an application for franchise. An occupational license is not required for companies where the business is not located within Gainesville corporate limits

The franchise application (copy attached) consists of:

- 1) Ownership information
- 2) Financial statement
- 3) Color scheme and insignia
- 4) Rates
- 5) Proof of insurance
- 6) Names, addresses and current valid drivers licenses on all drivers
- 7) Vehicle information
- 8) Vehicle inspection report
- 9) Daily manifest

The application must be completed in full before payment is accepted. Fines are assessed for each month of operation until all the application information is received

Once the application is completed and the appropriate fees are paid the certificate of insurance is forwarded to Risk Management for approval Risk management notifies Finance upon approval and the franchise application is forwarded to GPD for issuance of the franchise.

Currently, the occupational license fee structure is \$52.50 for the first vehicle, plus \$10.50 for each additional vehicle, with a maximum license fee of \$525.00. The franchise fee is a flat fee of \$250.00. The Finance Department surveyed five other cities as to fee structures for vehicles for hire: Largo, Daytona beach, Lakeland, Pensacola, and Tallahassee. While the survey revealed that

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Gainesville's fees were lower than the cities contacted, the Finance Department does not recommend increasing the fee structure.

Currently, the Gainesville Alachua County Regional Airport charges and collects a \$200 fee, and issues decals to vehicles approved for operating at the airport. It is our understanding that the airport is willing to accept vehicles for operation at the airport based upon successful completion of the City's franchise process. Based on this we recommend that the Finance Department assume responsibility for collecting and forwarding to the airport the airport fees as well as obtaining any required information on the vehicles. It is also recommended that GPD assume responsibility for issuing airport decals as well as issuing a newly designed franchise decal.

While as noted above we do not recommend an increase in the fee structure, we do recommend that the cost of the decals be passed on to the customer in the form of a permit fee. This fee will be collected by the Finance Department along with the other required fees.

# DRAFT FOR REVIEW PURPOSES ONLY

#040297

## CHAPTER 28. VEHICLES FOR HIRE

### Sec. 28-1. Occupational license required.

- (a) It shall be unlawful for any person to be engaged in or carry on the business of operating a vehicle for hire within the city, for the transportation of passengers within the city, other than buses operating on regularly scheduled routes, without first obtaining an occupational license from the city to do so as required by Chapter 25 of this Code. This occupational license will be issued only after a franchise is granted.
- (b) This chapter shall not apply to any company that is temporarily in the city for the sole purpose of delivering passengers from another jurisdiction. However, such out-of-city cab or limousine shall not pick up passengers in the city without complying with this chapter, except that a limousine may return passengers delivered in the city, when such return is part of the same contract.

### Sec. 28-2. Definitions.

The following words and phrases when used in this chapter shall have the meanings indicated unless the text indicates otherwise:

*Approved certified automobile mechanic* shall mean an automobile mechanic certified by the National Association of Certified Mechanics or the Association of Service Excellence.

*Barbiturate or barbiturates* shall include all hypnotic or somnifacient drugs, whether or not derivatives of barbituric acids.

*Barbituric acid derivative* shall mean each of the salts and derivatives of barbituric acid, also known as malonyl urea, and derivatives, compounds, mixtures or preparations thereof.

*Central nervous system stimulants* shall mean amphetamine and desoxyephedrine, and any derivative, compounds, mixture or preparation thereof.

*Company* shall mean any person, association, corporation or other organization which operates or intends to engage in the business of operating vehicles for hire.

*Conviction* shall mean the conviction by a court including an adjudication of guilt on a plea of guilty or nolo contendere or the forfeiture of a bond when charged with a crime.

*Driver* shall mean an individual permitted to drive a vehicle for hire.

*Fees* shall mean nonrefundable payments required herein.

*Limousine* shall mean any automobile, with chauffeur, contracted for with charges prepaid, engaged in the transportation of persons for a consideration, that does not operate regularly or at intervals over a designated route and that is not fitted with a meter or device for calculating or measuring the distance traveled or the waiting time of such vehicle and that is

constructed so as to carry five or more passengers in the vehicle. Commercial non-emergency medical transport vehicles (such as medivans) shall be considered limousines for the purpose of this chapter

*Manifest* shall mean a daily record prepared by a taxicab or limousine driver of all trips made by the driver showing time and place of origin, destination, number of passengers, and the amount of fare of each trip.

*Narcotic drugs* shall mean coca leaves, opium, cannabis, marijuana, isonipecaine and every synthetic substance known to have narcotic action

*Occupational license* shall mean the license required of any business operating within the city by Chapter 25 of this Code.

*Revocation* shall mean the permanent rescinding of a franchise. ~~A person or entity whose franchise is revoked shall not be entitled to reinstatement or an opportunity to reapply for such franchise or license.~~

*Suspension* shall mean the temporary rescinding of a franchise. The suspension may be for a time certain or indefinite pending compliance with the terms of this chapter.

*Taxicab* shall mean a motor vehicle used as a public conveyance, subject to the rules and regulations of this chapter.

*Taximeter* shall mean an instrument or device attached to a vehicle and designed to measure mechanically or electronically the distance traveled by such vehicle, to record the times said vehicle travels or is in waiting, and to indicate the fare to be obtained.

### **Sec. 28-3. Application for franchise and franchisee.**

(a) No company as defined herein shall operate or engage in the business of operating vehicles for hire within the city without having first obtained a franchise from the city manager or designee. An application shall be submitted on forms furnished by the city containing appropriate information reasonably related to the business of operating vehicles for hire.

(b) In order to secure or renew a franchise, the company applicant shall file an application with the city manager or designee, and said application shall be verified under oath and shall ~~furnish the following information:~~ include a notarized checklist acknowledging submittal of all information and documentation required by this chapter:

(1) The name and address of the company. If the company is a corporation or partnership, the name and address of all officers, shareholders, partners or any principals or owners with an interest greater than five (5) percent of the company must be listed.

(2) Proof of compliance with § 865.09, F.S. (Fictitious Name Act).

(23) A current audited financial statement of the company, including the amounts of all unpaid judgments against the company and the nature of the transaction or acts giving rise to said judgment. The financial statement must be ~~certified as current by the owners/officers but need not be audited.~~ submitted by a Certified Public Accountant.

~~(34)~~ The number of vehicles to be operated or controlled by the company, and the location of proposed depots and terminals. A minimum of two vehicles is required to be eligible for a franchise. The vehicles must be currently operating, licensed, and inspected, as required by this chapter. Each vehicle must conform to the United States Department of Transportation (USDOT) maximum passenger standards allowed for the vehicle to operate.

~~(5)~~ The location of proposed depots and terminals.

~~(46)~~ Provide a log listing the year, make, model, vehicle identification number (serial number) and ownership status of all vehicles in the company's fleet.

~~(57)~~ Proof of proper amount of insurance coverage on the vehicles listed as provided in section 28-11, with the insurance coverage being filed with and approved by the city manager or designee.

~~(8)~~ Certified documentation from the Department of Highway Safety and Motor Vehicles that each driver for the VFH company has a valid drivers license.

~~(9)~~ Certified documentation from the Department of Highway Safety and Motor Vehicles of each driver's seven-year driver's license history.

~~(10)~~ Criminal history report from the Florida Department of Law Enforcement (FDLE).

~~(611)~~ A schedule of rates to be charged, including regular and any special event rates, baggage and other miscellaneous charges.

~~(12)~~ For all VFH companies operating as taxicabs, a description of the franchise color scheme including a photograph or drawing accurately reflecting the color scheme as required by subsection 28-8 of this chapter.

~~(713)~~ Such other information as the city manager may require.

(c) In addition to the information required in (b) above, applicants who will be providing service by taxicabs shall provide the following:

(1) The color scheme and insignia to be used to designate the vehicles of the company.

#### **Sec. 28-3.5. Service as Gainesville Regional Airport**

(a) All franchises providing service to the Gainesville Regional Airport, shall have a decal authorizing access to the airport permanently affixed to each VFH. The decal shall be affixed in a conspicuous and uniform location by the issuing authority.

(b) Airport decals may be purchased each year from the City of Gainesville when yearly franchise fees are paid

#### **Sec. 28-4. Maintaining a franchise.**

In order to maintain a franchise to operate or engage in the business of operating vehicles for hire, the company must:

- (a) Obtain and hold a current occupational license from the city as required by Chapter 25 of this Code;
- (b) Maintain an office within the city staffed by company agents or employees between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, except national holidays, where records required by this chapter are kept and may be examined during business hours by the city manager or designee or by the police department (taxicabs only);
- (c) Maintain the name and home address of each driver affiliated with the company;
- (d) Provide and maintain a log listing the year, make, model, vehicle identification number (serial number) and ownership status of all vehicles in the company's fleet to city manager or designee; and notify the city manager or designee of any changes within ten days
- (e) Maintain proper amount of insurance as provided in section 28-11; and notify the city manager or designee of any changes within ten days.
- (f) Comply with all state and local statutes, ordinances, rules and regulations regarding motor vehicles, taxicabs or limousines.
- (g) Comply with the applicable provisions of Chapter 3 if transporting to or from the Gainesville Regional Airport.

**Sec. 28-5. Duration of franchise; annual reports; fees.**

- (a) All franchises granted by the city pursuant to this chapter shall have a five-year term. Each franchisee shall, however, file an annual report with the city containing the information required by section 28-3. This report shall be filed at least thirty (30) days and no more than sixty (60) days prior to the annual expiration date of the occupational license, or, if no occupation license is required, at least thirty (30) days and no more than sixty (60) days prior to the anniversary of the initial franchise.
- (b) All franchises granted by the city for a five-year term will pay ~~two hundred fifty dollars (\$250.00)~~ XXX dollars (\$XXX) per year for each vehicle operated by the VFH company. For each properly documented and for which the fees have been paid, the VFH company shall receive a VFH medallion. The medallions shall be vehicle specific and may not be transferred from one vehicle to another. ~~year of the franchise. A fifty-dollar penalty will be paid for every month or part thereof that the annual report or payment is not timely filed, or is incomplete, or is incorrect.~~
- (c) A fifty-dollar penalty will be paid for every month or part thereof that the annual report or payment is not timely filed, or is incomplete, or is incorrect.

**Sec. 28-6. Revocation or suspension of a franchise, grounds; right of appeal.**

- (a) *Revocation or suspension of franchise* Upon a finding of due cause, as defined below, the city manager or designee shall have the authority to revoke or suspend any vehicle-for-hire franchise granted by the city. Prior to suspension or revocation, the franchisee shall be served notice by certified mail or hand delivery of the proposed action to be taken; and upon request shall have an opportunity to present to the city



manager or designee evidence as to why the franchise should not be revoked or suspended. The franchisee must request a hearing within ten (10) days after mailing or hand delivery of the notice of proposed action.

(b) *Due cause for revocation or suspension.* Due cause for revocation or suspension of a franchise shall include, but not be limited to, the following:

- (1) The failure of the company to maintain any of the general qualifications applicable to the initial granting of the franchise as set forth in section 28-3 above;
- (2) Obtaining a franchise by providing false information;
- (3) Repeat violation of a provision of this ordinance within sixty (60) days
- (4) Conviction by a court of competent jurisdiction of any shareholder, officer, partner, member, principal or owner of any corporation, partnership, firm or association holding a five (5) percent interest or more in the entity, of any of the following: criminal homicide, rape, aggravated battery, mayhem, burglary, aggravated assault, kidnapping, robbery, child molestation, lewd and lascivious acts, criminal solicitation to commit any of the above, criminal attempt to commit any of the above, or possession, sale or distribution of narcotic drugs, barbituric acid derivatives and/or central nervous system stimulants if such violation or violations are related to operation of the company, or violation of any ordinance of the city governing the conduct of a franchisee.

(c) *Right of appeal.* Any franchisee whose franchise is revoked or suspended by the city manager or designee may appeal such decision to the city commission. Such appeal shall be taken by filing written notice with the clerk of the commission's office within five (5) days after the decision of the city manager or designee. The notice of the appeal shall contain the grounds for the appeal and shall contain information showing that either the finding is contrary to the law or is not supported by competent substantial evidence. The clerk of the commission shall transmit copies of the appeal to the city commission along with papers constituting the record upon which the action appealed from is based. The filing of a notice of appeal will not delay the effectiveness of any suspension or revocation. If the city commission decides the appeal in favor of the franchisee, the franchise will be immediately reinstated.

(d) A person or entity whose franchise is revoked shall not be entitled to reinstatement or an opportunity to reapply for such franchise or license for a period of two (2) years. A second and subsequent revocations shall be for four (4) years.

#### **Sec. 28-7. Transfer of franchise.**

No franchise may be sold, assigned, mortgaged or otherwise transferred without the consent of the city manager. Application for transfers of any franchise shall be filed jointly by the assignor and assignee and shall be subject to the same provisions as original applications for franchises. Transfer, sale or assignments of an interest of five (5) percent or more of the corporate stock or partnership interest or transfer of effective control of the franchise from the person or persons granted the franchise, shall be deemed a transfer under the terms of this section.

**Sec. 28-8. Identifying signs.**

(a) Each franchise, who's VFH operate as taxicabs, shall be readily identifiable as a taxicab and shall bear on the doors of both sides, in letters not less than three (3) inches nor more than six (6) inches in height, the name of the company to whom the franchise is issued. Each such taxicab shall also be numbered uniquely, with such numbers being placed both immediately below the name of the franchise and on the lower left corner of the vehicle's trunk, with said numerals being not less than four and one half (4 5) inches nor more than six (6) inches in height.

(b) All required markings set forth in subsection (a) above shall be permanently affixed to each VFH by the franchise owner. Magnetized or other temporary markings are prohibited.

(bc) Each franchise shall have all of its taxicabs painted in a consistent, distinct unique color scheme, to be chosen by the franchisee and approved by the city manager or designee. The color scheme shall have sufficient disparity so as to avoid franchise confusion. The taxicabs shall be kept in such condition so that the appearance of such taxicabs conforms to the approved color

(c) All VFH medallions shall be permanently affixed to each VFH by the issuing authority in a conspicuous and uniform location.

(d) All franchise VFH operating as taxicabs shall have a roof-mounted, lighted sign with the word "TAXI" printed in letters XXX inches in height..

**Sec. 28-8.5. Vehicle for hire driver requirements.**

(a) No person shall operate a VFH within the city limits without a current city VFH permit.

(b) No franchise owner shall allow a franchise vehicle to be operated by a person not in possession of a current city issued VFH permit.

1. A first violation of provision shall result in a warning.

2. A second violation of this provision shall result in a suspension of the franchise.

3. Subsequent violation may result in revocation of the franchise.

(c) The VFH permit shall be issued in duplicate. One shall be prominently displayed in the vehicle so as to be readily visible to a person of average visual acuity sitting in the rear passenger seat. The duplicate VFH permit shall be worn on the exterior garment of the VFH driver for identification purposes when the driver is outside of the VFH while on duty.

(d) Applicants for a city VFH permit shall submit to and pass a drug screening as a condition of obtaining the permit.

(e) Subsequent drug test shall be conducted randomly and pursuant to a crash involving a VFH.

1 Failure to submit to or pass a random or crash related test will result in revocation of the VFH permit.

(f) A VFH permit shall be automatically revoked upon conviction for any violent criminal offense, any offense involving use, possession or distribution of illegal narcotics, or any incident of sexual battery or lewd and lascivious behavior.

**Sec. 28-9. Taximeter required.**

(a) All taxicabs operated under the authority of this chapter shall be equipped with taximeters fastened in a manner so that the face shall be visible and readable to passengers at all times both day and night. The face of the taximeter shall be set so that it will register and compute on a mileage basis while the taxicab is moving and on a time basis while the taxicab is standing and while the service is being rendered the base fare to be charged. They shall be sealed at all points and connections which, if manipulated, would affect their correct reading and recording shall be sealed.

(b) Each taximeter shall have a current inspection sticker issued by the state and shall remain sealed. No taximeter that has been unsealed shall be used until it is again inspected by the state.

(c) The taximeter shall be used for all trips, and the fare charged shall be that shown on the taximeter, plus any posted extra passenger or other charges, except that on special event days, such as University of Florida football home games, trips from/to the Gainesville Regional Airport related to the event, may be charged a flat rate as posted in the taxicab pursuant to section 28-15.

**Sec. 28-10. Radio equipment.**

(a) All taxicabs or limousines covered by this chapter shall be equipped with an operable two-way radio or telephone allowing the vehicle to receive and transmit calls. Such radio or telephone shall be functional whenever the vehicle is in operation.

(b) The franchise owner operating a taxicabs or shuttles shall provide, by contract or otherwise, for a central dispatch facility operating 24 hours a day, seven days a week which is licensed by the Federal Communications Commission on a frequency assigned to businesses (citizen band radios being excluded). All taxicabs or shuttles operated by the owner shall use this facility in dispatching and routing; no taxicab or shuttle may cruise with its radio off, disconnected or otherwise inoperable or not operating. Two or more owners may contract with the same central dispatch facility, if it meets the requirements of this section.

~~(b)~~ (c) No taxicab, limousine or franchise operating under this chapter shall use or operate installed scanners to intercept calls to or from another franchise for the purpose of soliciting business directed to another franchise.

**Sec. 28-11. Liability insurance required.**

No franchise shall be granted or continue in operation unless there is in full force and effect a liability insurance policy issued by an insurance company authorized to do business in

the State of Florida for each vehicle authorized in the minimum amount of 25,000/50,000/25,000. Each franchise will maintain a one hundred thousand dollars (\$100,000.00) general liability policy for the company. The city, its elected and appointed officers, employees and agents shall be named as additional insureds.

**Sec. 28-12. Miscellaneous regulations.**

(a) It shall be unlawful for any driver or operator of a taxicab or limousine to drive or operate or be on duty or on call for the operation of a taxicab or limousine for more than twelve-hours within any twenty-four-hour period.

(b) No driver shall solicit patronage by means of unwanted touching, detaining, impeding or intimidation, nor shall any driver obstruct the movement of any person or follow any person for the purpose of soliciting patronage.

(c) Upon discovery of any personal property left by a passenger, a driver shall deposit such property with the police department within twenty-four (24) hours.

(d) A driver shall take either the most direct or the fastest route to a passenger's destination unless otherwise authorized or directed by the passenger.

(e) No driver shall refuse to accept a passenger on the basis of race, color, national origin, religious belief, age or sex.

(f) It shall be unlawful for the driver of a taxicab or limousine operated in the city to permit any person to accompany or use such vehicle for the purpose of prostitution or lewdness, or to direct, take or transport any other person with knowledge or reasonable cause to believe that the purpose of such directing, taking or transporting is for the purpose of prostitution or lewdness.

(g) No taxicab shall be permitted to carry non-paying passengers while transporting a paying passenger or passengers except for the purpose of driver training.

(h) No driver shall solicit or carry a paying passenger while in the process of carrying another paying passenger except when requested to do so by the paying passenger.

(i) Every taxicab and limousine driver shall maintain a daily manifest upon which are recorded all trips made each day, showing time and place of origin and destination, of each trip and amount of fare, and all such completed manifests shall be returned to the owner by the driver at the conclusion of his/her tour of duty. The forms for each manifest shall be furnished to the driver by the owner. These manifests must be kept for one (1) year and be available during regular business hours at the office of the franchisee for inspection by the city.

(j) A vehicle driver shall not smoke cigarettes, cigar, pipe or other tobacco substance in the vehicle while such vehicle is occupied by a passenger, unless the passenger(s) consents otherwise.

(k) A vehicle driver on a public street or right-of-way shall receive and discharge passengers on the side of the vehicle opposite traffic.

(l) No driver shall permit more persons to be carried in a taxicab or limousine as passengers than the rated seating capacity of the taxicab or limousine.

(m) No driver shall solicit business for any hotel or motel, or attempt to divert patronage from one hotel or motel to another.

**Sec. 28-13. Seat belts required.**

All taxicabs and limousines covered by this chapter shall be equipped with operational seat belts and child restraints as required by state law. Notices shall be posted inside of each taxicab, visible to passengers, that seat belts must be worn at all times by passengers in the front seat and should be worn at all times by passengers in the rear seat. Child restraint seats should not be used in the front passenger seat which is equipped with an airbag.

**Sec. 28-14. Vehicle inspection.**

(a) In addition to all other vehicle inspections required by law, each vehicle for hire shall be inspected prior to initially being put into service and every year thereafter by an approved certified automobile mechanic. The inspection shall include items listed on a standardized inspection form approved by the city.

(b) Copies of completed inspection forms must be filed with the city manager or designee thirty (30) days prior to expiration of the occupational license.

**Sec. 28-15. Rates.**

(a) Each franchisee shall provide the city manager or designee a copy of its proposed rates thirty (30) days prior to any change in rates.

(b) Every taxicab operating under a franchise shall have rate cards setting forth the rates of fare, displayed both on the inside of the front windshield at the roof line of the passenger side, on the inside of the right rear window at the eye level of a seated passenger measuring at least five (5) inches wide by five (5) inches in height. All rate cards shall state the rates of fare and any additional charges, such as for bags and luggage. Additionally, the same information shall be displayed on a sign outside the taxicab consisting of lettering not less than one (1) inch in size for all information.

**Sec. 28-16. Overall service required; conditions for trip.**

(a) All persons engaged in the taxicab or limousine business in the city operating under the provisions of this chapter shall render an overall service to the public desiring to use their vehicles. All franchisees shall answer all calls received by them for services inside the corporate limits of Gainesville as soon as they can do so; and if said services cannot be rendered within a reasonable time, they shall then notify the prospective passenger how long it will be before the service can be rendered and provide a reason for delay. A franchisee who shall refuse to accept a call anywhere within the corporate limits of Gainesville at any time when such holder has available cabs, or who shall fail or refuse to give overall service, shall be considered in violation of this chapter; and the permit granted to such franchisee may be revoked by the city manager in accordance with the provisions of section 28-6 of this chapter.

(b) Any vehicle driver, including a taxicab vehicle driver, after responding to a call, may request or demand payment up front prior to commencement of a trip, may refuse to initiate such trip, or may terminate a trip and may request payment if the vehicle driver has a bona fide, justifiable reason to believe the passenger(s) may cause bodily injury to him/her or the passengers become unruly, rowdy or cause physical damage to the vehicle or the vehicle driver.

**Sec. 28-17. Unlawful to refuse to pay fare; complaint procedure.**

(a) It shall be unlawful for any person to fail or refuse to pay the legal fare of any taxicab or limousine used by such person

(b) When a passenger objects to the fare charged, the passenger shall pay the fare, and a written receipt shall be issued to the passenger by the driver providing the following information: the place where the passenger boarded the vehicle, the place to which passenger was driven, the amount of the fare paid (exclusive of baggage charges), baggage charges, and the address and telephone number of the city manager's office clearly indicating that a formal complaint may be lodged with that office not later than twenty (20) days following the payment of said fare.

**Sec. 28-18. Exemptions for vehicles regulated by ICC.**

The provisions of this chapter shall not apply to any vehicle or the operator thereof when engaged in operations under and by virtue of any certificate or permit from the Interstate Commerce Commission of the United States when a permit, license or certificate is required for such operation by that regulatory commission.

**Sec. 28-19. Reserved.**

**Sec. 28-20. Soliciting passengers or baggage at railway, bus station or airport.**

(a) Vehicles for hire, or persons acting for them, shall remain at their respective vehicles while soliciting passengers or baggage in any railway or bus station or open stands, and shall conduct themselves in a quiet and orderly manner while soliciting passengers or baggage. Vehicles operating at the airport shall serve on a first-come first-serve basis. This shall not be construed to prevent passengers from boarding taxicabs of their choice

(b) No maintenance shall be performed on vehicles at an open stand.

**Sec. 28-21. Inspection.**

The city manager or designee has the right to conduct an inspection for ordinance compliance during anytime the vehicle for hire is in operation or appears to be in operation.