

Town of Natick
Taxicab and Livery Regulations
Adopted: February 10, 2015

Section 1: Purpose and Authority

Vehicles for hire are regulated and licensed by the Natick Board of Selectmen ("Board of Selectmen"). The owner or operator of a Taxicab or Livery Vehicle subject to these Regulations shall be considered an Owner or Operator of Public Conveyance, respectively.

The purpose of these Regulations is to ensure the public safety and convenience and to exercise the regulatory authority of the Board of Selectmen insofar as the same may be applied to the ownership and operation of vehicles for hire for the conveyance of passenger(s), packages and other merchandise within the Town.

As the licensing authority for the Town, the Board of Selectmen shall receive and act upon applications for the operation of Taxicabs and Livery Vehicles on public ways to ensure the safety of the public. In compliance with Massachusetts General Laws Chapter 159A and Massachusetts General Laws Chapter 40, Section 22, the Board of Selectmen shall consider the following factors in determining whether to grant, deny or condition a license for the operation of a Taxicab or Livery Vehicle on public ways in the Town of Natick:

- Whether public convenience and necessity requires the issuance of such license to ensure the existence of an adequate supply of Taxicabs and Livery vehicles to meet public necessity and demand; and
- Whether a particular applicant for such license has the fitness, suitability and ability to perform the service.

Section 2: Applicability

Except as otherwise provided by law or regulation, no person shall engage in the business of transporting persons for hire in a vehicle without first having obtained a license from the Board of Selectmen authorizing said person to engage in such business and designating and notifying the Board of Selectmen as to the number of such vehicles that may be used under such license. A Taxicab or Livery Service shall be subject to the provisions of these Regulations if it has a place of business within the Town of Natick and/or garages vehicles within the Town of Natick and/or if it advertises in any format or medium that it provides Taxicab or Livery Service within the Town of Natick. The Regulations contained herein shall not be construed so as to prohibit a driver of a Taxicab or Livery Vehicle licensed outside the Town of Natick from driving through the Town of Natick or from delivering into the Town of Natick, passengers or packages received outside of the Town of Natick's geographic limits. Additionally, it shall be deemed an accepted practice for a Taxicab or Livery Vehicle licensed to operate in another city or town of the Commonwealth to accept a passenger(s), package(s) or other merchandise within the Town of Natick provided:

- said Taxicab or Livery Vehicle is requested by or on behalf of said passenger or by or on behalf of a person requesting transportation or a package or merchandise pickup; and
- said request is made by telephone or via electronic means to the Taxicab or Livery Vehicle company's principal place of business which is located outside the Town of Natick, provided that

the name, pickup address, and destination of said passenger, client, package or merchandise are immediately supplied by the driver to any inquiring police officer or other Town official.

In accordance with 28 C.F.R. 20.33(a)(3), Public Law 92-544, MGL Ch.6, s.172B ¹/₂, and Article 55, Sections 1-6 inclusive of the Town Natick Bylaws (or their successor provisions), all Owners and Operators of Public Conveyance (*i.e.*, the owner and/or operator of a Taxicab or Livery Vehicle or Service) shall be subject to the civil fingerprinting process for the state and national criminal history screening.

Section 3: Definitions

For the purposes of these Regulations, the words and phrases used shall have the following meanings:

Town: Town of Natick.

Licensing Authority: The Town of Natick Board of Selectmen.

Chief of Police: refers to the Chief of the Natick Police Department or his or designee.

Operator: a person who has a valid Massachusetts driver's license and a license to operate vehicles for hire in the Town of Natick.

Vehicle for Hire: shall be used herein when referring to all aforementioned vehicles, including Taxicabs and Livery Vehicles operated on a for hire basis.

Taxicab Operator License: a license issued by the Chief of Police to a driver authorized to operate a Taxicab or Livery Vehicle.

Taxicab Vehicle License: a license granted by the Board of Selectmen and issued to a company, partnership, corporation, sole proprietorship, or other person intended to do business as a Taxicab for hire in the Town of Natick.

Taxicab: a vehicle available for hire that has been equipped with a taximeter and which is subject to all of the vehicle operation and equipment requirements specified in these Regulations.

Ramped Taxicab: for the purpose of these Regulations is a vehicle (minivan or similar vehicle) that has been equipped with a taximeter and has been specifically equipped with a ramp or lift capable of allowing persons using a wheelchair to enter the vehicle without exiting the wheelchair.

Taximeter: an electric/mechanical device by which the charge for hire is calculated whether for distance traveled, or waiting time, or for both, and upon which such charge is displayed by means of numerical figures.

Number Plate: The sign or marker furnished by the Massachusetts Registry of Motor Vehicles (or its successor agency) on which is displayed the license number or marks assigned to a vehicle for hire.

Waiting Time: any period of time that a Taxicab, in the service of passenger(s) or for receipt of a package or merchandise, shall be in an idle position waiting upon the convenience of the passenger(s) or other person(s) requesting service.

Shift: a period of time, typically but not necessarily eight (8) hours, for which a Taxicab is operated by a licensed operator.

Found Property: is defined as anything found in or about a Taxicab or Livery Vehicle, which is either currency or is an item whose characteristics, markings, etc. can be specifically identified by its owner.

Principal Place of Business: refers to the location where Taxicab drivers report for work and shift changes occur; where revenues are exchanged; where waybills are turned in and stored; where the public can file complaints; and where the Natick Chief of Police, or other representative of the Licensing Authority, can inspect upon demand any and all records pertaining to the operation of the Taxicab company or operator(s).

Way: Any public way, any way laid out for public use, any way dedicated to public use, and/or any place to which the public has a right of access as invitees or licensees.

Livery Vehicle: Any limousine or other vehicle which is designed to carry fifteen (15) or fewer passengers, including the driver, and carries passengers for hire, business courtesy, employee shuttle, customer shuttle, charter or other pre-arranged transportation, and which is not required to obtain a Taxicab License, but is required to display a Livery registration plate or an equivalent number plate issued by the Massachusetts Registry of Motor Vehicles (or its successor agency).

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 or his or her designee to operate a Livery Vehicle while providing Livery Service.

Livery Vehicle Driver License: a license issued by the Chief of Police to a Livery Vehicle Driver.

Livery Vehicle License: a license granted by the Board of Selectmen and issued to a company, partnership, corporation, sole proprietorship, or other person intended to do business as a Livery for hire on the prearranged basis or by contract. Such licenses are subject to the applicable restrictions for Livery Vehicles delineated herein. All contracts are subject to inspection by the Chief of Police or his or her designee to assure that no Livery Vehicles are being used as Taxicabs.

Town of Natick Sealer of Weights and Measures: that person, or persons authorized by the Town of Natick, to inspect and seal taximeters.

Waybill: The form approved by the Chief of Police on which the driver of a Taxicab or Livery Vehicle is required to record all trips. The waybill record shall identify the Taxicab or Livery Vehicle, the driver's name and license number, the date of each hire, the method of hire (e.g., radio dispatch, cruising, cab stand, or otherwise), the exact time of day the service is received, the exact time of departure and address/location of each trip origin (pick-up), the exact time of arrival and address/location of each trip destination (drop-off), and the exact fare paid.

Van: A passenger vehicle for transporting persons or goods for hire with a seating capacity of up to fifteen (15) persons, which may be marked with the company name or number, which is not a public

automobile, limousine or Taxicab as defined herein, and which is hired by means of a telephone request, electronic communications or contract arranged in advance of the time designated for pickup.

Regulations: The Town of Natick Taxicab and Livery Regulations.

Section 4: Taxicab and Livery Vehicle Owners

A. Application Requirements for new Taxicab Vehicle Licenses

In accordance with M.G.L. Chapter 159A and M.G.L. Chapter 40, s. 22, the determination as to the availability and existence of a new Taxicab or Livery Vehicle License shall be entirely within the discretion of the Board of Selectmen based upon the best interests of the Town, including those considerations set forth in Section 1 above.

Suitability: Reasons for being deemed not suitable include, but are not limited to:

- Negative information contained in a Criminal Offender Record Information (“CORI”) and Criminal Background check conducted by or on behalf of the Town;
- Past negative history of owning a transportation for hire business;
- Previous failures to comply with local, state or federal laws; and/or
- Other circumstances demonstrating the unsuitability, financial or otherwise, for the applicant or licensee to operate a Taxicab or Livery Vehicle.

Any change in the ownership, in whole or in part, of a company or parent company that owns a Taxicab or Livery Vehicle License(s) shall constitute a transfer or sale under these Regulations and shall require prior approval by the Board of Selectmen. The Taxicab and Livery Vehicle License shall not be transferred, sold, assigned or otherwise conveyed without the prior approval by the Board of Selectmen.

B. Annual Taxicab and Livery Vehicle License Renewal

If an existing Taxicab or Livery Vehicle owner desires to renew said license, an application must be submitted to the Licensing Authority at least (3) business days prior to the expiration date of said license on a form provided by the Licensing Authority. All Town of Natick Taxicab and Livery Vehicle Licenses shall expire April 30th of each year.

C. General Rules and Requirements

No person, partnership, corporation, or other entity shall engage in the business of transporting persons for hire in a Taxicab or Livery Vehicle within the limits of the Town of Natick without first having filed a completed and approved application and having obtained a Taxi or Livery Vehicle License from the Licensing Authority to engage in such business, unless exempted under Section 2 above. A Taxicab or Livery Vehicle License may be denied for the following reasons:

- To a corporation which is not licensed or registered to do business in Massachusetts.
- To a corporation or individual whose mailing address is not within the Town of Natick.
- To an applicant other than the registered owner or lessee of the vehicles for which the license is specified.
- To an applicant who is determined to not be suitable by the Board of Selectmen.
- To an applicant if the best interests of the Town will not be served.

- To an applicant that has not complied with these Regulations.

Every Taxicab and Livery Vehicle licensee shall comply with the provisions of all federal, state and local laws, regulations, rules and orders including, without limitation: Town of Natick General Bylaws; Town of Natick Zoning Bylaws; Town of Natick Traffic Rules and Orders; Massachusetts Registry of Motor Vehicles Regulations; Massachusetts General Laws, including but not limited to M.G.L. c. 98 (relating to Weights and Measures) and Massachusetts Workers Compensation Laws; and these Taxicab and Livery Regulations.

Every applicant for a Taxicab or Livery Vehicle license must demonstrate to the satisfaction of the Licensing Authority that the best interests of the Town will be served by the (re)issuance of the Taxicab or Livery Vehicle License. Demonstration will at a minimum involve consideration of the following items:

- The applicant must demonstrate knowledge of the requirements of these Taxicab and Livery Regulations.
- The applicant must describe the daily hours of operation or availability of the services to be provided, and the method(s) of passenger contact and/or vehicle dispatch to be employed.
- The applicant must disclose all ownership interests in the vehicle licenses in order to allow the Licensing Authority to determine owner suitability, adequately perform their rate setting function, and properly regulate the Taxicab and Livery Service industry in the Town of Natick.
- The applicant must have no outstanding fees, taxes, fines, etc. owed to the Town of Natick.

All Taxicab and Livery Vehicle Licenses issued under these Regulations shall be valid from May 1st through April 30th of the following year, unless revoked, suspended, cancelled or surrendered earlier. All application and other associated fees will not be prorated and are non-refundable.

Every Taxicab or Livery Vehicle License owner shall at all times cooperate with the Licensing Authority and Chief of Police, and his, her or its respective designee(s), on all matters relating to compliance with these Taxicab and Livery Regulations. Every Taxicab and Livery Vehicle owner shall respond immediately to all Town inquiries.

Every Taxicab and Livery Vehicle License owner shall ensure that all of their Taxicabs, Livery Vehicles, and business operations adhere to all of the requirements set forth in these Taxicab and Livery Regulations. Failure to comply may be cause for the Licensing Authority to modify, revoke, suspend, cancel or take other action with respect to said Taxicab or Livery Service business. The Licensing Authority may suspend, revoke or cancel a Taxicab or Livery Vehicle License at its discretion for good cause.

Every Taxicab or Livery Vehicle owner shall ensure that all Taxicabs and Livery Vehicles authorized for operation under said license are placed into service within thirty (30) days of receipt of said license. Failure to place all Taxicabs or Livery Vehicles in service within this period shall be cause for the Licensing Authority to modify, revoke, suspend, cancel or take other action with respect to said Taxicab or Livery Vehicle License.

Every Taxicab or Livery Vehicle Licensee shall be the owner of all vehicles covered by said license and therefore be liable for all forfeitures and penalties contained in these Taxicab and Livery Regulations. Every Taxicab Vehicle Licensee shall ensure that the taximeter in the Taxicab allowed under its license conforms to all provisions of Massachusetts General Laws Chapter 98 (as amended from time to time and its successor provisions) and these Regulations. No licensee shall at any time permit his, hers or its

Taxicab to be used for the conveyance of passengers for hire with a taximeter that has not been sealed by the Town of Natick Sealer of Weights and Measures.

Every Taxicab or Livery Vehicle Licensee shall ensure that no person other than a driver duly licensed in accordance with the requirements of these Taxicab and Livery Regulations is allowed to drive or otherwise operate a Taxicab or Livery Vehicle for which it has said vehicle license.

Every Taxicab Vehicle Licensee, or Taxicab Operator, and Livery Vehicle Licensee, or Livery Vehicle Driver, shall use the waybill format prescribed by the Licensing Authority. Every Taxicab Vehicle Licensee shall devise their own waybill filing system that allows for periodic inspections by the Natick Police Department and Licensing Authority (or its designee(s)) immediately upon request. The issuance of a Taxicab Vehicle License shall be conditioned on the licensee consenting to the periodic inspection of waybills. All waybills shall be retained at the principal place of business of the licensee for a period of at least (1) year, or such other time period determined by the Licensing Authority, whichever is longer.

No Taxicab or Livery Vehicle Licensee may retaliate in any way against a driver for disclosing, reporting, or testifying about any violation of any regulation or law. Any violation of this section shall result in revocation of the Taxicab or Livery Vehicle License(s).

A Taxicab or Livery Vehicle Licensee shall maintain a current, functional e-mail address through which the Licensing Authority, Police Chief, or his, her or its designee(s) may exchange correspondence.

D. Maintaining a Business Location

Every Taxicab and Livery Vehicle Licensees must have a Town of Natick address. Post Office boxes located in the Town are acceptable.

All persons, firms, corporations or others who own or manage, or intend to purchase, transfer or acquire, five (5) or more Taxicab or Livery Vehicle licenses are required to have adequate storage facilities (as determined by the Licensing Authority within the exercise of its discretion) within a reasonable distance of the population being served but not greater than two (2) miles from the Natick Town Hall, 13 East Central Street, Natick MA 01760.

All persons, firms, corporations or others who own or manage, or intend to purchase, transfer or acquire, five (5) or more Taxicab or Livery Vehicle Licenses must identify and maintain a principal place of business, properly zoned and maintained, at a location that is acceptable to the Licensing Authority and is within a reasonable distance of the population being served but not greater than two (2) miles from the Natick Town Hall, 13 East Central Street, Natick MA 01760. The principal place of business must be staffed Monday through Friday from 9:00am to 5:00pm, except legal holidays.

Every Taxicab or Livery Vehicle Licensee shall post a current list of all Taxicab and Livery Vehicles at both their principal place of business and where their vehicles are stored when not in service (if different from the principal place of business). Said list shall include, but not be limited to, the Taxicab or Livery Vehicle number, the motor vehicle registration number, the vehicle identification number, the make and model year of the vehicle, and the operating status of each Taxicab and Livery Vehicle for which a license is held. A copy of said list shall be available for inspection, upon request, by the Licensing Authority and the Natick Chief of Police, and their respective designee(s), and any police officer engaged in the performance of their duties. The list of Taxicab and Livery Vehicles shall be updated and reposted to reflect any changes in the information contained therein. All original lists shall be retained at the

Taxicab or Livery Vehicle Licensee's principal place of business for a period of two (2) calendar years from the date of posting.

Every Taxicab or Livery Vehicle Licensee shall also maintain a current drivers roster at their principal place of business. This roster shall contain the following information for all licensed drivers who are currently operating a Taxicab or Livery Vehicle for the licensee: driver's name; driver's home address; driver's home and mobile telephone numbers; and driver's Massachusetts's driver license number. A copy of said roster shall be available for inspection, upon request, by the Licensing Authority and the Natick Chief of Police, and their respective designee(s), and any police officer engaged in the performance of his or her duties. The roster of current drivers shall be updated to reflect any changes in the information contained therein. All original rosters shall be retained at the Taxicab or Livery Vehicle Licensee's principal place of business for a period of two (2) calendar years from the date of creation.

Every Taxicab or Livery Vehicle Licensee shall post a daily roster to include, but not limited to, the shift assignment, driver's name, Taxicab or Livery Vehicle number, and the hours worked for that shift. This roster shall be updated on a daily basis and shall be available for inspection, upon request, by the Licensing Authority, Natick Chief of Police, and their respective designee(s), and any police officer engaged in the performance of their duties. All original rosters shall be retained at the Taxicab or Livery Vehicle Licensee's principal place of business for a period of two (2) calendar years from the date of posting and must be available for inspection immediately upon request.

Every Taxicab or Livery Vehicle Licensee must give written notice to, and receive approval from, the Licensing Authority at least thirty (30) days prior to changing the location of its principal place of business.

Every Taxicab or Livery Vehicle Licensee must ensure that all Taxicabs or Livery Vehicles parked or stored do not infringe on public property, such as but not limited to, sidewalks. Any Taxicabs or Livery Vehicles leaking automotive fluids must be garaged and repaired to prevent environmental contamination.

E. Insurance

Every Taxicab or Livery Vehicle Licensee is required to submit to the Licensing Authority on an annual basis a Certificate of Liability Insurance as proof that the Taxicab or Livery Vehicle Owner has obtained liability coverage for Bodily Injury and Property Damage for each of the Taxicabs or Livery Vehicles authorized to operate under said Taxicab or Livery Vehicle License. A schedule of the specific vehicles covered under said insurance policy shall be provided with the Certificate of Liability Insurance. A Taxicab or Livery Vehicle Licensee is not allowed to operate as self-insured.

Minimum limits on insurance coverage for bodily injury shall be \$50,000 for single/\$100,000 for aggregate unless state law requires a higher minimum limit. Nothing contained herein shall be construed as precluding a Taxicab or Livery Vehicle Licensee from carrying a higher limit of insurance. Insurance will be provided by a responsible company(ies) authorized to do business in Massachusetts and shall comply with all applicable requirements under federal, state and local law or regulation.

Written notice of cancellation, non-renewal, of any limits reduction or other material change in said policy shall be mailed to the Licensing Authority, 13 East Central Street, Natick MA 01760 at least ten (10) days in advance of the effective date thereof.

Every Taxicab or Livery Vehicle Licensee shall furnish to the Licensing Authority not later than the fifth (5th) day of each month a full and complete statement of all claims filed and judgments rendered during

the preceding month against said Taxicab or Livery Vehicle Licensee arising out of the operation of any of the Taxicabs or Livery Vehicles authorized to operate under said Licensee's license. If no claims are filed or judgments rendered the said Licensee shall submit a statement stating such.

F. Vehicle Operations Standards

Every Taxicab Vehicle Licensee shall ensure that every Taxicab authorized to operate under its Taxicab License is uniquely identified by a particular color scheme approved by the Licensing Authority, by placement of the word "Natick" on both sides of the Taxicab, and by a Taxicab Vehicle number assigned to the Taxicab Vehicle Licensee by the Licensing Authority.

Prior to placing a new Taxicab or Livery Vehicle in service for the first time, changing a vehicle for another, or assigning a vehicle a different Taxicab or Livery Vehicle number, every Taxicab or Livery Vehicle Licensee shall submit the following information in writing to the Licensing Authority:

- The make/year, model, Vehicle Identification Number ("VIN") and mileage.
- The Taxicab or Livery Vehicle number assigned and the number it is replacing, if applicable.
- The taximeter make, model and serial number, as well as any other identification markings requested by the Town of Natick Sealer of Weights and Measures.
- Verification that the taximeter has been tested and sealed.
- Verification that the vehicle has passed the required inspection.

Whenever a Taxicab or Livery Vehicle Licensee replaces a Taxicab or Livery Vehicle with a different Taxicab or Livery Vehicle, the replacement vehicle must be inspected and approved by the Chief of Police, or his or her designee, and Town of Natick Sealer of Weights and Measures.

When a Taxicab or Livery Vehicle is not employed, the Vehicle Licensee shall ensure that the vehicle remains at his, her or its principal place of business or at an alternative location that is off of the public way and sidewalk. No Taxicab or Livery Vehicle may be left unattended on a public way for more than two (2) hours.

No advertising matter shall be permitted in or upon Taxicabs or Livery Vehicles without the written permission of the Licensing Authority. Such permission shall be stored with the Taxicab or Livery Vehicle License file.

All Taxicab and Livery Vehicles licensed in the Town of Natick must be registered to an address or post office box within the Town of Natick and said address shall be reflected on the vehicle registration issued by the Registry of Motor Vehicles. In the case of leased vehicles, such vehicles must be identified with the Registry of Motor Vehicles, the vehicle's insurance carrier, and the lessor as being "*principally garaged*" to an address within the Town of Natick.

G. Vehicle Equipment Requirements

Every Taxicab and Livery Vehicle Licensee shall ensure that all Taxicabs and Livery Vehicles operating under a Town of Natick-issued license comply with all vehicle equipment requirements at all times.

Every Taxicab and Livery Vehicle placed in service must have the following equipment installed and in proper working condition:

- The Taxicab Vehicle shall have a taximeter that has been properly sealed, installed, replaced or repaired by a licensed technician.
 - Every taximeter installed in a Taxicab Vehicle must have a current and valid seal from the Town of Natick Sealer or Weights and Measures. Any taximeter removed from a Taxicab with or without its seal intact and placed in the same or another Taxicab Vehicle must be certified and resealed by the Town of Natick Sealer of Weights and Measures prior to the use of such or successor Taxicab Vehicle.
 - The taximeter must be mounted in such a manner and location that is clearly visible at all times by both front and rear seat passengers.
 - Any Taxicab found to have taximeter seals that are broken, removed, destroyed, marred or otherwise tampered with shall be immediately taken out of service until correctly repaired and resealed by the Town of Natick Sealer of Weights and Measures. Any driver or Taxicab Vehicle Licensee operating such Taxicab or taximeter may be subject to disciplinary action, regardless of whether or not the vehicle was being operated as a Taxicab.
 - The taximeter should be capable of issuing a receipt and gathering, storing and retrieving the following information:
 - Taxicab number
 - Summary of service for a one (1) year period that includes:
 - Total trips;
 - Total fare miles; and
 - Total number of fares.
- The Taxicab or Livery Vehicle shall have a speedometer and odometer in good working order.
- The Taxicab or Livery Vehicle windshield wipers shall be operable and the blades in good working condition.
- The Taxicab or Livery Vehicle shall have a horn in good working order.
- The Taxicab or Livery Vehicle shall have seatbelts in all seating positions where passengers may ride in a Taxicab or Livery Vehicle. These seatbelts must be in working order and available for use by passengers at all times.
- The Taxicab or Livery Vehicle shall have a heater, defroster and air conditioner in good working order.
- The Taxicab or Livery Vehicle steering, brake system and emergency brake must be in good working condition.
- The Taxicab or Livery Vehicle shall be structurally sound and operate with minimum vibration or noise.
- The vehicle's suspension (shock absorbers and springs) and exhaust system must be in good condition.
- The Taxicab or Livery Vehicles windows shall be clean and clear, both inside and out. Nothing shall be placed on any portion of the vehicle in such a manner that blocks the driver's vision.

- All Taxicab or Livery Vehicles shall be equipped with lights that function as designed, including headlights (high/low beam), parking lights, directional turn signals, tail and brake lights, dashboard lights, inside dome light(s), license plate light, and emergency warning lights. The “third” or high-mounted brake light shall be unobstructed and in good working order at all times.
- The Taxicab or Livery Vehicle shall have a rear view mirror and side-view mirrors on both sides of the vehicle.
- The Taxicab or Livery Vehicle door handles, locks and latches are to be alike and in good mechanical condition and all doors shall operate easily and close securely from both the inside and outside of the vehicle.
- The Taxicab or Livery Vehicle wheels must have matching hubcaps attached unless the wheels are of a custom design that do not use hubcaps.
- The Taxicab or Livery Vehicle bumpers and body moldings must be in good condition and properly attached as the manufacturer intended.
- Taxicab or Livery Vehicle exterior body shall be free of noticeable dents, rust and holes.
- Taxicab or Livery Vehicle shall have seats and upholstery that are not torn, separated or ripped. Seat springs may not be broken or protrude through the upholstery. Seats shall be firm and comfortable.
- All Taxicab or Livery Vehicle tires must have more than minimum tread depth and exhibit no visible imperfections (e.g., bulges, bumps, or nails).
- All Taxicab Vehicles equipped with an approved, secure and immobile frame(s) or holder(s), plainly visible to all passengers riding in the vehicle, suitable for the display of a Rate of Fare Card, the Taxicab vehicle number, and Driver Photo Identification Card.
- All Taxicab Vehicles shall have the word “Natick” placed in six (6”) inch letters on both sides of the Taxicab vehicle and on the trunk directly above the rear bumper. The Taxicab vehicle number assigned to the vehicle must also be displayed on both sides of the vehicle and on the lower right corner of the rear-facing portion of the vehicle’s trunk lid in numerals that are at least four (4”) high and painted in a color which contrasts with the color of the rest of the Taxicab vehicle. Adhesive – type numerals may be used in place of painted numerals.
- All Taxicab and Livery Vehicles shall have an adhesive identification decal issued by the Natick Police Department affixed to the upper left-hand corner of the rear window of the vehicle. The Police Department shall affix such decal to the vehicle upon the issuance of a Taxicab or Livery Vehicle License by the Licensing Authority. The decal shall be surrendered and removed by the Police Department as soon as the vehicles is retired from the fleet or otherwise ordered out of service by the Licensing Authority or Police Department.

Every Taxicab shall be equipped with a trouble light attached to the roof of the Taxicab. The light will flash by the touching of a button or switch by the driver from inside the vehicle. The purpose of such device is to indicate that the driver requests assistance from the police. The type, color, and installation

of said trouble light shall be approved by the Natick Police Department and be maintained in a reliable operating condition by the Taxicab owner at all times.

- All Taxicab Vehicles shall have an adhesive decal issued by a licensed inspection station affixed to the lower right-hand corner of the front windshield indicating that the vehicle has passed the required Enhanced Emissions & Safety Test required by the Massachusetts Department of Environmental Protection under 310 CMR 60.02 (or its successor provision) and Registry of Motor Vehicles under 540 CMR 4.00 (or its successor provision).

No Taxicab shall remain in service for more than twenty four (24) hours when a warning light is activated on the dashboard of the vehicle indicating a mechanical problem or malfunction including, but not limited to, check engine light, airbag light, and anti-lock/anti-skid brake warning system ("ABS") light.

All Taxicab Vehicles shall mount on the roof a taxi roof light that shall indicate at all times the status of the vehicle.

All Taxicab Vehicles may display no more than one (1) adhesive decal for advertisement purposes on the rear passenger and driver's side door window. The decal size may not exceed four (4") by four (4") inches and must appear on the approved advertisement list adopted by the Licensing Authority.

Every Taxicab or Livery Vehicle shall be clean and in good repair at all times including no visible cosmetic damage to the exterior or interior of the vehicle.

The exterior of all Taxicabs and Livery Vehicles shall be washed on a regular basis.

The interior all Taxicabs and Livery Vehicles shall be vacuumed, the windows washed, and seats wiped daily.

Every Taxicab and Livery Vehicle shall be free of unsafe damage.

Any damage to the vehicle must be repaired within a reasonable time, as determined by the Licensing Authority or Chief of Police, or their respective designee(s), given the nature of the damage.

Any damage deemed by the Licensing Authority or Chief of Police, or their respective designee(s), to be unsafe, must be repaired immediately.

H. Vehicle Inspection and Safety

All Taxicabs and Livery Vehicles subject to a Town license shall be inspected semi-annually by the Police Department for compliance with these Taxicab and Livery Regulations. The Natick Police Department will notify all Taxicab and Livery Vehicle License Holders of the date and location of each inspection.

It shall be the said Licensee's responsibility to ensure the vehicle reports for all inspections. Failure to show up for, or pass a scheduled inspection, may be the cause for immediate suspension or revocation of the Taxicab or Livery Vehicle license by the Licensing Authority or Chief of Police.

The Licensing Authority or Chief of Police may require that additional inspections be conducted as part of, or as the result of, any routine traffic stop of a Taxicab or Livery Vehicle, or upon receipt of a complaint from the general public or the Town of Natick Sealer of Weights and Measures.

The owner of the licensed Taxicab or Livery Vehicle shall be responsible for all fees associated with vehicle inspections.

The inspection of Taxicabs and Livery Vehicles will be conducted by the Natick Police Department in accordance with the Registry of Motor Vehicles procedures published as 540 CMR 4.00 (or its successor procedures) and dated July 6, 1997 as part of the Central Massachusetts Registry. Each equipment item inspected on the vehicle will be evaluated and disposed of in terms of the following four (4) categories:

Code 1\OK-The item has been found to be in satisfactory condition, and the vehicle may continue in service.

Code 2\Worn but OK-The item has been found to be worn, but is still serving its intended purpose. No re-inspection is necessary, but the owner will be notified that the item warrants monitoring.

Code 3\Minor Problem-The item has been found to be defective. The vehicle may remain in service but the defective item(s) must be repaired within five (5) days. No re-inspection is necessary, but the Licensing Authority and Natick Police Department must be notified in writing that the repairs have been completed.

Code 4\Major Problem-The item has been found to be defective. The vehicle must be taken out of service immediately and the defective item(s) repaired. Re-inspection of the vehicle by the Natick Police Department is required before the vehicle can be placed back in service.

Any vehicle receiving a Code 4 violation shall have its Natick Police Department inspection decal removed from the vehicle.

Any vehicle receiving a Code 4 violation may be ordered towed from the site of the inspection by the Natick Police Department if a reasonable concern exists that the vehicle will be placed back into service before repaired and re-inspected.

At the time of the scheduled inspection of each Taxicab, the Licensing Authority and Police Chief may obtain mileage and other data contained within the taximeter for use in evaluating vehicle activity and performance.

At the time of the scheduled inspection of each Taxicab and Livery Vehicle, the licensee must submit a valid vehicle registration and proof that the vehicle has successfully passed the Commonwealth of Massachusetts Enhanced Emissions and Safety Test.

No Taxicab or Livery Vehicle shall be placed in service until it has satisfactorily passed all vehicle inspection requirements.

Any Taxicab or Livery Vehicle involved in a significant motor vehicle crash shall be re-inspected and passed by the Natick Police Department before being placed back into service. Notice of said crash must be submitted to the Licensing Authority and Natick Police Department within two (2) days of the crash.

I. Use of Taxicab Stands

The Licensing Authority shall identify public and private Taxicab stands reserved for use by Taxicabs only. The Natick Police Department, or in the case of a “*private*” Taxicab stand the property owner, shall then

designate by signage the boundaries of these Taxicab stands in such a manner that the public is clearly advised of the restricted use of each location. At no time shall more than two (2) Taxicabs representing the same company be permitted to park at any designated Taxicab Stand.

Persons, firms or corporations may establish “**private**” Taxicab stands on private property for licensed Taxicabs and may make reasonable rules for the management of said stands. Said stands shall be free and accessible to all licensed Taxicabs, both from the Town of Natick and each of the six (6) contiguous communities bordering the Town of Natick.

No Taxicab driver in charge of a licensed Taxicab while awaiting employment by passengers shall park their Taxicab on any street or place other than at a designated Taxicab stand. No vehicle other than a licensed Taxicab may stop or park at any Taxicab stand location. The Taxicab Driver must be in position and ready for service. When Taxicab stands are full (both public and private), Taxicabs electing not to cruise shall not create a nuisance or traffic problem and must use professional driver discretion so as not to impede the free and safe flow of vehicle and pedestrian traffic.

Only Taxicab Vehicles licensed to operate in the Town of Natick may occupy a “**public**” Taxicab stand location while waiting for employment. At Taxicab stand locations that allow multiple vehicles, orderly persons seeking a Taxicab may select any Taxicab at the stand location whether it is at the head of the line or not. As a Taxicab leaves the line with a passenger(s), those behind shall move up and any Taxicab seeking a place at the Taxicab stand shall approach the same only from the rear of the stand and shall stop as near as possible to the last Taxicab already in line.

J. Found Property

Every Taxicab and Livery Vehicle owner shall cause lost property found in any of their Taxicab and Livery Vehicles to be returned to its rightful owner in a timely manner. If the owner cannot be found, the property shall be held for safekeeping for a period of not less than one hundred twenty (120) days. A receipt shall be issued for each item turned in.

Every Taxicab and Livery Vehicle shall maintain at their principal place of business a log which records the date, time, driver’s name, incident report number (if applicable), description, and disposition of all found property. The log shall be retained for a period of at least one (1) year, or such other period as may be required by the Licensing Authority, whichever is longer.

If the property is currency or other item with a value of one hundred dollars (\$100) or more, the Taxicab or Livery Vehicle Licensee shall within (30) days transfer the property to the Natick Police Department and obtain a receipt for the items processed.

Every Taxicab and Livery Vehicle Licensee shall be responsible for any loss of property suffered by passengers making use of their Taxicab or Livery services caused by the intentional misconduct or negligence of the Taxicab or Livery Vehicle driver. Failure to safeguard found properties may subject the Taxicab or Livery Vehicle Licensee to suspension or revocation proceedings.

Every Taxicab and Livery Licensed Vehicle Owner shall advise passengers claiming to have lost property of value in a Taxicab or Livery Vehicle, to file a lost property report with the Police Department having jurisdiction over the lost property if their property has not been found.

K. Use of Controlled Substance or Alcohol

No Taxicab or Livery Vehicle owner, or employee of the Licensee of such Taxicab or Livery Vehicle, having knowledge that a driver has used or is currently under the influence of a controlled substance, shall permit the driver to operate or continue to operate a Taxicab or Livery Vehicle.

No Taxicab or Livery Vehicle owner, or employee of the Licensee of such Taxicab or Livery Vehicle, having knowledge (a) that a driver has used alcohol within four (4) hours of operating a Taxicab or Livery Vehicle, or (b) that a driver has a blood alcohol content of 0.02 percent or greater, shall permit the driver to operate a Taxicab or Livery Vehicle.

No Taxicab or Livery Vehicle Owner, or employee of the Licensee of such Taxicab or Livery Vehicle, having knowledge that a driver has tested positive for alcohol or a controlled substance, shall permit that driver to operate a Taxicab or Livery Vehicle until such time as the driver has tested negative.

Section 5: Taxicab Rate of Fare

A. Taximeter Rate of Fare

The maximum rate of fare for transport in a Taxicab shall be displayed on a Rate of Fare Card as follows:

- For the first two-sevenths (2/7) of a mile or fraction thereof, Three dollars and fifty cents (\$3.50) (commonly referred to as the drop.)
- For each additional one-seventh of a mile or fraction thereof, fifty cents (\$0.50).
- Additional miles, Three dollars and fifty cents (\$3.50).
- For each hour of waiting time, Twenty-seven dollars (\$27.00) per hour.
- All major credit cards are to be accepted.
- Photo ID may be required for credit card use.
- Fuel Surcharge:

When unleaded regular gasoline Costs \$2.50 - \$3.49 per gallon		When unleaded regular gasoline Costs \$3.50 per gallon or more \$3.50 +	
Fare	\$2.50 - \$3.49 Surcharge	Fare	Surcharge
\$00.00 to \$9.99	\$0.25	\$00.00 to \$9.99	\$0.50
\$10.00 to \$24.00	\$0.50	\$10.00 to \$24.00	\$1.00
\$25.00 and up	\$1.00	\$25.00 and up	\$2.00

- *Changes to the Fuel Surcharge may occur on January 1st, April 1st, July 1st, and October 1st of each year, when the Town may determine if any change (increase/decrease) is necessary to the Fuel Surcharge. Determination of the price of unleaded regular gasoline will be the price that appears on AAA's Daily Fuel Gauge Report for the Boston, Massachusetts market, which includes all applicable state and federal taxes. The Town of Natick's licensed taxi cabs may initiate the increase/decrease on those particular dates.*
- *The fuel surcharge shall be waived for seniors age 60 and over or the disabled.*

B. Fixed Rate of Fare

Upon the approval by the Licensing Authority, a Taxicab licensed vehicle may offer service on a fixed rate basis for purposes of trips from the Town of Natick to specific destinations (e.g., Logan Airport) outside of the Town limits, it being the option of the Taxicab licensed vehicle owners to participate in said program.

C. Rate of Fare Card

A Rate of Fare Card with the above rates shall be displayed in every Taxicab at all times.

D. Fare Receipt

Upon request, every Taxicab driver shall deliver a receipt of payment to the passenger at the time of fare payment. The receipt shall contain in legible type or printing the name of the Taxicab license holder, the Taxicab vehicle number, the Taxicab driver's name, the total fare paid, and the date of payment. The Taxicab licensed vehicle owner shall be responsible for providing each Taxicab driver with receipt forms.

Section 6: Taxicab and Livery Vehicle Driver Requirements

A. General Rules and Requirements

No person, firm, or corporation driving or having charge of a Taxicab or Livery Vehicle in the Town of Natick shall offer a vehicle for hire for the purpose of transporting, soliciting, and/or picking up a passenger or passengers unless the operator of the Taxicab or Livery Vehicle has been issued a Taxicab Operator or Livery Vehicle Driver License by the Chief of Police. However, nothing contained herein shall be construed as prohibiting the driver of a Taxicab or Livery Vehicle who does not have a Taxicab Operator or Livery Vehicle Driver License issued by the Town of Natick from driving through the Town of Natick, or from accepting within the Town of Natick, a passenger, passengers, packages or other merchandise in accordance with the provisions of Section 2 above.

All Taxicab Operator and Livery Vehicle Driver Licenses issued under these Taxicab and Livery Regulations shall be valid from May 1 through April 30 of the following year, unless sooner revoked, suspended, cancelled or surrendered.

Every Taxicab Operator and Livery Vehicle Driver shall conform to all federal, state, and local laws, regulations, rules and orders including, without limitation: Town of Natick General Bylaws; Town of Natick Traffic Rules and Orders; Massachusetts Registry of Motor Vehicle Regulations; Massachusetts General Laws, including but not limited to the Massachusetts Workers Compensation Laws; and these Taxicab and Livery Regulations.

Every Taxicab Operator and Livery Vehicle Driver shall, at all times, cooperate with all law enforcement officers when asked to give his or her name, Taxicab Operator or Livery Vehicle Driver identification number, waybill, and all other documents required to be in his or her possession.

A Taxicab Operator or Livery Vehicle Driver shall not hinder, delay, or knowingly make false or misleading statements to the Chief of Police or his or her designee on any matters, including but not limited to those relating to regulatory compliance.

Taxicab Operators and Livery Vehicle Drivers shall respond to any lawful Natick Police Department emergency request immediately if the said Operator or Driver is working the current shift. Taxicab Operators and Livery Vehicle Drivers shall respond to Natick Police Department inquiries within twenty-four (24) hours for non-emergency requests.

Every Taxicab Operator and Livery Vehicle Driver shall file written notice with the Chief of Police within ten (10) days of any change of residential address. A post office box is not permitted.

B. Taxicab Operator and Livery Vehicle Driver License Requirements

No person, including Taxicab and Livery Vehicle owners, shall drive a Taxicab or Livery Vehicle within the limits of the Town of Natick without first obtaining a Taxicab Operator or Livery Vehicle Driver License from the Chief of Police (except as provided in Section 2 above). No driver shall operate a Taxicab or Livery Vehicle until the appropriate fees are paid to the Town.

All Taxicab Operator and Livery Vehicle Driver Licenses shall be issued on an annual basis and only to such persons who after investigation and testing are found fit and proper persons to hold such licenses.

The applicant must:

- be twenty-one (21) years of age or older;
- have at least one (1) year of experience as a Massachusetts licensed driver;
- have a satisfactory driver's license, and a satisfactory driving and criminal record as determined by the Chief of Police;
- not have a Taxicab Operator or Livery Vehicle Driver License, or the equivalent by any other name, that is revoked or suspended in any jurisdiction;
- not have been adjudged a Habitual Traffic Offender, as defined by Massachusetts General Law Chapter 90, Section 22F (or its successor provision), or the equivalent in any jurisdiction, within the past five (5) years;
- not have any outstanding or unresolved driving infractions which could result in the applicant's driver's license being suspended or revoked in any jurisdiction;
- not have had his or her driver's license suspended for five (5) or more surchargeable incidents, as defined by Chapter 211 of the Code of Massachusetts Regulations Section 134 (or its successor provision), or the equivalent in any jurisdiction, within the past five (5) years;
- not have more than four (4) violations of the Traffic Laws and/or At Fault Accidents as defined by Chapter 211 of the Code of Massachusetts Regulations Section 134 (or its successor provision), or an equivalent, in the last three (3) years (provided that violations and accidents occurring on the same date will count as only one (1)) in any jurisdiction;
- not have any Operating Under the Influence of drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90, Section 24D (or its successor provision), or the equivalent in any jurisdiction, within the past five (5) years;
- not have any felony convictions within the last five (5) years in any jurisdiction;
- not have any drug convictions in the last five (5) years in any jurisdiction;
- not have any dispositions for a criminal offense, in any jurisdiction, that would result in the denial of a license, including admissions to sufficient facts or continues of an offense without

resolution, unless the circumstances of such incident are reviewed by the Chief of Police as to the specific facts and circumstances and the applicant is thus approved by the Chief of Police;

- not be required to register as a sex offender in any jurisdiction; and
- not have any outstanding or unresolved criminal court cases in any jurisdiction which could result in the license being denied if the Applicant was convicted of the alleged offense.

The Chief of Police shall set minimum requirements for the testing of drivers to include, but not limited to:

- Town of Natick Streets/Important Venues & Buildings
- Crime Prevention & Emergency Procedures
- Taxicab and Livery Regulations
- Vehicle & Pedestrian Safety
- Passenger Relations

Each applicant for a Taxicab Operator or Livery Vehicle Driver License must complete on an annual basis an application form provided by the Police Department, and furnish a valid driver's license; a copy of their Massachusetts driving record as issued by the Massachusetts Registry of Motor Vehicles (or its successor); a copy of his or her United States Birth Certificate or Naturalization Papers or Alien Registration Card showing the applicant is entitled to accept private employment, and (if applicable) a letter from a licensed Natick Taxicab or Livery Service business indicating an intent to hire.

Upon successful completion of the license test, each Taxicab and Livery Vehicle Driver will be photographed by the Police Department and issued a Taxicab Operator or Livery Vehicle Driver Photo Identification Card containing a photograph of the said Operator or Driver's face, the said Operator or Driver's name, and the said Operator or Driver's license number. Every Taxicab Operator and Livery Vehicle Driver must at all times have in their possession and display their Taxicab Operator or Livery Vehicle Driver License in a visible location within the vehicle.

The Chief of Police may suspend, revoke or cancel a Taxicab Operator or Livery Vehicle Driver's License at his or her discretion for good cause.

C. Required Forms and Notices

Every Taxicab Operator and Livery Vehicle Driver shall be equipped with (a) a Town of Natick street map with a complete index of all streets, and (b) a regional street map indicating the routes to all major institutions, event facilities, and other popular destinations.

Each Taxicab Operator and Livery Vehicle Driver shall ensure that his or her Taxicab is equipped with an ample supply of receipts, preprinted with the name of the Taxicab or Livery Vehicle business that holds the Taxicab or Livery Vehicle License. When requested and provided to a passenger, each receipt shall provide the passenger with information on the Taxicab Operator or Livery Vehicle Driver's name, the Taxicab or Livery Vehicle number, the total fare paid, and the date of payment.

Every Taxicab Operator and Livery Vehicle Driver while operating a Taxicab or Livery vehicle shall always have in his or her possession and display their Taxicab Operator or Livery Vehicle Driver Photo Identification Card. The Taxicab Operator or Livery Vehicle Driver Photo Identification Card must be maintained in good condition by the Taxicab or Livery Vehicle Driver at all times.

D. Duties and Responsibilities

The Taxicab Operator or Livery Vehicle Driver is required to perform a safety check on his or her assigned vehicle prior to placing it in service. The said Operator or Driver is responsible for ensuring that all working equipment on the vehicle is functional. If as a result of this inspection, or during the course of the shift, any equipment is found to present a hazard or safety issue, then the vehicle shall be taken out of service until repaired.

The Taxicab Operator or Livery Vehicle Driver is required to perform a check of the taximeter prior to placing the Taxicab or Livery Vehicle in service. Any Taxicab found to have taximeter seals that are broken, removed, destroyed, marred or otherwise tampered with must be immediately taken out of service until repaired and re-certified by the Town of Natick Sealer of Weights and Measures.

No Taxicab Operator or Livery Driver Licensee shall drive, or permit to be driven, a Taxicab or Livery Vehicle whose interior is not kept clean, orderly and free of offensive odors.

Every Taxicab Operator is to start and end his or her shift, or make the change of shift to another Taxicab driver, at the Taxicab Vehicle Licensee's principal place of business.

Every Taxicab Operator is to remain in service at all times during their shift, with the exception of meal and/or rest breaks. If a personal necessity arises, which causes the Taxicab Operator to either be out of service or radio contact for more than ten (10) minutes, the Taxicab Operator shall immediately notify his or her dispatcher and give an approximate time of returning to service.

Every Taxicab Operator and Livery Vehicle Driver shall use the waybill format prescribed by the Licensing Authority to describe each trip that is made. The waybill record shall identify the Taxicab or Livery Vehicle number, the said Operator or Driver's name and license number, the date of each hire, the method of hire (e.g., radio dispatch, cruising, cab stand), the exact time of day the service is received, the exact time of departure and location of each trip origin (pick-up), the exact time of arrival and location of each trip destination (drop-off), the exact fare paid, and such other information as may be required by the Licensing Authority. The waybills shall be completed in indelible ink, indicate the total number of hours worked by the said Operator or Driver, and shall be signed by the said Operator or Driver at the end of the shift. If a vehicle is temporarily out of service because of a mechanical failure, the said Operator or Driver shall make a notation on the waybill indicating the time out of service and time returned to service.

Every Taxicab Operator must accept a radio dispatch assignment.

- Taxicab Operators must advise their dispatch service if they are unable to handle an accepted call within ten (10) minutes of the time when they acknowledge the call.
- Every Taxicab Operator must advise their dispatch service when they either will be out of service or radio contact for more than ten (10) minutes and when they have returned back to service or radio contact.

Every Taxicab Operator and Livery Vehicle Driver shall make a visual check of the interior of his or her assigned vehicle at the conclusion of each trip to determine if any property has been left behind. If any of the passenger's property was placed in the trunk, the said Operator or Driver shall check the trunk area at the end of the trip to ensure that no property was left behind. Lost property shall be turned in immediately to the Taxicab or Livery Service business for processing in accordance with this policy.

The Taxicab and Livery Vehicle's trunk and/or baggage area shall be kept clean, free of items or materials that could possibly stain or damage passenger's baggage, and free of any container containing flammable liquids.

E. Rules of Conduct

No Taxicab Operator or Livery Vehicle Driver shall speak in a loud, boisterous, threatening, or abusive manner during his or her employment as a Taxicab Operator or Livery Vehicle driver. Taxicab Operators and Livery Vehicle Drivers are prohibited from sounding the horn on their vehicle to summons a customer.

No Taxicab Operator or Livery Vehicle Driver shall threaten, harass, or abuse any person while employed as a Taxicab or Livery Vehicle driver.

No Taxicab Operator or Livery Vehicle Driver shall attempt to use physical force against any person, except in self-defense or in defense of another person.

All Taxicab Operators and Livery Vehicle Drivers having charge of a licensed Taxicab or Livery Vehicle in a public place shall be suitably and professionally dressed, neat and clean in appearance. No ripped or torn clothing or clothing imprinted with profanity, offensive language or offensive images is allowed while a Taxicab Operator or Livery Vehicle Driver is in charge of a Taxicab or Livery Vehicle. The following articles of clothing are considered inappropriate when worn as an outer garment and are not permitted, when the Taxicab or Livery Driver, male or female, is in charge of a licensed Taxicab or Livery Vehicle:

- T-shirts (unless issued by the Taxicab business as required outerwear for their drivers);
- Underwear;
- Tank tops;
- Body shirts;
- Swimwear;
- Jogging shorts; or
- Bathing trunks;
- Open toed sandals or flip flop style footwear.

All Taxicab Operators and Livery Vehicle Drivers are expected to courteously accommodate the special needs of passengers (e.g., opening doors or carrying packages for the elderly or disabled).

All Taxicab Operators and Livery Vehicle Drivers are required to keep all non-paying passengers (e.g., relatives, friends, and co-workers unless in training) from occupying their assigned vehicle while in service.

No Taxicab Operator or Livery Vehicle Driver may smoke, drink, or eat while a passenger is in their assigned vehicle. Each Taxicab and Livery Vehicle shall carry a Smoking Regulation Card, to be displayed in full view of the passenger(s), which reads as follows "Neither the driver, person in charge of this vehicle, or the passenger(s) may smoke in this vehicle." Any Taxicab Operator or Livery Vehicle Driver may ask a passenger who refuses to stop smoking in their assigned vehicle to leave the vehicle until such time as the item is extinguished. If the passenger refuses to stop smoking, the said Operator or Driver should contact their dispatcher, who will in turn notify the Natick Police Department. A Taxicab

Operator or Livery Vehicle Driver may refuse to allow a passenger entry into the Taxicab or Livery Vehicle until such passenger has extinguished all smoking materials.

A Taxicab Operator or Livery Vehicle Driver may not refuse any passenger on the basis of race, sex, religion, disability, sexual orientation, national origin, or other class protected under federal or state law, or location of the passenger's pick-up or destination, in any circumstance.

Taxicab Operators and Livery Vehicle Drivers may play an audio device (AM, FM, Radio Tape/CD player, etc.) while a passenger(s) is in their assigned vehicle only after asking for and receiving permission to do so from the Passenger(s).

Taxicab Operators and Livery Vehicle Drivers **may not** use a cellular telephone for any purpose, including text messaging, while the Taxicab or Livery Vehicle is *in service* except in emergency situations. Utilizing a cellular phone while transporting a passenger jeopardizes public safety, the passenger's safety, and hinders the passenger's ability to communicate with the driver and other passengers. Taxicab Operators and Livery Vehicle Drivers are permitted to use their cellular telephones when legally parked and without a passenger in their assigned vehicle.

Taxicab Operators and Livery Vehicle Drivers licensed by the Town of Natick shall have posted, on the inside bottom left corner of the left and right passenger compartment windows, a notice approved by the Licensing Authority advising passengers on where to call to address any complaints regarding their trip.

F. Passenger Service

No Taxicab Operator or Livery Vehicle Driver shall refuse, direct or permit the refusal of, a prospective passenger in any area of the Town of Natick for transportation to any place in the Town of Natick or its vicinity, at rates authorized by law, if said prospective passenger presents himself for transportation in a clean, sober, and orderly manner and for a lawful purpose.

A Taxicab Operator or Livery Vehicle Driver may refuse to transport any passenger who smokes while in the Taxicab or Livery Vehicle.

A Taxicab Operator or Livery Vehicle Driver shall, if requested, reasonably assist a handicapped, disabled, or elderly person to get into and out of their assigned vehicle if within the physical capacity of the driver. If unable to assist, the said Operator or Driver shall notify his or her dispatch and request a driver or other appropriate service capable of handling the request. The said Operator or Driver shall record the request and results on the waybill. The Taxicab Operator or Livery Vehicle Driver shall remain with the passenger until assistance from another driver or appropriate service has arrived.

A Taxicab Operator or Livery Vehicle Driver shall not refuse to transport a passenger's luggage, wheelchair, crutches, or other property that can be transported within the confines of the vehicle's trunk or passenger areas.

A Taxicab Operator or Livery Vehicle Driver may not refuse transport of guide or service animals.

A Taxicab Operator or Livery Vehicle Driver may not refuse transport of any non-guide or service animal unless he or she has on file (in advance) a letter from a medical doctor detailing their allergy to said animal in their driver/operator file located at the Natick Police Department.

Upon request of a passenger, the Taxicab or Livery Vehicle Driver shall load or unload luggage, into or out of the Taxicab or Livery Vehicle's interior or trunk compartment if within the physical capacity of the driver. If the said Driver or Operator is unable to assist, the said Driver or Operator shall notify his or her dispatch and request a driver or other appropriate service capable of handling the request. The said Driver or Operator shall record the request and results on the waybill. The Taxicab Operator or Livery Vehicle Driver shall remain until another driver or appropriate service has arrived to assist the fare.

A Taxicab Operator or Livery Vehicle Driver shall be able to provide change for a minimum of twenty dollars (\$20.00) to any passenger. An approved notice regarding this information will be posted on the exterior of the two (2) rear passenger windows of each vehicle.

Every Taxicab Operator shall inform passenger(s) of his or her intention to activate the meter when said passenger(s) has an excessive amount of baggage, luggage, packages and/or equipment that needs to be loaded in the vehicle's trunk which would delay said Taxicab Operator from driving or from departing immediately to the stated destination.

Taxicab Operators and Livery Vehicle Drivers shall, at the beginning of a trip, inform passenger(s) whose announced destination requires the crossing of a toll bridge or tunnel, the amount of the toll charged, and that the full toll is to be paid by the passenger(s) regardless of the direction in which the toll is collected.

Taxicab Operators and Livery Vehicle Drivers shall use a GPS device for all rides outside of the Town of Natick unless otherwise directed by the passenger.

G. Found Property

Prior to the end of their shift, every Taxicab Operator and Livery Vehicle Driver shall make every reasonable attempt to return any property found in their assigned vehicle to its rightful owner.

Every Taxicab Operator and Livery Vehicle Driver shall turn any unclaimed or unreturned property to the Taxicab or Livery Vehicle Licensee's principal place of business at the conclusion of their shift for safekeeping and obtain a receipt for the item, regardless of value.

Every Taxicab Operator and Livery Vehicle Driver shall record on his or her waybill the description of any found property, who they have notified concerning it (including returning it to the owner, if possible), and what was done with it. Failure to safeguard found properties may cause for license revocation proceedings.

Every Taxicab Operator and Livery Vehicle Driver shall be responsible for any loss of properties suffered by passenger(s) making use of their Taxicab caused by the intentional misconduct or negligence of the said Taxicab Operator or Livery Vehicle Driver.

Section 7: Enforcement

It shall be the duty of the Police Officers of the Town of Natick to observe the movements of all Taxicabs and Livery Vehicles licensed hereunder, especially at night, and to ensure that these Taxicab and Livery Regulations are obeyed. Any Police Officer witnessing a violation of these Taxicab Regulations may cite

the driver of the vehicle and seize evidence of said violations(s). Such evidence may include, but not limited to, the vehicle and the taximeter. Items seized as evidence shall be taken to the Natick Police Station until they are processed or used as evidence in any trial or other formal or informal local, state, or federal proceeding. The provisions of these Regulations are enforceable by the Licensing Authority, Chief of Police, and Natick Police Department, and their respective designee(s).

Section 8: Penalties

Every Taxicab and Livery Vehicle Licensee, and Taxicab Operator and Livery Vehicle Driver, must comply with any and all requests for information and orders of the Licensing Authority and/or Chief of Police as part of an official investigation. Failure to do so shall be subject to the suspension or revocation of their Taxicab or Livery Vehicle or Taxicab Operator or Livery Vehicle Driver License. No person shall hold himself or herself out as the owner, driver or operator of any vehicle used for the purposes mentioned in these Taxicab and Livery Regulations, unless such person is duly licensed as provided in said Regulations.

Section 9: Severability

If any section, subsection, subdivision, paragraph, sentence, clause or phrase of these Taxicab and Livery Vehicle Regulations, or any part thereof, is for any reason held to be invalid or ineffective, such decision shall not affect the validity or effectiveness of the remaining portions of these Taxicab and Livery Vehicle Regulations or any part thereof. The Licensing Authority furthermore declares that it would have adopted and promulgated each section, subsection, subdivision, paragraph, sentence, clause or phrase thereof irrespective of the fact that any one or more sections, subsections, subdivisions, paragraphs, sentences, clauses or phrases may be declared invalid or ineffective.

Adopted by the Board of Selectmen on February 10, 2015