THE CITY OF BOSTON

TAXI CONSULTANT REPORT

APPENDIX

DRAFT
OCTOBER 11, 2013

IN ASSOCIATION WITH:
TAXI RESEARCH PARTNERS
Appendix

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APPENDIX A: SUPPORTING DATA
A1 Surveys
DRAFT Boston Taxi Stakeholder Interviews

Company/Organization: 

Contact Name: 

Title: 

Phone: 

E-Mail: 

1. How are you affiliated with the taxicab industry in the City of Boston?

________________________________________________________________________________________

________________________________________________________________________________________

2. Do you hear from your constituents, customers or clients that they are unable -- or find it difficult -- to find a taxicab during certain days and times and/or in certain areas?  
   _____ Yes  _____ No

3. If Yes, when and where? Please check all that apply.

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4. Do you think the Boston Taxi Industry is adequately serving hotels, medical, residential, hospitals, businesses, schools, and other major trip generators? 
   ______ Yes  ______ No
   If no, where or when are they falling short?
   ____________________________________________________________
   ____________________________________________________________
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   ____________________________________________________________

5. In your opinion, are there discriminatory practices occurring in the Boston taxicab industry?
   ______ Yes  ______ No
   If yes, please explain.
   ____________________________________________________________
   ____________________________________________________________
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6. Are there too many or too few cabs operating in the City of Boston?  ______ Too many  ______ Too few
   What evidence do you see of this?
   ____________________________________________________________
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7. Is there a need to adjust fares?  ______ Yes  ______ No
   If yes, what evidence do you see of this?
   ____________________________________________________________
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8. Do you feel that most taxi vehicles are in good condition?  ______ Yes  ______ No

9. Do you feel that taxi drivers are well trained?  ______ Yes  ______ No
   If no, what types of training could be improved?
   ____________________________________________________________
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10. Is there sufficient oversight and enforcement of taxi regulations in Boston?  ______ Yes  ______ No
    If no, what improvements would you like to see?
    ____________________________________________________________
    ____________________________________________________________
    ____________________________________________________________
    ____________________________________________________________

11. What is your opinion of how livery interacts with taxicabs? Is there “unfair” or improper competition (e.g. through Uber)?
    ____________________________________________________________
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    ____________________________________________________________
12. What is your opinion of mobile/computer taxi apps, such as Uber Taxi and Hailo?

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13. Are you aware of the types of car sharing/ride sharing companies (e.g., Lyft) operating in Boston?
   _____ Yes   _____ No

   If yes, what is your opinion of these services?
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14. What trends have you seen in the taxi industry over the last five years? In your opinion, have these changes affected the City positively or negatively?
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15. Do you have any other thoughts or ideas that you think will help the taxi industry in Boston?
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Boston Taxi Study
Radio Dispatch Association Interview Guide

Radio Dispatch Company: ________________________________________________________________

Contact Name: ________________________________________________________________

Title: ________________________________________________________________

Phone Number: ________________________________________________________________

E-Mail: ________________________________________________________________

1. Who owns your company?
   ____ Owned by an Individual (name) ________________________; Medallion owner?  ____Yes____No
   ____ Owned by Non-Driving Group of Investors; Medallion owners?  ____Yes____No
   ____ Owned by Drivers; Medallion owners?  ____Yes____No
   ____ Other, please describe: ________________________________________________________________

2. Number of taxis associated with your company? ______
   a. Number of medallions owned by company owners? ______
   b. Number of medallions owned by other drivers? ______
   c. Number of medallions owned by others and leased/managed by your company on behalf of the medallion owners? ______

3. Approximately how many trips do your taxis serve annually? ______
   a. Dispatched from your Company: ______ %
      What portion of these are ordered via web or smartphone app? ______ %
   b. Non-Dispatched Trips: ______ %
      1) Picked Up at Airport: ______ %
      2) Picked Up at Hotels or Taxi Stands: ______ %
      3) Hailed from Street: ______ %
      4) Calls to drivers from Private Customers: ______ %
      5) Hailo or Uber: ______ %
4. How does your company dispatch trips? (check all that apply):
   By computerized dispatching system: ______ Name of system: ______________________
   By two-way radio: ______
   By telephone: ______
   By some other means: ______

5. Are you unable -- or find it difficult -- to serve requests during certain days and times and/or in certain
neighborhoods or areas? ______ Yes ______ No
   If yes, when and where are you unable -- or find it difficult -- to serve requests?
   Please check all that apply.

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</table>
6. In your opinion, are there discriminatory practices occurring in the Boston taxicab industry?
   _____ Yes       _____ No
   If yes, please explain.
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

7. What is your opinion of the relationship between radio dispatch associations, medallion owners, and lease drivers?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

8. What is your opinion on the treatment of taxicab drivers in Boston? In your opinion, do drivers have any legitimate grievances?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

9. Is there sufficient oversight and enforcement of taxi regulations in Boston?
   _____ Yes       _____ No
   If no, what improvements would you like to see?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

10. In addition to oversight and enforcement, what improvements would you like to see in the way the City regulates taxicabs?

    Licensing: ____________________________________________________
               ________________________________________________________
               ________________________________________________________

    Reporting: __________________________________________________
               ________________________________________________________
               ________________________________________________________

    Other: ______________________________________________________
            _______________________________________________________
            _______________________________________________________

11. Are there too many or too few cabs operating in the City of Boston? _____ Too many _____ Too few

What evidence do you see of this?
________________________________________________________________________________
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12. Is there a need to adjust fares? _____ Yes _____ No

If yes, what evidence do you see of this?
________________________________________________________________________________
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13. What is your opinion of how livery interacts with taxi, e.g. “unfair” or improper competition, including Uber livery services?
________________________________________________________________________________
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14. What is your opinion of taxi mobile/computer apps, such as Uber and Hailo?
________________________________________________________________________________
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15. Are you aware of the types of car sharing/ride sharing companies (e.g., Lyft) operating in Boston?
 _____ Yes _____ No

If yes, what is your opinion of these services?
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

16. What is your opinion of the lease fees set by the city? Are the fees fair? _____ Yes _____ No

If you feel should be raised, what costs do these fees not cover? Please explain.
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
17. What trends have you seen in the taxi industry over the last five years, such as the level of business, type of work available, competitors, etc? Have these changes affected your business positively or negatively?

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

18. Do you have any other thoughts or ideas that you think will help the taxi industry in Boston?

_____________________________________________________________________________________
_____________________________________________________________________________________
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Boston Taxi Driver Survey

The City of Boston is evaluating taxi services in the city. As part of this process, the City would like to hear from taxi drivers. Your responses will be kept COMPLETELY CONFIDENTIAL. Each driver should fill out ONE SURVEY ONLY. If you have already filled out this survey once, you do not need to do it again.

Please return the survey to the envelope at the location where you received it. If you wish to mail your survey, please use the following address:
Hackney Carriage Unit, Boston Police Headquarters, 1 Schroeder Plaza, Boston, MA 02120
Please return the survey by Friday, July 12th.

1. Where did you pick up the survey? For example: Logan Massport Pool, BPD Hackney Office, Association Garage, etc. (Optional)

2. What radio association are you affiliated with? (Required)
   - 617TaxiCab Inc.
   - Metro Cab Association
   - Boston Cab Association
   - City Cab Association
   - Top Cab
   - Tunnel Taxi
   - I.T.O.A. Cab Association
   - Other, Please Specify: ___________________________

3. How long have you been driving for this association?

4. How long have you been driving a cab in Boston?

5. Do you own a medallion or lease one?
   - Own
   - Lease
   - Shift Driver

6. How many days a week on average do you drive a cab?
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7

7. How many hours a day on average do you usually drive?
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10
   - 11
   - 12
   - 13
   - 14
   - 15
   - 16
   - 17
   - 18
   - 19
   - 20
   - 21
   - 22
   - 23
   - 24

8. Which hours do you usually drive? From __:__ AM/PM to __:__ AM/PM

9. In a typical day, how many trips do you carry?

10. How many miles do you drive your taxicab? Miles per month (average): _____ Miles per Yr: ______

11. How much are your revenues in a typical week?
   - From Fares: _______
   - From Tips: _______

12. About what percentage of your fare and tip revenue, on average, is paid by credit card?
   - 0%
   - 1-4%
   - 5%
   - 10%
   - 15%
   - 20%
   - 30%
   - 40%
   - 50%
   - 60%
   - 70%
   - 80%
   - 90%
   - 100%

13. What percentage processing fee do you pay for credit card transactions?
14. If you have a second driver, how much revenue per week do you get from that? __________

15. What do you pay per week for each of these?
   - Vehicle Lease: __________
   - Medallion Lease: __________
   - Dispatch Fee: __________
   - Association Fee: __________ (Use of Company Logo, etc.)

16. Not including the fees you just listed, roughly what other average expenses do you have (per month)?
   - Vehicle Payment: __________
   - Insurance: __________
   - Maintenance/Repairs: __________
   - Fuel: __________
   - Other (Specify Items and Amount): __________

17. Does your company charge you an additional fee for a second driver?
   - Yes  No  If yes, how much per week: __________

18. What percent (%) of trips do you get from each of these? (Total should equal 100%)
   - Percent pick-ups at the Airport: __________
   - Percent from walk ups (stands & hotels): __________
   - Percent hailed on the street: __________
   - Percent cell phone calls/personal: __________
   - Percent company dispatches: __________
   - Percent from online/mobile apps: __________

19. Do you work with an online or mobile app company? (check all applicable)
   - Hailo  Uber  Other (please specify): __________

20. If you do work with an online or mobile app provider, what percent of your trips are through these app providers?
   - Hailo _______  Uber _______  Other: __________

21. What percent of your metered fare or flat fare do you pay to the app provider? __________

22. What are the benefits and drawbacks of working with an online or mobile app provider, such as Uber or Hailo?
   ______________________________________________________________________

23. What percent (%) of your time do you spend working (i.e. looking for fares) in the following locations? (Percent should add to 100%)
   - Percent of time at Logan Airport: __________
   - Percent of time in Downtown/Financial District: __________
   - Percent of time in South Boston Waterfront/Innovation District: __________
   - Percent of time in Fanueil Hall/North End: __________
   - Percent of time in Back Bay: __________
   - Percent of time in South End: __________
   - Percent of time in Fenway/Longwood Medical Area: __________
   - Percent of time in other Boston Neighborhoods: __________

24. Do you have any opinions regarding Boston taxi fares, fees, fines, or enforcement?
   ______________________________________________________________________

25. Do you own or lease your taxi?  ■ Own  ■ Lease (from Company or from Owner)
   If you own your cab, please skip to question 39.

26. What is the make and model of your cab?
   - Make: __________
   - Model: __________

27. What is the model year of your cab?
   - Year: __________

28. What type of fuel does it use?
   - Gasoline  Gasoline-Hybrid  Natural Gas (CNG)  E85(Ethanol)
   - Other (please specify): __________

29. If you own your cab, when did you purchase it?
   - Year: __________

30. If you own your cab, in how many years will you probably replace it?
   - Years: __________

31. In the last 12 months, which of the following have been replaced or repaired on your cab? For each item, please enter how many items were replaced in the last 12 months (for example: "Tires - 4")
   - Battery: __________
   - Alternator: __________
   - Starter: __________
   - Radiator/Water Pump: __________
   - Brake Pads: __________
   - Brake Drum/Rotor: __________
   - Brake Lines: __________
   - Brake Booster: __________
   - Master Cylinder: __________
   - Muffler/Exhaust System: __________
   - Gearbox/Transmission: __________
   - Engine: __________
   - CV Joints: __________
   - Tires: __________
   - Shock Absorber: __________
   - Springs: __________
   - Lights (Tail, Head): __________
   - Body Panel: __________
   - Bumper: __________
   - Respray/Paint: __________
   - Seat: __________
   - A/C System: __________
   - Windshield: __________
   - Wiper Blade: __________
   - Wiper Motor: __________
   - Other (Specify Item and How Many): __________
   - Other (Specify Item and How Many): __________
A2 Taxi Utilization
Light Day

January 9, 2013 (Wednesday)
29,470 trips

- Cabs in Service
- Total Cabs
- Trips in Each Hour

Trips per Hour
Trips/Cab in Each Hour
Average Daily Trips/Cab/Hour

Number of Drivers
Trips per Hour per Driver (Whole Day)
Heavy Day

April 11, 2013 (Thursday before Boston Marathon)

- **Cabs in Service in Each Hour**
- **Total Cabs**
- **Trips in Each Hour**

- **Trips per Hour**
- **Trips/Cab in Each Hour**
- **Average Daily Trips/Cab/Hour**

- **Number of Drivers**
- **Trips per Driver per Hour (whole day)**
Moderate Day

July 13, 2013 (Saturday)

Trips per Hour

Trips/Cab in Each Hour Average Daily Trips/Cab/Hour

Number of Drivers

Trips per Driver per Hour (Whole Day)
A3 Taxi Stand Observations
**Taxi Arrival and Departure Observation** – Please observe **taxicab** activity. The information you gather here will help us understand typical taxi wait times, passenger loads, vehicle type, and passenger special needs. Please fill out the spreadsheets as thoroughly as possible, adding notes where applicable. Include taxis already waiting when you arrive.

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<th>Date of Observation:</th>
<th>Time Period of Observation:</th>
<th>Location of Observation:</th>
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<tr>
<th>Medallion # or indicate livery/illegal taxicab</th>
<th>Location**</th>
<th>Time Arrived</th>
<th>Time Departed</th>
<th># of Passengers Taken</th>
<th>Notes*</th>
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* Notes might include whether there was a special needs passenger (what kind of special need, whether it was accommodated), did driver assist with boarding/luggage, whether the passenger was refused a ride, etc.

**Use abbreviations: IN (in cab stand), B (behind cab stand), F (front of cab stand), DP (double parked)**
**Pedestrian Queuing Observation** - Please observe passenger/pedestrian queue activity. The information you gather here will help us understand typical passenger wait times. Please fill out the spreadsheets as thoroughly as possible, adding notes where applicable. Include passengers already in queue when you arrive.

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<tr>
<th>Passenger(s)</th>
<th>Arrived</th>
<th>Departed</th>
<th>Size of Group</th>
<th>Did they get a cab? (note medallion number)</th>
<th>Notes***</th>
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<td>Individual/Group 12</td>
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<td>Individual/Group 13</td>
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<tr>
<td>Individual/Group 14</td>
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</tr>
</tbody>
</table>

***Description of individual or group, special passenger needs, need for assistance with luggage or packages, whether driver assisted in boarding or stowing luggage/packages, etc.

**General Observations & Other Notes**

**Number of spaces for taxis at the cab stand:**

**Was there any enforcement/police activity? If so, please explain.**

**How many car lengths is the cab stand from the primary entrance of the key landmark (e.g. T Station, Convention Center, etc):**

**Other Notes:**
Date
7/10/2013
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Time Period
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2:45-435 PM
2:45-435 PM
2:30-3:10 PM
2:30-3:10 PM
2:30-3:10 PM

Location of Observation
Observer
Downtown - South Station on Atlantic
SW
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Medallion or
Illegal
Livery
1455
1817
312
132
1551
13
738
634
179
1666
407
820
1270
1076
629
240
1558
Livery
Livery
210
6
201
260
880
1462
249
Livery
413
836
233
129
1511
927
694
982
631
1331
1557
Livery
1296
1436
Livery
1644
905
258
Livery - 63680
928
733
1331
Livery
1445
111
Livery - 63647
817
744
996
56
Livery - 61917
Livery - 62483
54
1060
1586
135
1167
924
803
Livery - 65479
903
414
641
1575
302
821
1350
407
952
1400
591
918
1246
847
636
Livery - 63847
Livery - 63398
82
1455
844

Location
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Time Arrived
Time Departed
# of Passengers
2:52:00 PM
2:53:00 PM
2:58:00 PM
3:00:00 PM
3:07:00 PM
3:09:00 PM
3:10:00 PM
3:13:00 PM
3:16:00 PM
3:20:00 PM
3:22:00 PM
3:24:00 PM
3:20:00 PM
3:24:00 PM
2:56:00 PM
3:26:00 PM
2:57:00 PM
3:21:00 PM
3:02:00 PM
3:28:00 PM
3:20:00 PM
3:22:00 PM
3:08:00 PM
3:26:00 PM
3:09:00 PM
3:27:00 PM
3:14:00 PM
3:29:00 PM
3:16:00 PM
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3:16:00 PM
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4:33:00 PM
4:27:00 PM
4:34:00 PM
4:29:00 PM
4:35:00 PM
4:33:00 PM
4:34:00 PM
2:32:00 PM
2:40:00 PM
2:42:00 PM

Notes
Police Removal 2:51 - Ticketed (NJ Plate)
Police Removal 2:51 - No Ticket
1
1
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1
1
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4
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2
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1
1
2

Bag assist x2

No bag assist
Bag assist x3
No bag assist
Bag assist x5
Bag assist. Moved to FR
Moved to FR

Bag assist x2
Bag assist x3
Bag assist x1

No bag assist x1
Only van for 4
Bag assist x1
Bag assist x1
Bag assist x2
Bag assist x3 - No taxis available
Bag assist x1

At front of line in official stand

Bag assist x2
Left when police arrived

1
2
1
1
1
1
1 Bag assist x1
1
Left
1
1
1
3
1
0 Left line
1
5 car lenghts behind taxis in stand
1
1
1
1 Bag assist x1
1
1 Bag assist x1
1
4 Van to fit four
1
3
1
1 Bag assist x1
1
1
1
At front of line in official stand
1
1 No bag assist x1
1


<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Train Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1360 IN 5:00:00 PM</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 546 IN 5:00:00 PM</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1766 B 5:01:00 PM 5:06:00 PM 0</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GJ Livery - 60659 B 5:01:00 PM 5:16:00 PM 4</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1532 DP 5:05:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 145 B 5:07:00 PM 0</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1561 B 5:10:00 PM</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1609 IN 5:10:00 PM</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 401 B 5:14:00 PM 5:14:00 PM 1</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1614 IN 5:20:00 PM</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1259 IN 5:20:00 PM</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1143 IN 4:56:00 PM 4:56:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1380 IN 4:57:00 PM 4:57:00 PM 2</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1303 IN 5:00:00 PM 5:18:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 468 IN 5:15:00 PM 5:19:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1669 IN 5:15:00 PM 5:19:00 PM 2</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1259 IN 5:15:00 PM 5:19:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1360 IN 4:57:00 PM 5:25:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 730 IN 5:20:00 PM 5:30:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 235 IN 5:21:00 PM 5:25:00 PM 2</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 432 IN 5:22:00 PM 5:30:00 PM 1</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 883 IN 5:27:00 PM 5:35:00 PM 1</td>
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<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 592 IN 5:29:00 PM 5:39:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 797 IN 5:32:00 PM 5:39:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1469 IN 5:37:00 PM 5:41:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 573 IN 5:40:00 PM 5:41:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1338 IN 5:41:00 PM 5:42:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1034 IN 5:41:00 PM 5:44:00 PM 1</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1781 IN 5:45:00 PM</td>
</tr>
<tr>
<td>7/15/2013</td>
<td>4:45-6:00 PM</td>
<td>Back Bay - Back Bay Station MD &amp; GI 1412 IN 5:47:00 PM 5:49:00 PM 0</td>
</tr>
<tr>
<td>Date</td>
<td>Time Period</td>
<td>Location of Observation</td>
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</tr>
<tr>
<td>7/10/2013</td>
<td>2:04:00 AM</td>
<td>Back Bay - Boylston Street outside the Hynes Ctr</td>
</tr>
<tr>
<td>7/10/2013</td>
<td>0:08</td>
<td>2:04:00 AM</td>
</tr>
<tr>
<td>7/10/2013</td>
<td>0:05</td>
<td>1:39:00 AM</td>
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</tbody>
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**Notes:**
- PedQue: Pedicab
- SW: Southwest
- PedQue: Pedicab
- Livery: Livery
- Illegal: Illegal
- T: Taxi
- Cab?: Cab?
- Bag assist: Bag assist
- Livery: Livery
- Bag assist: Bag assist
- Bag assist: Bag assist
A4 BPD Data Reports
### Operator Status

<table>
<thead>
<tr>
<th>Operator Status</th>
<th>Total</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Shift drivers lease a medallioned cab</td>
<td>883</td>
<td>48%</td>
</tr>
<tr>
<td>Owner operates medallioned taxi</td>
<td>453</td>
<td>25%</td>
</tr>
<tr>
<td>Owner leases medallion(s) to driver with a vehicle</td>
<td>256</td>
<td>20%</td>
</tr>
<tr>
<td>Other party owns medallion</td>
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### Operator Status by Make

<table>
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<tbody>
<tr>
<td>Shift drivers lease a medallioned cab</td>
<td>Toyota Camry - Hybrid</td>
<td>221</td>
<td>883</td>
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<tr>
<td>Owner operates medallioned taxi</td>
<td>Toyota Sienna</td>
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<td>453</td>
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<td>Owner leases medallion(s) to driver with a vehicle</td>
<td>Ford Escape - Hybrid</td>
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### Operator Status by Association

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<tr>
<td>Owner operates medallioned taxi</td>
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<td>883</td>
</tr>
<tr>
<td>Owner leases medallion(s) to driver with a vehicle</td>
<td>TOA Cab</td>
<td>187</td>
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### Make/Model by Year

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<th>Year</th>
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<td>Toyota Sienna</td>
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</tr>
<tr>
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<td>5%</td>
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<tr>
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### Operator Status by Year

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<thead>
<tr>
<th>Year</th>
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<tr>
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<tr>
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### Operator Status by Make and Year

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### Association by Make and Year

<table>
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### Operator Status by Association and Year

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### Make/Model by Association

<table>
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<td>30</td>
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</tr>
<tr>
<td>Total</td>
<td>1825</td>
<td>100%</td>
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</tr>
</tbody>
</table>
To: Captain S. McLaughlin, Boston Hackney Division  
From: Richard La Capra  
Date: April 19, 2013  

RE: Update of Taxi Operations  

The results of the Fall 2012 inspections analyses compares well with the credit card data received from VeriFone and CMT. All data show that the taxi industry has continued revenue growth through 2012. This data is further complemented by the airport data on the number of rides emanating from Logan Airport which have returned to their historical highs. A summary of the inspection and credit card analyses for each six month period of 2011 show continuing improvement.

Comparing the overall result of 2012 to 2011, there is a more distinct improvement in taxi earnings.

<table>
<thead>
<tr>
<th>PERIOD</th>
<th>Average Daily Fare (ex Tips)</th>
<th>Average Daily Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspection - 2012</td>
<td>$334.78</td>
<td>22.28</td>
</tr>
<tr>
<td>Inspection - 2011</td>
<td>$322.97</td>
<td>21.43</td>
</tr>
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<td>Credit Card - 2012</td>
<td>$344.96</td>
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<tr>
<td>Credit Card - 2011</td>
<td>$322.98</td>
<td>21.42</td>
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</table>

Additionally, electronic data indicates that the typical tip on ride has consistently averaged 15% of the fare.

While all the values for fare revenues and trips per day show an improving taxi business, the inspection and credit card analyses for 2012 show a remarkable correspondence in absolute value. Thus, we can attribute a high confidence to a growing health of the taxi industry in Boston.

Another reinforcing measure of the improving taxi industry are the rides from the airport. The business in this sector declined in the 2001-2003 period, recovered through 2004 - 2007 and declined sharply in 2008 and again in 2009. The airport business recovered

---

1 NOTE: The Credit Card data was assembled to match the inspection periods, i.e., The six month periods are December through May and June through November. The annual yearly data are the twelve months December through November.

2 This analysis is limited to the gross meter revenues and number of trips experienced on average; it does not necessarily imply the same increase in net earnings which are also a function of the costs of operation.
in 2010 and 2011 and increased further in 2012 to a eleven year high. The airport rides in 2012 are back to the levels experienced in the late 1990's and are just slight less than the all-time peak of 2,141,724 set in 2000. A summary of airport business over the last ten years illustrates this cycle and recovery.

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Number of Airport Rides</th>
<th>Change - Prior year</th>
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</thead>
<tbody>
<tr>
<td>2002</td>
<td>1,709,056</td>
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</tr>
<tr>
<td>2003</td>
<td>1,559,098</td>
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</tr>
<tr>
<td>2004</td>
<td>1,714,697</td>
<td>+9.9%</td>
</tr>
<tr>
<td>2005</td>
<td>1,771,022</td>
<td>+3.3%</td>
</tr>
<tr>
<td>2006</td>
<td>1,860,930</td>
<td>+5.1%</td>
</tr>
<tr>
<td>2007</td>
<td>1,926,340</td>
<td>+3.5%</td>
</tr>
<tr>
<td>2008</td>
<td>1,741,929</td>
<td>-9.6%</td>
</tr>
<tr>
<td>2009</td>
<td>1,629,758</td>
<td>-6.4%</td>
</tr>
<tr>
<td>2010</td>
<td>1,834,505</td>
<td>+12.6%</td>
</tr>
<tr>
<td>2011</td>
<td>1,938,913</td>
<td>+5.6%</td>
</tr>
<tr>
<td>2012</td>
<td>2,022,239</td>
<td>+4.3%</td>
</tr>
</tbody>
</table>

Lastly, the addition of gaming to the Boston commercial scene could have another dramatic impact on the revenue from cab operation and, in fact, the overall need for cabs. While a great deal of analysis is needed to project the resultant demands for cab service resulting form a new gaming industry in Boston; a range can be estimated based on a few statistics. A gaming industry in Boston would best be compared to, say, a Reno-Carson City\(^3\). From a perspective of the operations in that region, gaming revenue per square foot is roughly $900 and the gaming revenue per visitor is about $250. A reasonable estimate for the increase in number of additional visitors (to an already convention destination city) would be between 3% - 6%, with 15% - 20% of convention visitors participating in gaming. Additionally, in a metro area, about 40% of gaming participation would be local. Thus, depending on the expected casino location(s) and square footage, a estimate of the revenue and visitor levels can be made. The visitor and local gaming participants and the consequent revenue levels would directly correlate to the increase demand for taxi service.

---

\(^3\) Boston is a major commercial hub and thus would not compare well to Atlantic City which is not a economic engine of its area, nor a Foxwoods/Mohegan Sun which are isolated resorts, nor a Las Vegas which is largely built around gaming. Rather, Reno-Carson City is more comparable because it is the economic engine of the area, apart from gaming, as well as the state capitol.
<table>
<thead>
<tr>
<th>Location</th>
<th>CMT PICK UP</th>
<th>VERIFONE PICK UP</th>
<th>CMT DROP</th>
<th>VERIFONE DROP</th>
<th>TOTAL TRIPS</th>
<th>AVG FARE</th>
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<td>Conducts</td>
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<td>Refusal of Service</td>
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<td>Credit Card Issues</td>
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<td>Wrong Route</td>
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<td>Charged Twice</td>
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<td>Not Indentified</td>
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<td>Duplicate</td>
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<td>Warning</td>
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<td>Police Report</td>
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### Penalty

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<td>5 Day Suspension</td>
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APPENDIX B: BACKGROUND DOCUMENTS
B1 Rules and Regulations
sixteenth paragraph, the words "one dollar" and inserting in place thereof the words: — fifty cents, — so that said fifteenth and sixteenth paragraphs will read as follows: —

For the substitution of the registration of an automobile for that of a vehicle previously registered, in accordance with section two, one dollar.

For the substitution of the registration of a motor cycle for that of a vehicle previously registered, in accordance with section two, fifty cents.  Approved May 28, 1930.

Chap. 392

An Act providing for the Regulation and Limitation of Hackney Stands and Hackney Carriages in the City of Boston.

Be it enacted, etc., as follows:

SECTION 1. Except as otherwise provided in chapter two hundred and sixty-three of the acts of nineteen hundred and twenty-nine, the police commissioner of the city of Boston shall have exclusive authority to make rules and orders for the regulation of hackney carriages and hackney stands, both as defined in section two, within the limits of said city, with penalties for the violation thereof not exceeding twenty dollars for each offence. Such rules and orders shall not take effect until they have been published at least once in a newspaper published in said city.

SECTION 2. Each vehicle used or designed to be used for the conveyance of persons for hire from place to place within the city of Boston, except a street or elevated railway car or a trackless trolley vehicle, within the meaning of section two of chapter one hundred and sixty-three of the General Laws, or a motor vehicle, known as a jitney, operated in the manner and for the purposes set forth in section forty-five of chapter one hundred and fifty-nine of the General Laws, or a sight-seeing automobile licensed under chapter five hundred and ninety-two of the acts of nineteen hundred and thirteen, shall be deemed to be a hackney carriage within the meaning of sections two to nine, inclusive, of this act; and in said sections, unless the context otherwise expressly requires, the words "drive" and "driver" shall be respectively deemed to include "operate" and "operator." A special, private and public hackney stand shall be one for the exclusive use, for hackney carriage purposes, of the licensee thereof, a private hackney stand shall be one established only upon private property, and a public hackney stand shall be one for the common use, for hackney carriage purposes, of all licensees under section four except those licensed to use special hackney stands.

SECTION 3. In said city, no person shall drive or have charge of a hackney carriage, nor shall any person, firm or corporation set up and use a hackney carriage, unless licensed thereto by the police commissioner of the city of Boston; nor shall any person having the care or ordering of such a vehicle in said city suffer or allow any person other than a driver so licensed to drive such a vehicle.
Section 4. Said police commissioner of the city of Boston may annually grant hackney licenses in said city to suitable persons, firms and corporations who are owners of vehicles known as hackney carriages, if such person, or one member of such firm, resides in such city, or if the principal place of business of such corporation is in such city. Licenses granted under this section shall be subject to such terms, conditions and regulations, and be issued subject to the payment of such fees, as said police commissioner shall from time to time prescribe. Said commissioner shall also from time to time fix maximum and minimum rates to be charged by said licensees for use of such vehicles.

Section 5. Upon the receipt from the owner, lessee or official representative of a hotel, railroad station, steamboat pier or public or semi-public building in said city, of a request that a certain named licensee or licensees under section four or association of such licensees may use as a special hackney stand a designated portion of a public way abutting such hotel, station, pier or building, the police commissioner of the city of Boston may, if consistent with the public interest, assign such stand to such licensee, licensees or association of licensees; provided, that said commissioner shall not make any such assignment unless and until he is satisfied that, in connection with such request or designation, no valuable consideration has been paid or promise given to such owner, lessee or official representative. Said commissioner shall grant no location for a special hackney stand which does not abut such a hotel, station, pier or building.

Section 6. Any owner, lessee or official representative referred to in section five, who solicits, demands or accepts compensation for requesting or designating a portion of any public way in said city for use by a licensee as a special hackney stand shall be punished by a fine in an amount not exceeding double the compensation so solicited, demanded or accepted and by imprisonment for not more than six months. Payment by the licensee of a special hackney stand of any compensation to the owner, lessee or official representative of any property abutting said stand for the use of a doorway or other entrance, lobby, waiting room or telephone stand in connection with the use of such hackney stand, shall be prima facie evidence of a violation of this section.

Section 7. Any person, firm or corporation licensed under section four may occupy as a private hackney stand, subject to general provisions of law, private property in said city, if thereto authorized by the owner, lessee or official representative thereof.

Section 8. Said police commissioner shall, from time to time, designate certain portions, other than sidewalks, of public ways in said city, to be used and known as public hackney stands. Such stands shall be equally free and open of access to all vehicles whose owners are licensed under section four, who have not been assigned special hackney stands and who have complied with all provisions of sections.
two to eight, inclusive, of this act, relative to such stands, and with all rules and regulations of said commissioner relative thereto. Within that portion of the city proper, as defined in the present rules and regulations of the police department of said city relative to hackney carriages, lying north and east of Massachusetts avenue, said commissioner shall, so far as practicable, establish such stands at intervals of not more than one quarter of a mile. All such stands shall be plainly marked as public hackney stands. No motor vehicle other than a hackney carriage licensed for use at such a stand shall make use of any such public hackney stand. Said police commissioner shall, upon application for a public hackney stand by an applicant for a license under section four, issue to such applicant for each hackney carriage for which a license under said section four is granted, a license for said carriage to use public hackney stands unless such carriage has been assigned to a special stand under section five.

Section 9. All acts and parts of acts inconsistent with sections two to eight, inclusive, of this act, are hereby repealed, and all rules and regulations of the police commissioner of Boston inconsistent with said sections are hereby made null and void.

Section 10. Notwithstanding the provisions of this act, all licenses otherwise affected thereby which are in effect on its effective date shall continue in force until the expiration date of such licenses, unless sooner revoked in accordance with law. Approved May 28, 1930.

Chap. 393
An Act revising and recodifying the laws relative to game and inland fish.

Be it enacted, etc., as follows:

Section 1. Sections two to eight, inclusive, ten, eleven, twelve to thirty-eight, inclusive, forty to forty-three, inclusive, forty-nine to sixty-two B, inclusive, sixty-four to sixty-six, inclusive, seventy-five to seventy-eight A, inclusive, one hundred and fifty, one hundred and fifty-one, one hundred and fifty-three and one hundred and fifty-four of chapter one hundred and thirty of the General Laws, as amended, are hereby repealed.

Section 2. Chapter one hundred and thirty-one of the General Laws, as amended, is hereby further amended by striking out all of said chapter and inserting in place thereof the following:

Chapter 131.

Powers and duties of the division of fisheries and game. Game and inland fisheries.

Definitions.

Section 1. In this chapter the following words shall have the following meanings and the following rules of construction shall apply:
Boston Police Department

Rule 403

Hackney Carriage Rules

and

Flat Rate Handbook

Effective August 29, 2008
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SECTION 1: OVERVIEW

I. Definitions

a. **Boston Police Officer**: An individual appointed by the Police Commissioner to carry out the functions of the Boston Police Department, including but not limited to, the preservation of the public peace, the protection of life and property, the prevention of crime, the arrest and prosecution of violators of the law, the proper enforcement of all laws and ordinances and the effective delivery of police services.

b. **Hackney Carriage**: A vehicle used or designed to be used for the conveyance of persons for hire from place to place within the city of Boston, except a street or elevated railway car or a trackless trolley vehicle, within the meaning of Massachusetts General Laws chapter 163 section 2, or a motor vehicle, known as a jitney, operated in the manner and for the purposes set forth in Massachusetts General Laws chapter 159 A, or a sight-seeing automobile licensed under Chapter 399 of the Acts of 1931. Also known as a taxicab or taxi.

c. **Inspector of Carriages**: A superior officer of the Boston Police Department assigned by the Police Commissioner to command the Hackney Carriage Unit.

d. **Licensed Hackney Driver**: An individual, also referred to as a “Driver,” granted a license to operate a Hackney Carriage by the Police Commissioner.

e. **Medallion Owner**: An individual, also referred to as an “Owner,” who has been deemed a suitable individual by the Police Commissioner to own a Hackney Carriage Medallion and who has purchased one or more such Medallions.

f. **Police Commissioner**: An individual appointed by the Mayor of the City of Boston who commands the Boston Police Department and has powers over licensees of such Department as per Chapter 291 of the Acts of 1906 and Chapter 322 of the Acts of 1962, as well as powers regarding the Hackney Carriage industry as per Chapter 392 of the Acts of 1930.
II. Police Commissioner’s Regulation of the Hackney Carriage Industry

a. Pursuant to the authority granted by the Commonwealth of Massachusetts and the City of Boston, the Police Commissioner of the Boston Police Department is granted the authority to regulate the Hackney Carriage industry within the City of Boston. See Appendix 1.

b. To this end, the Commissioner has promulgated these regulations and established an enforcement unit within the Boston Police Department to oversee the implementation and enforcement of these regulations.

c. This document is intended to be a comprehensive and definitive listing of all regulations affecting the Hackney Carriage industry in the City of Boston as of August 29, 2008.

d. From time to time, the Police Commissioner may amend these regulations in order to promote public wellbeing, convenience, safety, and to respond to the changing needs of the industry.

III. Timelines Contained Herein

All timelines as referred to in this rule are guidelines, unless required by law. As such, no time limit is placed on the decision making process or powers of the Police Commissioner or his designee(s). A failure to adhere to such timelines shall not be deemed to vitiate the discipline proscribed or the administrative process indicated.

IV. Reservation of Police Commissioner as to Powers and Duties

The Police Commissioner hereby reserves to himself all powers and duties under Chapter 392 of the Acts of 1930, as amended, to which these rules and regulations are subject.

V. Reservation of Authority

As described above, the Police Commissioner may from time to time delegate his authority to regulate Hackney Carriages and his authority to enforce those regulations. These delegations, for whatever purpose, or duration, shall not be construed as a surrender of authority and power to regulate Hackney Carriages within the City of Boston. The Police Commissioner reserves all power and authority granted by the laws of the Commonwealth of Massachusetts and the City of Boston.

VI. Delegation of Authority

The Inspector of Carriages supervises the processing of all applications for Hackney Carriage medallions and Hackney Carriage Driver’s licenses, as well as regulating the operation of the Hackney Carriage industry within the city. The Inspector of Carriages
shall have the authority to make minor rules necessary for the conduct and administration of his duties and may impose discipline up to and including suspension for violations of those rules.

SECTION 2: APPLICATIONS

I. Definitions

a. **Administrative Hearing Officer**: An individual designated by the Police Commissioner to manage the scheduling of hearings, to rule on pre- and post-hearing motions, and to conduct pre-hearing conferences and disciplinary trial boards.

b. **Appeal Board**: A board of three Boston Police Department Captains selected by the Police Commissioner or his designee to hear appeals of decisions of the Inspector of Carriages according to Rule 403.

c. **Closing**: A term denoting the actual sale or transition in ownership of a Medallion.

d. **Director of Licensing**: An individual designated by the Police Commissioner to command the Licensing Division of the Boston Police Department.

e. **Driver’s File**: A file maintained at the Hackney Carriage Unit that includes the individual’s Application for a Driver’s License, any subsequent Application(s), as well as a record of the Driver’s disciplinary and License history.

f. **Hackney Carriage Unit**: The enforcement unit designated by the Police Commissioner to implement, oversee, and enforce these regulations. Also known as the Office of the Inspector of Carriages.

g. **Hackney Driver’s License**: The license granted to an individual to operate a Hackney Carriage, as per a format determined by the Inspector of Carriages.

h. **Legal Advisor’s Office**: This office formulates legal opinions and provides legal perspectives on policy matters. Also, provides legal advice to members of the Department, represents the Department in selected civil litigation, presents cases where disciplinary charges are brought against Department employees, and defends the Department in employment related matters.

i. **Medallion**: A license granted to a suitable individual to operate a vehicle as a Hackney Carriage in the City of Boston.

j. **Medallion File**: A physical file kept at the Office of the Inspector of Carriages that includes documentation of the ownership, the history of ownership, the
Corporate name chosen by the Owner, applications and suitability determinations, liens, and any Hackney Violation, Hackney Complaint, or discipline related to the Medallion.

k. **Transfer of Medallion**: The process by which a Medallion is sold or otherwise conveyed from one individual or corporation to another suitable individual or corporation.

II. **Medallion-Related Applications**

   a. **Application for New Medallion**:  
      *Reserved*

   b. **Application for Transfer of Medallion**:

      i. **Suitability**: Individuals deemed suitable pursuant to Chapter 392 of the Acts of 1930 by the Inspector of Carriages shall be granted permission to purchase a Medallion. As the courts have held, such determinations of the Inspector of Carriages as to who is suitable may not be arbitrary and capricious.

      ii. **Process**:

         1. An individual who seeks to purchase a Medallion shall procure an agreement to purchase the Medallion from an existing Owner who seeks to sell their Medallion and will forward the agreement to the Inspector of Carriages along with any documents and information as the Inspector shall require. Such requirements shall be listed in writing and a copy of the requirements shall be available from the Hackney Carriage Unit upon request.

         2. The Inspector of Carriages will notify the purchaser within ten (10) business days of receipt of the status of the application to purchase a Medallion and will make every effort to notify the purchaser within ten (10) business days as to whether the purchase will be approved.

         3. Any individual seeking to purchase a Medallion shall notify the Inspector of Carriages twenty (20) days before the Closing. The Closing shall then be scheduled by the Inspector of Carriages to occur at a mutually agreeable time at the Office of the Inspector of Carriages in the presence of the Inspector of Carriages or his designee.
iii. **Appeal of Denial of Transfer of Medallion:**

1. An individual who wishes to appeal the denial of an application by the Inspector of Carriages may file a written appeal with the Director of Licensing within fourteen (14) business days of receipt of the application denial.

2. The Director of Licensing will forward the written appeal, the application file, the Inspector of Carriages’ denial, and a recommendation on the appeal to the Police Commissioner within seven (7) business days of receipt of the appeal.

3. The Commissioner will render a decision on the appeal within thirty (30) days of receipt of the appeal documents from the Director of Licensing.

4. Any person aggrieved by a final decision issued under this section may seek relief in any court of competent jurisdiction as provided by the laws of the Commonwealth of Massachusetts, and must notify the Inspector of Carriages in writing within thirty (30) days of the filing of that appeal so that the administrative record may be forwarded to the appropriate Court.

c. **Medallion Renewal Applications:**

   i. **Suitability:** Individuals shall be granted permission to renew a Medallion if deemed suitable pursuant to Chapter 392 of the Acts of 1930 by the Inspector of Carriages. As the courts have held, such determinations of the Inspector of Carriages as to who is suitable may not be arbitrary and capricious.

   ii. **Process:**

      1. The Medallion Owner will submit such documents and information, as the Inspector of Carriages shall require. Such requirements shall be in writing and a copy of said requirements shall be available from the Hackney Carriage Unit upon request.

      2. The Inspector of Carriages will notify the Medallion Owner within twenty (20) days of receipt of renewal application of the status of the application to renew a Medallion and will make every effort to notify the Owner within twenty (20) days as to whether the renewal application will be approved.
iii. **Appeal of Denial by Inspector of Medallion Renewal:**

1. An individual who wishes to appeal the denial of their application by the Inspector of Carriages may file a written appeal with the Director of Licensing within fourteen (14) business days of receipt of the application denial.

2. The Director of Licensing will forward the written appeal, the application file, the Inspector of Carriages’ denial, and a recommendation on the appeal to the Police Commissioner within seven (7) business days of receipt of the appeal.

3. The Commissioner will render a decision on the appeal within thirty (30) days of receipt of the appeal documents from the Director of Licensing.

4. Any person aggrieved by a final decision issued under this section may seek relief in any court of competent jurisdiction as provided by the laws of the Commonwealth of Massachusetts, and must notify the Inspector of Carriages in writing within thirty (30) days of the filing of that appeal so that the administrative record may be forwarded to the appropriate Court.

d. **Medallion File:** All application materials and other documents referred to in this section shall be retained as part of the Medallion File.

### III. Hackney Carriage Driver’s License

a. **License Application Procedure and Requirements:**

i. Any person seeking to become a licensed Hackney Carriage Driver or to renew a Hackney Carriage Driver’s license in the City of Boston must present themselves at Boston Police Headquarters and must complete an application for a new Hackney Driver’s License. Such applications shall be available from the Hackney Carriage Unit.

ii. Any person who submits an application for a license, or to renew a license, with untruthful, deceptive or fraudulent information shall have his or her license application or his or her renewal application denied immediately.

iii. The Applicant must:

1. be twenty-one (21) years of age or older;
2. pass a standard examination demonstrating the ability to speak, read, write and understand the English Language;

3. participate in Hackney Carriage testing and training as determined by the Inspector of Carriages;

4. have an original Birth Certificate, Alien Card, Asylum Document, US Passport or Naturalization Papers;

5. not have a Hackney Carriage Driver’s License that is revoked or suspended in any jurisdiction;

6. have a valid Massachusetts Driver’s License;

7. have had a Driver’s license in the United States for at least two (2) years;

8. not have been adjudged a Habitual Traffic Offender, as defined by Massachusetts General Law Chapter 90 section 22F, or the equivalent in any jurisdiction, within the past five (5) years;

9. not have any outstanding or unresolved driving infractions which could result in the applicants Driver’s license being suspended or revoked in any jurisdiction;

10. 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 the equivalent in any jurisdiction, within the past five (5) years;

11. not have more than four violations of the Traffic Laws and/or At-Fault Accidents as defined by Chapter 211 of the Code of Massachusetts Regulations section 134 or an equivalent department in the last three (3) years (violations and accidents occurring on the same date will count as only one) in any jurisdiction;

12. not have any Operating Under the Influence of drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90 section 24D within the past five (5) years or the equivalent in any jurisdiction;

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1 Currently, a Surchargeable Incident is “an at fault accident, traffic law violation, or Comprehensive Coverage Claim, which may result in an increase in the Policy Holder’s Premium.”

2 Currently, an At-Fault Accident is “an accident involving a vehicle subject to 211 CMR 134 wherein the Involved Operator was more than 50% a fault, as determined by the application of the Standards of Fault of the Board of Appeal.”
13. not have any felony convictions within the last five (5) years in any jurisdiction;

14. not have any drug convictions in the last five (5) years in any jurisdiction;

15. 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 Inspector of Carriages as to the specific facts and circumstances and the applicant is thus approved by the Inspector of Carriages;

16. not be required to register as a sex offender in any jurisdiction; and

17. 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.

b. License Renewal and Expiration:

i. A Hackney Carriage Driver’s License must be renewed annually.

   1. A Hackney Carriage Driver’s License shall expire upon whichever of the following events occurs first:

      a. the one year anniversary of the date of issuance;

      b. the Hackney Carriage Driver’s birthday;

      c. the date the Hackney Carriage Driver’s ICE Employment Authorization Card expires; or

      d. any other date as determined by the Inspector of Carriages.

ii. A renewal application for a Hackney Carriage Driver’s License shall be considered as if the Hackney Carriage Driver were a new applicant, but a renewal applicant will not be required to participate in Hackney Carriage testing and training as determined by the Inspector of Carriages.

iii. If an individual fails to apply to renew his or her Hackney Carriage Driver’s License, that license shall expire.
iv. Any applicant for renewal whose license has been expired for more than seven (7) business days shall be required to participate in Hackney Carriage testing and training as determined by the Inspector of Carriages.

c. **Suitability:** All license applicants must be suitable individuals in addition to meeting the above requirements. Nothing herein shall limit the Inspector of Carriages’ power to deny an application or renewal application should he determine that the applicant is not a suitable Hackney Carriage Driver. As the courts have held, such determinations of the Inspector of Carriages as to who is suitable may not be arbitrary and capricious.

d. **Appeal of Denial of Application for Hackney Carriage Driver’s License:**

   i. An individual who wishes to appeal the denial of an application by the Inspector of Carriages may file a written appeal with the Director of Licensing within fourteen (14) business days of receipt of the application denial.

   ii. The Director of Licensing will forward the written appeal, the application file, the Inspector of Carriages’ denial, and a recommendation on the appeal to the Police Commissioner within seven (7) business days of receipt of the appeal.

   iii. The Commissioner will render a decision on the appeal within thirty (30) days of receipt of the appeal documents from the Director of Licensing.

   iv. Any person aggrieved by a final decision issued under this section may seek relief in any court of competent jurisdiction as provided by the laws of the Commonwealth of Massachusetts, and must notify the Inspector of Carriages in writing within thirty (30) days of the filing of that appeal so that the administrative record may be forwarded to the appropriate Court.

e. **Driver’s File:** All application materials and other documents referred to in this section shall be retained as part of the Driver’s File.
Section 3: Vehicles

I. Definitions

a. Boston Licensed Taxi Decal: A sticker, as supplied by the Hackney Carriage Unit, affixed to locations on the taxi indicating the vehicle is an official Boston Licensed Hackney Carriage.

b. Boston Police Hackney Vehicle License (or “Tin”): The actual license, usually in the form of a metal plate, affixed to a vehicle operating as a Hackney Carriage indicating that the Owner of a certain Medallion has appointed that vehicle as the one to operate under his Medallion as a Hackney Carriage in the City of Boston. This is commonly referred to as “the tin” or “the Medallion.”

c. City of Boston Department of Weights and Measures: A Division of the City of Boston that enforces Massachusetts General Law relating to the inspection of commercial weighing and measuring devices.

d. Clean Taxis: A Clean Taxi is as one that meets efficiency and cleanliness standards as set forth by the Inspector of Carriages and the Commissioner of the City of Boston Environment Department. A list of acceptable vehicles will be maintained by and available from the Hackney Carriage Unit.

e. Commonwealth of Massachusetts Inspection Sticker or Certificate of Inspection: A serially numbered, adhesive sticker, device, or symbol, as may be prescribed by the Registrar of Motor Vehicles, indicating a motor vehicle has met the inspection requirements established by the Registrar of Motor Vehicles for issuance of a certificate.

f. Exempt Owner/Operator: An individual Owner/Operator who is exempt from Radio Association membership as per an agreement made in 1998 with the Inspector of Carriages.

g. Leased: A business structure in which a Medallion Owner leases a Medallion to a Licensed Hackney Carriage Driver (hereinafter known as a Lessee) who then purchases and equips a vehicle as a Hackney Carriage and drives it themselves. Also known as a “Medallion-only lease.”

h. New Motor Vehicle: A motor vehicle which has not been previously sold to any person except a manufacturer, distributor or motor vehicle dealer for resale.

i. Protective Partition: A divider between the front and rear portions of the passenger compartment of a Hackney Carriage that has been approved by the Inspector of Carriages.
j. **Set Up Card**: A document issued by the Inspector of Carriages containing the name of the Medallion Owner or Lessee and such other information as the Inspector of Carriages may from time to time determine.

k. **Taximeter**: A mechanical or electrical instrument or device by which the charge for hire is calculated for distance traveled, waiting time, or toll fees, and upon which such charges shall be indicated by means of illuminated figures, as approved by the Inspector of Carriages.

l. **Trade Name**: The company name selected by the Owner of the Medallion to serve as the nomenclature of the Corporation.

m. **Wheel Chair Accessible Vehicle (“WAV”)**: A licensed Hackney Carriage that meets the Americans with Disabilities Act specifications for Wheelchair accessibility as listed in Appendix II.

II. **Clean Vehicle Transition and Implementation**

a. **Date of Implementation**: Every vehicle put into service as a taxi as of August 29, 2008 shall be a new Clean Taxi vehicle or must have been purchased before August 29, 2008.

b. **WAV Medallion Implementation**: As of August 29, 2008, all WAV Medallion vehicles put into service as a taxi must be new WAVs.

c. **Extension for Fall Inspection in 2008**: Any vehicle that would have been removed from service under the model-age rule (see Section III(c)(xvii) below) at the Fall 2008 inspection shall be allowed to remain in service as a taxi until January 1, 2009. Further extensions will be granted after that date only if the Medallion Owner or Lessee can show a signed purchase and sale agreement for a new Clean Taxi or for a new WAV vehicle (if a WAV Medallion).

d. **Waiver**: Single owner-operators or Lessees may petition for waiver of the Clean Taxi requirement at the discretion of the Inspector of Carriages for a vehicle owned as of August 29, 2008. Such waivers shall be granted by the Inspector of Carriages only for suitable hackney carriages and to owner-operators or Lessees upon proven financial hardship. All non-WAV vehicles used as Hackney Carriages in the City of Boston must be new, Clean Taxis by January 1, 2015, and all WAV vehicles must be new, approved vehicles by January 1, 2015.

III. **Vehicle Requirements**

The following section describes the requirements to register a specific vehicle as a Hackney Carriage in the City of Boston.
a. **Presentation of Vehicle:** The Medallion Owner or Lessee must present the vehicle to the Inspector of Carriages for approval. The vehicle shall be thoroughly inspected in regard to mechanical condition and general appearance, as per written guidelines provided by the Inspector of Carriages.

b. **Title for New Clean Taxi:** The Medallion Owner or Lessee must present a copy of a motor vehicle title for a new vehicle (as defined by the Registry of Motor Vehicles) of a class of Clean Taxis as approved by the Inspector of Carriages.

c. The vehicle must also:

   i. Be registered to an address in the City Of Boston.

      1. A post office box is acceptable.

      2. Proof is established by submitting a copy of the Commonwealth of Massachusetts Registration to the Inspector of Carriages.

   ii. Have a current Commonwealth of Massachusetts Inspection Sticker.

   iii. Be outfitted with an approved Protective Partition dividing the driver's and passenger's seats as defined in writing by the Inspector of Carriages. Any such approval shall be in writing and shall be stored in the Medallion File. The Protective Partition must meet the following requirements:

      1. The top portion of the Partition shall be enclosed in an adequate frame and constructed of minimum thickness of 3/8" Lexan® (or equivalent as approved by the Inspector of Carriages) and shall be approved by the Inspector of Carriages before the vehicle is approved for use as a Hackney Carriage.

      2. The top portion of the Partition may be either stationary or may slide horizontally or vertically. If a sliding Partition is utilized, it shall be capable of being fastened in a fully closed position by the Driver and when so fastened, shall not be capable of being opened from the rear seat. The Partition may contain an appropriate opening for the payment of fares on the right half thereof.

      3. The Partition shall be designed so as to prevent any object from being inserted into the front of the vehicle.

      4. The Partition cannot obstruct either the Driver's rear vision or the passenger's view of the Driver, taximeter, or rate card.

      5. The bottom section of the Partition shall constitute metal covering over the entire portion of the back of the front seat.
6. When the vehicle is first placed in service as a licensed Hackney Carriage, the Partition must be new or remanufactured, and cannot be re-used from an old vehicle.

iv. Be outfitted with an approved taximeter as defined in writing by the Inspector of Carriages. Any such approval shall be in writing and shall be stored in the Medallion File. If a Hackney Carriage does not have a fully functioning taximeter, it shall be deemed unfit for service as a Hackney Carriage. The taximeter must meet the following requirements:

1. The taximeter must be officially sealed by the City of Boston Department of Weights and Measures.

2. All taxicabs must have taximeters that dispense printed receipts containing the following information:
   a. Boston license taxi number;
   b. Date-Trip number;
   c. Times (start and stop);
   d. Mileage traveled (distance per trip);
   e. Extras;
   f. Totals;
   g. Hackney Carriage Unit Taxi Hot Line: (617) 536-TAXI; and
   h. Hackney Carriage Unit E-mail: Taxi.bpd@cityofboston.gov

3. All taxicabs must have a taximeter capable of gathering, storing and retrieving the following information:
   a. Medallion number; and
   b. Summary of service for a one (1) year period that includes:
      i. Total trips;
      ii. Total fare miles; and
      iii. Total number of fares.

v. Be enrolled in a Radio Association and painted with the approved Radio Association colors and markings, unless otherwise exempted pursuant to Rule 403. All Hackney Carriages must:

1. Have a Radio:

2. Have the approved Radio Association equipment.

3. Only those Owner/Operator taxis exempt pursuant to the 1998 Inspector of Carriages agreement are released from this provision of Rule 403.
vi. Display Vehicle Color:

1. All taxis must be painted white as originally manufactured, including all doors, door jambs, trunk lid interiors and any other portion of the vehicle visible to the public.

2. All taxis must be painted in approved Radio Association markings and colors except those Owner/Operator taxis included in the 1998 Inspector of Carriages agreement.

vii. Obtain a Hackney Carriage Set Up Card from the Hackney Carriage Unit as per the form provided by the Hackney Carriage Unit.

viii. Be inspected by the Hackney Carriage Unit to obtain a current Hackney Carriage Inspection Sticker.

ix. Display a Police Medallion License “Tin”:

1. Every licensed Hackney Carriage shall have affixed on the rear thereof, plainly visible to the public, a single metal plate of a style approved by the Police Commissioner, bearing the Medallion number associated with said Hackney Carriage.

2. This Medallion shall be firmly fastened to the body of the vehicle using Phillips head screws in such a manner that it will not easily become detached, and under no conditions will the Medallion be attached to the Massachusetts registration plate or to the bumper of the taxicab.

x. Be Equipped for Credit Card Processing:

1. Effective January 1, 2009 all taxicabs shall be equipped with an electronic credit card processing capability. Such equipment shall allow the passenger to swipe the card in the rear compartment of the taxicab without handing the card to the Driver. Such equipment shall list fare, tolls, fees, and tips separately for processing purposes. Such equipment shall have the ability to electronically authorize the transaction in a timely manner. Such equipment will provide a printed receipt that includes:

   a. Boston Licensed Taxi Number,
   b. Date,
   c. Time,
   d. Charge Amount,
   e. Hackney Carriage Unit Taxi Hot Line: (617) 536-TAXI,
f. Hackney Carriage Unit E-mail: Taxi.bpd@cityofboston.gov.

2. All Hackney Carriages shall have a functioning credit card reader at all times. If a Hackney Carriage does not have a functioning credit card reader, it shall be deemed unfit for service as a taxi.

xi. Have rear seats of a vinyl, washable material.

xii. Have black automotive vinyl rear floor mats that cover from door to door and are secured under the rocker panel.

xiii. Be equipped with functioning air conditioning that is capable of reaching the rear compartment upon passenger’s request.

xiv. Have Locks:

   1. All licensed taxis must have rear door lock handles that extend for no less than 1” to enable passengers to open the doors.

   2. Passengers must be free to exit the rear compartment at any time without Driver assistance.

xv. Have a metal roof. (No sun-roofs or landau tops are allowed.)

xvi. Display Only Approved Advertisements:

   1. No advertising matter shall be permitted in or upon Hackney Carriages without the written permission of the Inspector of Carriages. Such permission shall be stored with the Medallion File.

   2. When the vehicle is first placed in service as a licensed Hackney Carriage, any advertising mounts must be new or remanufactured, not re-used from an old vehicle.

xvii. Follow the Model Year Rule:

No vehicle shall be allowed to remain in service as a Hackney Carriage for more than six (6) model years, except those Hackney Carriages operated by the Owner or Lessee of a single Medallion which may, upon review by the Inspector of Carriages, remain in service for seven (7) model years.

xviii. Display a Rate Card:

   1. The Driver of a Hackney Carriage shall display current fare rate cards on the inside of the vehicle, in clear view of the passengers.
2. These Rate Cards shall include the:
   
   a. Fare Rate Card;
   b. Logan Airport Special Emergency Conditions;
   c. Logan International Airport Fees and Tolls; and
   d. Transponder Card.

xix. Have Lease/Shift Rate Stickers: Current lease/shift rate stickers shall be displayed in the Driver’s compartment of the vehicle, in clear view of the Driver, in a place designated by the Inspector of Carriages. The stickers indicate the current rate as approved by the Police Commissioner.

xx. Have a Roof Light: Effective January 1, 2010 all Licensed Boston Hackney Carriages being newly placed into service shall mount on the roof a taxi roof light, as determined by the Inspector of Carriages, that shall indicate at all times the status of the vehicle.

xxi. Have Trouble Lights: All vehicles shall have two amber lights on the roof which can be activated via a switch capable of being reached by the Driver from behind the steering wheel. The amber sidelights shall flash when activated, and shall serve to notify police officers that the Driver of the vehicle requires police assistance.

xxii. Have Only Authorized Decals and Signage: No stickers or decals other than those required by law or regulation or referred to herein, shall be placed on licensed Hackney Carriages unless expressly authorized by the Inspector of Carriages. The Inspector of Carriages may require, with seven (7) business days written notice, any decal, sticker, or signage be affixed to any Hackney Carriage. Such stickers may be obtained from the Office of the Inspector of Carriages.

xxiii. Have Only Authorized Lettering and Numbering: Every Hackney Carriage must have lettering that includes the Medallion number 2” back from the forward edge of each vehicles front fender, and on the trunk so as to be legible from the rear of the vehicle. Each Hackney Carriage must also have the Boston Licensed Taxi decal on both rear fenders.

   1. Radio Association Members must have the following displayed on their Hackney Carriage:

      a. Radio Association’s color scheme as approved by the Inspector of Carriages,
b. Medallion numbers with 4” lettering in Arial black font in a single color without shadowing,

c. Boston Licensed Taxi decals on both rear fenders, and
d. Trade Name Lettering with 2” lettering in Arial black font in a single color without shadowing

2. Exempt Owners/Operators must have the following displayed on their Hackney Carriages:

   a. Medallion numbers with 4” blue lettering in Arial black font in a single color without shadowing displayed 2” from the forward edge of the vehicle front fenders, and displayed on the trunk so as to be legible from the rear of the vehicle,
   b. Boston Licensed Taxi decals on both rear fenders, and
   c. Trade Name Lettering with 4” blue lettering in Arial black font in a single color without shadowing

xxiv. Be in Clean Condition:

1. The Medallion Owner or Lessee must ensure the vehicle is clean at all times.

2. The exterior of all Taxicabs shall be washed daily.

3. The interior (Driver’s compartment, rear seat area and trunk) shall be vacuumed, the windows and partition washed, and seats wiped daily.

4. No Shift Driver shall be made to pay for washing or cleaning of the vehicle exterior or interior. No Shift Driver shall be made to hand wash a vehicle.

xxv. Be Free of Unsafe Damage:

1. Any damage to the vehicle must be repaired within a reasonable time, as determined by the Inspector of Carriages given the nature of the damage.

2. Any damage deemed by the Hackney Carriage Unit to be unsafe, must be repaired immediately and while the vehicle is under repair, the Hackney Carriage Medallion must be surrendered to the Hackney Carriage Unit and may not be used on another vehicle.

xxvi. Have a Transponder: In order to help manage the flow of traffic in and around the City of Boston, any vehicle licensed for use as a Hackney Carriage will be equipped with a FASTLANE transponder and the
transponder will be used whenever the vehicle passes through a tollbooth whether empty or carrying passengers, on-duty or off.

d. **Periodic Inspections**: Every vehicle shall be periodically inspected to ensure that it meets the above requirements on a scheduled determined by the Inspector of Carriages and available from the Office of the Inspector of Carriages. Notice will be sent to all Medallion Owners or Lessees at least thirty (30) days before any such inspection.

e. **Wheelchair Accessible Vehicles (WAV):**

   i. Public convenience and necessity require that a suitable number of wheelchair accessible taxi vehicles be available at all times within the City of Boston.

   ii. The Police Commissioner shall approve a set number of designated WAV taxi medallions. These WAV medallions must be wheelchair accessibly equipped as described in Appendix II.

   iii. A standard Medallion may be placed on a WAV taxi provided the Hackney Carriage Driver is certified for WAV operation and the vehicle meets the Clean Taxi provisions of Rule 403.

   iv. WAV vehicles must meet all the vehicle requirements specified in Appendix II.
SECTION 4: MEDALLION OWNERS

I. Definitions

a. Managed: A business structure in which a Medallion Owner leases a Medallion to a person or corporation who then purchases and equips a vehicle as a Hackney Carriage and rents the Medallion and Hackney Carriage to Licensed Hackney Carriage Drivers for a shift or series of shifts.

b. Manager: An individual who leases a Medallion from an Owner and who then purchases and equips a vehicle as a Hackney Carriage and rents the Medallion and Hackney Carriage to Drivers for a shift or series of shifts.

c. Shift: A period of time, typically twelve hours, for which a Hackney Carriage is rented to a Licensed Hackney Driver.

d. Shifted: A business structure in which a Medallion Owner rents a Medallion and Hackney Carriage to Licensed Hackney Carriage Drivers for a shift or series of shifts.

e. Waybill: A record of all trips taken in a Hackney Carriage.

II. Medallion Owners Requirements

a. Suitability: Medallion Owners must be suitable individuals pursuant to Chapter 392 of the Acts of 1930. Nothing herein shall limit the Inspector of Carriages’ power to deny an application or renewal application should he determine that the applicant is not a suitable Hackney Carriage Driver. As the courts have held, such determinations of the Inspector of Carriages as to who is suitable may not be arbitrary and capricious.

b. Properly Equipped and Functioning Vehicles: Medallion Owners (or Lessees in a Medallion-only lease) are responsible for ensuring that the Hackney Carriage is properly equipped and functioning in accordance with this order (see Section 3). Medallion Owners or Lessees who fail to ensure compliance with Rule 403 shall be subject to suspension or revocation of their Hackney Carriage Medallions.

c. City of Boston Address: Medallion Owners, or one member of the Corporation or firm owning a Medallion, must have a City of Boston address. Post Office boxes located in the City are acceptable.

d. Failure to Utilize Medallion: If for any reason a Medallion is not used to license a vehicle for use as a Hackney Carriage for more than three months in any calendar year, the Medallion License must be surrendered to the Hackney Carriage Unit.
e. **Medallion Owner Change of Address:** The Medallion Owner must notify the Inspector of Carriages in person at the Hackney Carriage Unit or by certified mail post marked within twenty-four (24) hours of when said Owner changes his address or the place at which a Hackney Carriage owned by him is garaged.

f. **Sealed Taximeter:** No Medallion Owner shall at any time permit his taxicab to be used for the conveyance of passengers for hire with a taximeter that has not been sealed by the City of Boston Department of Weights and Measures.

g. **Credit Card Processing Fee:** Medallion Owner (or Lessee in a Medallion-only lease) may charge a Hackney Carriage Driver a maximum 6% fee for processing Credit Card transactions. The Medallion Owner (or Lessee in a Medallion-only lease) may not charge any fee for that portion of the fare due to tolls, tips, or airport fees. If the Medallion Owner (or Lessee in a Medallion-only lease) chooses a source of the required equipment that charges less than a 6% fee, only that amount actually paid by the Medallion Owner (or Lessee in a Medallion-only lease) may be charged to the Hackney Carriage Driver. If the owner chooses a source for the required equipment that charges more than 6%, said Medallion Owner (or Lessee in a Medallion-only lease) shall be responsible for any credit card processing fee charged that is greater than 6% of the fare.

h. **Set-up Card:** The Medallion Owner (or Lessee in a Medallion-only lease) must at all times be aware of who has control of or is driving the Hackney Carriage by indicating so on a Set-Up Card. The Set-Up Card must be filed with the Hackney Carriage Unit and will be recorded in the Medallion File.

   i. An Owner (or Lessee in a Medallion-only lease) shall not authorize or allow a Driver to operate a Hackney Carriage unless either the Driver’s name has been entered on the Set-Up card by the Medallion Owner (or Lessee in a Medallion-only lease) unless, “Shift” or “Managed” has been entered on the Set-Up Card by the Medallion Owner (or Lessee in a Medallion-only lease).

   ii. If “Shift” or “Managed” is entered on the Set-Up Card the Manager or Owner (or Lessee in a Medallion-only lease) must maintain a telephone number available twenty-four (24) hours a day from which the Police Commissioner or his designee may immediately ascertain the identity of the Driver. This number shall be entered on the Set-Up card.

i. **Training Classes:** The Police Commissioner may require a Medallion Owner, or one representative of a Medallion-owning company, to attend such training classes regarding the Rules and Regulations of the Hackney Carriage Industry.

j. **Trade Names:** All trade names used by Medallion Owners shall be approved by the Inspector of Carriages and recorded at the Hackney Carriage Unit in the Medallion File.
k. **Property Checks/Found Property**: The Medallion Owner (or Lessee in a Medallion-only lease) shall ensure that rear compartments are checked for lost items before the start and at the end of each shift. Any property found in the vehicle shall be immediately delivered to the Hackney Carriage Unit. After normal business hours, found property shall be delivered to the Front Desk personnel at Police Headquarters who shall secure it for the Hackney Carriage Unit.

l. **Storage Facilities**: Effective January 1, 2009 all persons, firms, corporations or others who own or manage, or intend to purchase, transfer or acquire, seven (7) or more Hackney Carriage medallions are required to have adequate storage facilities (as determined by the Inspectional Services Division of the City of Boston) within the City of Boston for said vehicles. The Owner or Manager of said Hackney Carriages shall provide the registration certificate to the Inspector of Carriages indicating that the vehicles are garaged in Boston, and the garage complies with all City of Boston license and permit codes.

m. **Disclosure of Ownership Interest(s)**: The Medallion Owner must disclose all ownership interests in the Medallion to the Inspector of Carriages in order to allow the Police Commissioner to determine a Medallion Owner’s suitability, adequately perform his rate setting function, and properly regulate the Taxi industry in the City of Boston. Should a new individual or corporation take an ownership interest in a Medallion, the Owner must provide signed, written notice either in person or by certified mail to the Hackney Carriage Unit, postmarked within forty-eight (48) hours of the change in ownership.

   i. All Medallion Owners shall file financial reports annually on forms furnished by the Inspector of Carriages, and shall provide any financial information requested by the Inspector of Carriages, including tax returns, within thirty (30) days of any such request in order to ensure that the Inspector of Carriages may accurately perform the rate setting function and regulatory responsibilities over the taxi industry.

   ii. The annual financial reports shall include, but are not limited to, a copy of all liens, mortgages, or judgments against the Medallion and a list of all individuals or entities with any ownership interest or potential ownership interest in the Medallion (such as a trust).

   iii. The annual financial reports shall be filed at the time of annual renewal on or before a date as determined by the Inspector of Carriages.

n. **Annual Renewal Applications**:

   i. The Inspector of Carriages will provide annual renewal applications to Medallion Owners and shall provide notice sixty (60) days prior to any change in renewal date.
ii. All annual renewal applications shall be completed, notarized, signed under the pains and penalties of perjury, and submitted to the Inspector of Carriages by the Medallion Owner.

o. Medallion Owners’ Books, Accounts, Records and Minutes:

i. The Police Commissioner or his designee may examine the books, accounts, records and minutes of any Medallion Owner at any time. The Police Commissioner or his designee may at any time call for additional information not required by annual reports when in his discretion such additional information is necessary in the fulfillment of his duties and responsibility to regulate the taxi industry. Such information shall be provided within fourteen (14) business days of the request from the Police Commissioner or his designee.

ii. Each Medallion Owner, whether a corporation or an individual, must keep its books of accounts and all other books, records and memoranda, which support the entries in its books of account and be able to furnish readily full information as to any item included in any account for a five (5) year period.

iii. Each Medallion Owner, whether a corporation or an individual, shall keep its books on a monthly basis so that for each month all applicable transactions are entered in the books of the company for a five (5) year period.

p. Waybills: The Medallion Owner (or Lessee in a Medallion-only lease) is strongly encouraged to keep a Waybill for any day within the last calendar year.

i. The Waybill should be kept on a form approved by the Inspector of Carriages.

ii. The Waybill should be a separate form for each calendar day.

iii. Waybills should be held by the Medallion Owner (or Lessee in a Medallion-only lease) for a period of one (1) year.

iv. The Waybill should include, for each passenger, the:

1. Date;
2. Medallion number;
3. Hackney Driver’s name and Hackney License Number;
4. Time of trip;
5. Pick up location;
6. Drop off location;
7. Fare;
8. Safety Refusal; and
9. Type of call, whether:
   a. Radio call
   b. Street hail
   c. Airport pickup;
   d. Cell phone call
   e. WAV Call

q. Member of Approved Radio Association:

   i. All persons, firms, or corporations holding a Medallion must belong to an approved dispatch service or radio association, which provides twenty-four (24) hour two-way communication solely, and exclusively, for Boston Licensed Hackney Carriages. All vehicles licensed as Hackney Carriages must be equipped with two-way communication linked to an approved dispatch service or radio association. The Inspector of Carriages shall maintain, and make available at the Office of the Inspector of Carriages, a list of approved Radio Associations.

   ii. In a Medallion-only lease, the Lessee will determine which Radio Association to join.

   iii. Only those Medallion Owners previously exempted by the 1998 Inspector of Carriages agreement can operate without membership in an approved Radio Association. If at any time a second Driver has control of the previously exempted Hackney Carriage, the Medallion Owner must immediately notify the Inspector of Carriages and must immediately join an authorized Radio Association. However, the Medallion Owner may place a second Driver on this Medallion for up to two weeks per calendar year while the original Driver is on vacation, provided written notice is submitted to the Inspector of Carriages seven (7) business days prior to said vacation (such notice will be stored with the Medallion File). Once in a Radio Association, the Medallion cannot be taken out of a Radio Association. Upon transfer or sale of an exempt Medallion, the vehicle associated with the Medallion is subject to the Radio Association requirement.

r. Retaliation: No Medallion Owner (or Lessee in a Medallion-only lease) may retaliate in any way against a Hackney Carriage 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 Medallion.
SECTION 5: DRIVERS

I. Definitions

a. Public Stand: A Public Taxi Stand shall be space established where any Licensed Boston Hackney Carriages may wait on public property for passengers.

b. Private Stand: A Private Taxi Stand shall be space established where any Licensed Boston Hackney Carriages may wait on private property for passengers.

II. Driver Requirements

a. Display of Hackney Carriage License:

   i. A Hackney Carriage Driver must publicly display his/her Hackney Carriage License, with the identification number on the back, at all times when operating a Hackney Carriage. The Hackney Carriage License shall be displayed on the rear-view mirror mount in the plastic holders issued by the Inspector of Carriages. The photo ID side must be visible to the passenger. The ID number on the rear must be legible and visible through the front windshield.

   ii. A Hackney Carriage Driver may display only his own Hackney Carriage License while operating a Hackney Carriage, and no licenses belonging to any other individual.

b. Surrender of a Hackney Carriage License for Lack of Use, Travel or when at Hackney Carriage Unit:

   i. Hackney Carriage Drivers must surrender their Hackney Driver’s License upon demand of any Boston Police Officer.

   ii. All Hackney Carriage Drivers must surrender their Hackney Driver’s License to the Hackney Carriage Unit while conducting any business at the Hackney Carriage Unit. Drivers may retrieve their license upon exiting the Hackney Carriage Unit, provided that the business to be conducted is completed and the Inspector of Carriages has issued no suspension or revocation to the Hackney Carriage Driver.

   iii. Hackney Carriage Drivers must surrender their Hackney Carriage Driver’s Licenses to the Hackney Carriage Unit immediately when they no longer wish to continue operating as Hackney Drivers.

   iv. Hackney Carriage Drivers must turn in their Hackney Carriage Driver’s license to the Hackney Carriage Unit when they leave the country for more than thirty (30) days. The license will be held until the Driver returns, but
not for a period of more than one year. Failure to surrender this license, during which time the license expires, will result in the applicant being required to re-apply for a Hackney Driver’s License as a new applicant.

c. **Lost Hackney Carriage Driver’s License:**

i. A Hackney Carriage Driver shall immediately report the loss of his Hackney Carriage Driver’s License to the Hackney Carriage Unit and the Hackney Carriage Unit shall complete a police report documenting the loss. The police report documenting the lost Hackney Carriage Driver’s License shall be retained in the Driver’s File.

ii. The Inspector of Carriages shall furnish a replacement license on payment of a replacement fee.

d. **Alcohol and Drugs:**

i. No Hackney Carriage Driver shall operate a Hackney Carriage while under the influence of any alcohol, illegal drug, or prescription narcotic that may impair the Driver’s ability or operate a motor vehicle.

ii. No Hackney Carriage Driver shall operate a Hackney Carriage while in the possession of any alcoholic beverage.

iii. No Hackney Carriage Driver shall allow any open container of alcohol in the Hackney Carriage.

e. **Charging:** A Hackney Carriage Driver may only charge the amount indicated by the meter, the amount of a flat rate, or the amount set due to an emergency condition.

f. **Mandatory Passenger Metered Fare Receipts:** In the case of a metered fare, the Hackney Carriage Driver must give an automated printed receipt to a passenger for the amount charged.

g. **Mandatory Passenger Flat Rate Fare Receipts:** In the case of a flat rate, the Hackney Carriage Driver must give the passenger a Flat Rate Receipt on the approved receipt form that contains:

i. The name of the Medallion Owner and the Medallion number;

ii. Date, time and mileage;

iii. Amount of fare and extras;

iv. The Driver’s name, printed legibly, and his Hackney Carriage license number;

v. Signature of Driver; and
vi. Any other requirements the Inspector of Carriages may deem necessary. Any additional requirements will be issued in writing by the Inspector of Carriages.

h. On Call Procedures:

i. Hackney Carriages will be allowed to use "On Call" signs for the purpose of dropping off passengers or for delivering property as authorized by the Hackney Carriage Unit.

ii. Authorized “on call” locations:

1. “Loading Zone”; or
2. The last space of a multiple taxi stand.

iii. No Hackney Carriage may remain at an authorized location for more than a maximum of twenty (20) minutes for any purpose.

iv. All parking regulations apply, especially:

1. No double parking;
2. No parking in a “No Parking zone”; and
3. No parking at expired parking meters.

i. Waybills: Every Hackney Carriage Driver is encouraged to keep a Waybill of all trips made, together with a list of any articles found in the Hackney Carriage, on a form approved by the Inspector of Carriages, as per Section 4(II)(p)(iv).

j. Change of Address/Telephone Number: Any Hackney Carriage Driver who changes his address or telephone number must provide signed, written notice either in person or by certified mail to the Hackney Carriage Unit, postmarked within forty-eight (48) hours of the change in address.

k. Sealed Taximeter: No Hackney Carriage Driver shall at any time permit his taxicab to be used for the conveyance of passengers for hire with a taximeter that has not been sealed by the City of Boston Division of Weights and Measures.

l. Respectful Treatment of Passengers: All Hackney Carriage Drivers shall treat customers in a professional, respectful and courteous manner at all times.

i. Hackney Carriage Drivers shall be respectful to and are required to answer fully and civilly any questions put to them by Boston Police Officers or City of Boston Parking Enforcement Officers in the performance of their duties.
ii. Hackney Carriage Drivers shall obey all such lawful commands as may be given to them by any Boston Police Officer or City of Boston Parking Enforcement Officer.

m. **Driver Appearance**: Every Hackney Carriage Driver having charge of a licensed taxicab 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 Hackney Carriage Driver is in charge of a Hackney Carriage. The following articles of clothing are considered inappropriate when worn as an outer garment and are not permitted, when the Hackney Carriage Driver, male or female, is in charge of a licensed Boston taxicab:

   i. T-shirts;
   ii. underwear;
   iii. tank tops;
   iv. body shirts;
   v. swimwear;
   vi. jogging suits or similar types of attire;
   vii. bathing trunks; or
   viii. jogging shorts.

n. **Cellular Phone Usage**: A Hackney Carriage Driver may not use a cellular telephone for any purpose, including text messaging, while the Hackney Carriage is occupied by a passenger except in emergency situations, to verify a passenger’s destination, or to receive a call for service. 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.

o. **No Smoking Policy**: All Boston licensed Hackney Carriages shall be designated as “No Smoking Vehicles” at all times. No smoking is allowed in Hackney Carriages by either the Hackney Carriage Driver or passenger(s). All Hackney Carriage vehicles will have stickers announcing this regulation, visible on both the exterior window and interior passenger compartment. This sticker will be supplied by the Hackney Carriage Unit. A Hackney Carriage Driver may ask a passenger who refuses to stop smoking in the Hackney Carriage to leave the Hackney Carriage until such time as the item is extinguished. If the passenger refuses to stop smoking, the Driver should contact the dispatcher who will notify the Boston Police Department. A Hackney Carriage Driver may refuse to allow a passenger entry into the Hackney Carriage until such passenger has extinguished all smoking materials.

p. **Anti-Discrimination Clause**: A Hackney Carriage Driver may not refuse any passenger on the basis of race, sex, religion, disability, sexual orientation, national origin, or location of the passenger’s pick-up or destination in any circumstance.
q. **Refusal to Transport Passengers**: A Hackney Carriage Driver may refuse a passenger in the event that there is a justifiable fear for the Driver’s personal safety or the passenger is incapacitated. If the Driver maintains a Waybill, such refusal should be entered on the Waybill. A Driver may not refuse a passenger at any time simply because the passenger is intoxicated. When a passenger becomes noisy or otherwise disorderly while in a Hackney Carriage and persists in such conduct after warning, the Driver shall call 9-1-1 for assistance. When a potential passenger or passenger appears incapacitated, the Driver shall call 9-1-1 for assistance.

r. **No Disabling Locks**: The Hackney Carriage Driver shall ensure that there are no rear compartment disabling locks and ensure that passengers are able to exit at any time.

s. **Hackney Carriage Driver’s Control of Protective Partition**: At all times, the Hackney Carriage Driver shall determine, at his discretion, whether to keep the Protective Partition open or closed.

t. **Hackney Carriage Unit Approval of Any Hackney Carriage**: No Boston licensed Hackney Carriage Driver may operate a vehicle not approved by the Inspector of Carriages as a Hackney Carriage and no Boston licensed Hackney Carriage Driver may pick up passengers in violation of the Boston vehicle-for-hire ordinance. (See Appendix I)

u. **Public Stands**: All public stands shall be plainly marked and shall be free and accessible to all Hackney Carriages licensed by the Police Commissioner. Hackney Carriage Drivers shall observe the following rules at all times when using a public stand:

   i. Take proper position in rear of the Hackney Carriage line;
   ii. No Hackney Carriage Driver shall park his car in a double line at a public stand nor shall any Driver park his vehicle in such a manner as to interfere with traffic, vehicular or pedestrian, at any location, at any time;
   iii. Do not overcrowd, crash (break into an existing line of taxicabs) or back on to line;
   iv. Any Hackney Carriage Driver has the right to stop and take position where there is a vacancy;
   v. The Drivers of all Hackney Carriages shall remain in the immediate vicinity of their vehicle, ready to be hired at once;
   vi. As soon as any Hackney Carriage leaves a public stand, all other Hackney Carriages shall immediately move up in line so that the only vacant space shall be to the rear of the last Hackney Carriage;
   vii. No Hackney Carriage Driver shall make, or permit anyone else to make, any repairs to his vehicle while on a public stand;
   viii. The Hackney Carriage Driver may solicit passengers from inside the vehicle by motion of the hand; and
   ix. A Driver may perform small cleaning tasks while on a public stand.
v. **Private Stands:** Persons, firms or corporations may establish private Hackney Carriage stands on private property for Boston Licensed Hackney Carriages and may make reasonable rules for the management of said stands. Said stands shall be free and accessible to all Hackney Carriages licensed by the Police Commissioner.

w. **Soliciting:**
   
   i. No Hackney Carriage Driver shall pick-up any passengers within one hundred (100) feet of an established public stand when there are Hackney Carriages at the public stand. This shall not be interpreted so as to prevent a Driver from picking up a passenger that has properly hailed the Driver.

   ii. No individual shall solicit on behalf of a Hackney Carriage while in a public way or place.

x. **Occupied Hackney Carriages:** No Hackney Carriage Driver having charge of any licensed taxicab shall take up or carry any other passenger after the Hackney Carriage has been occupied or engaged by any prior passenger, without the consent of the original passenger. The original passenger shall not be obliged or requested to pay any extra fare or fee for refusing such consent.

y. **Passenger’s Right to Direct Route:** Hackney Carriage Drivers shall take such route to the destination as the passenger shall so direct.

z. **Duty to Inspect for Property/Found Property:** Hackney Carriage Drivers shall, immediately after delivering any passenger, inspect the Hackney Carriage for any property, which may have been left behind by the passenger(s). Any property found in the vehicle shall be immediately delivered to the Hackney Carriage Unit. After normal business hours, found property shall be delivered to the Front Desk personnel at Police Headquarters who shall secure it for the Hackney Carriage Unit.

aa. **Seating:**
   
   i. Only the Hackney Carriage Driver may occupy the Driver’s seat while the Hackney Carriage is in motion.

   ii. Licensed Hackney Carriage Drivers shall allow passengers to sit in the front passenger seat unless the Driver has a reasonable fear for his / her safety. The Driver should document any such reasonable fear in the waybill.

bb. **Credit Card Payments:** No Hackney Carriage Driver shall refuse to accept a credit card as payment for a fare after January 1, 2009 and no Driver may demand a fee above the fare in return for accepting a credit card payment. (Massachusetts General Laws chapter 140D sec. 28a).
cc. Passengers Requiring WAV vehicles: All available operators of Hackney Carriages shall follow the special procedure set forth herein in order to ensure timely service to any and all taxi patrons using a wheelchair.

i. If a Hackney Carriage Driver is not carrying a passenger and is not on call, he shall stop and inquire of the patron using a wheelchair whether the patron wishes to ride in that Hackney Carriage or would prefer to have a wheelchair-accessible taxi radio dispatched. If the latter, the Hackney Carriage Driver shall immediately notify the dispatcher.

ii. If a Hackney Carriage Driver has a passenger, or is on radio call to pick up a passenger, the Hackney Carriage Driver shall immediately notify his dispatcher of time, location and identity of the handicapped passenger.

iii. Upon notification by any Hackney Carriage Driver, a radio dispatcher shall forthwith dispatch a WAV taxi to the handicapped passenger on a priority basis. If a dispatcher has no available WAV taxi for immediate dispatch, he shall forthwith inquire of other taxi companies and other radio dispatch services to find an available WAV taxi for dispatch. The dispatcher shall be obligated to continue such inquiries until a WAV taxi is dispatched.

iv. Notwithstanding any provision in this order, every licensed Hackney Carriage Driver, upon becoming aware of a request for service from a person using a wheelchair, shall be under an affirmative obligation to use any available means of communication to assure that a WAV taxi is dispatched to such person as soon as possible.
III. **Wheel Chair Accessible Vehicle Driver Requirements**

WAV Drivers must meet all of the requirements of all licensed Hackney Carriage Drivers and must also:

a. Complete WAV Certification training conducted as determined and required by the Inspector of Carriages.

b. Make best efforts to ensure every request for a WAV taxi is filled, where possible. Failure to take reasonable steps to fill such a request shall be grounds for revocation of the Driver’s WAV certification.

c. Continuously monitor his dispatch system at all times and respond to each call for a WAV taxi. Failure to monitor and/or respond shall be grounds for revocation of the Driver’s WAV certification.

d. Keep daily contemporaneous, accurate, complete and detailed records of all trips, which shall include:
   
   i. the time a radio dispatch call or street hail was received; and
   
   ii. the time and the location where each patron using a WAV taxi was used in its specially designed capacity as a wheelchair accessible vehicle.
SECTION 6: LEASING AND SHIFTING OF HACKNEY CARRIAGES

I. Mandated Lease or Shift Agreements For Hackney Carriages

The Inspector of Carriages or the Police Commissioner may from time to time issue documents that shall be used by Medallion Owners, Lessees and Hackney Carriage Drivers as lease agreements or shift rental agreements for Hackney Carriages. No lease or shift agreement may be altered without express permission of the Inspector of Carriages. All lease and shift agreements that are in force as of August 29, 2008 shall remain in effect for the duration of that agreement. The Medallion Owner, Manager, or Lessee shall provide an immediate receipt to the Hackney Carriage Driver for all payments and/or transactions.
SECTION 7: RADIO ASSOCIATIONS

I. Radio Association Regulations

a. Membership: All persons, firms, or corporations holding a Hackney Carriage Medallion must belong to an approved dispatch service or radio association which provides twenty-four (24) hour two-way communication solely and exclusively for Boston Licensed Hackney Carriages. All vehicles licensed as Hackney Carriages must be equipped with two-way communication linked to an approved dispatch service or radio association, as listed at the Office of the Inspector of Carriages.

b. Exemption: Only those Medallion Owners previously exempted by the 1998 Inspector of Carriages agreement can operate without membership in an approved Radio Association. If at any time a second Driver has control of the previously exempted Hackney Carriage, the Medallion Owner must immediately notify the Inspector of Carriages and must immediately join an authorized Radio Association. However, the Medallion Owner may place a second Driver on this Medallion for up to two weeks per calendar year while the original Driver is on vacation, provided written notice is submitted to the Inspector of Carriages seven (7) business days prior to said vacation (such notice will be stored with the Medallion File). Once in a Radio Association, the Medallion cannot be taken out of a Radio Association. Upon transfer or sale of an exempt Medallion, the vehicle associated with the Medallion is subject to the Radio Association requirement.

c. Approved Associations: Only those Radio Associations approved by the Inspector of Carriages are authorized to accept Licensed Hackney Carriage Medallion Owners as their members.

d. Approved Radio Association Services: All Radio Associations shall provide, at a minimum, the following services to their members:

   i. Twenty-Four (24) Hour Dispatch Capabilities;
   ii. Two-Way Radio and Dispatch Service;
   iii. Wheelchair Accessible Vehicle (WAV) Availability;
   iv. Elderly Discount Re-imbursement Services;
   v. Call/Dispatch Record Keeping and Reporting;
   vi. Lost Or Found Property Reporting Procedures; and
   vii. Dispatch services shall include record keeping that specifies:
        1. the total number of calls for service;
        2. the time and location of each request;
        3. the Medallion number of the cab dispatched; and
        4. the time and location of WAV's dispatched.

e. Records: Records of the Radio Association shall be kept for a period of not less than one (1) year. A summary report shall be forwarded to the Office of the Inspector of Carriages upon request within five (5) business days of the request.
f. **Email**: A Radio Association must maintain a current, functional e-mail address through which the Police Commissioner or his designee may exchange correspondence.

g. **Payment**: The Radio Association shall only accept membership payment by check or credit card drawn on the corporate account of the Hackney Carriage Medallion Owner. The Radio Association shall provide an immediate receipt to the Medallion Owner, Manager, or Lessee for all payments and/or transactions.

h. **Radio Association Colors**:

   i. All Medallion Owners (or Lessees in a Medallion-only lease) shall paint the Hackney Carriage in the proper colors and design of the radio association, company or radio dispatch service to which he is a member.

   ii. All Radio Association colors, markings, designs, decal or logos must be approved by the Inspector of Carriages, as required by Hackney Rules.

   iii. All Radio Association colors must be on file with the office of the Inspector of Carriages.

   iv. Any change to the Radio Association colors must be approved by the Inspector of Carriages.

   v. A set of color photos depicting the Radio Association colors as prescribed by the Inspector of Carriages must be on file.

   vi. Medallion Owners (or Lessees in a Medallion-only lease) must be notified by their approved dispatch service of any Radio Association color change(s) approved by the Inspector of Carriages.

i. **Sole and Exclusive Use**: The Radio Association shall provide all services solely and exclusively for City of Boston Licensed Hackney Carriages. No referrals, references, or links shall be made to anything other than a Licensed City of Boston Hackney Carriage.

j. **Financial Reporting Requirements**:

   i. The Police Commissioner or his designee may examine the books, accounts, records and minutes of any Radio Association in order to allow the Police Commissioner to adequately perform his rate setting function, and properly regulate the taxi industry in the City of Boston.
ii. The Police Commissioner or his designee may at any time call for information when in his discretion such information is necessary in the fulfillment of his duties and responsibility to regulate the taxi industry.

iii. Each Radio Association must keep its books of accounts and all other books, records and memoranda, which support the entries in its books of account and be able to furnish readily full information as to any item included in any account. Each Radio Association shall keep its books on a monthly basis so that for each month all applicable transactions are entered in the books of the Radio Association.

k. Credit Card Processing Fee: Effective January 1, 2009 no Boston Licensed Hackney Carriage may belong to a Radio Association or Dispatch Service which charges a processing fee for that portion of a credit card charge or voucher designated as Tolls, Airport Fee, or Tip.

l. Voucher Processing Fee: Effective January 1, 2009 no Boston Licensed Hackney Carriage may belong to a Radio Association or Dispatch Service which charges more than 8% fee for voucher processing.

II. Penalties

a. Removal: Failure to meet these standards shall be cause for immediate removal of the Radio Association from the list of approved Radio Associations.


c. Appeal from Radio Association Removal:

i. Should a Radio Association be removed from the list of Approved Associations, the Owner of said Association may file a letter of appeal with the Director of Licensing within fourteen (14) business days of receipt of notice that the Association has been removed from the approved list.

ii. The Director of Licensing will forward, within five (5) business days, the Radio Association information, the Inspector of Carriages’ reasons for removing the Association, and a recommendation on the appeal to the Police Commissioner.

iii. The Police Commissioner will render a decision within thirty (30) days of receipt of the appeal documents from the Director of Licensing, and will serve that decision upon the Radio Association by mail to the address listed for the Radio Association in the Hackney Carriage Unit.
III. Owner Responsibility

In the event a Radio Association is removed from the approved list, the Medallion Owner, with the approval of the Lessee in a Medallion-only lease, shall have thirty (30) days from the date of notification by the Inspector of Carriages to enroll in an approved Radio Association.
SECTION 8: HACKNEY VIOLATIONS AND COMPLAINTS

I. Definitions

a. Notice of Hackney Complaint: Any vehicle reported, by someone other than a Police Officer, to have violated any requirement of Rule 403 shall be noticed of the filing of a Hackney Complaint by the Inspector of Carriages.

b. Notice of Hackney Violation: Any vehicle operated as a Hackney Carriage that is observed by a Police Officer while in violation of any requirement of Rule 403 shall be cited for a Hackney Violation.

II. Service

a. Service of Hackney Violation: A Hackney Violation will be served upon the Medallion Owner either in hand to the Owner or Driver by the Police Officer, or by certified mail directed to the address contained in the Medallion or Driver File. If the violation relates to an equipment deficiency, and the Driver is personally served the Notice of Violation, the Driver shall be responsible for providing the Notice of Violation to the Medallion Owner.

b. Service of Hackney Complaint: A Hackney Complaint will be served upon the Medallion Owner either in hand by a Police Officer or by certified mail directed to the address contained in the Medallion or Driver File (if a corporation lists a post office box as the corporation address, mailing to that post office box is deemed service for the purposes of Rule 403).

III. Police Commissioner’s Powers

Nothing herein shall be construed to prevent the Police Commissioner, the Inspector of Carriages or his designee from revoking, suspending or making inoperative for any cause deemed satisfactory to him any license issued by him without a hearing in accordance with Chapter 322 of the Acts of 1962 and Chapter 392 of the Acts of 1930.

IV. Hearings and Appeals

a. Findings: For purposes of this section, any violation or complaint will be characterized as one of the following after hearing:

   i. not sustained (investigation failed to prove or disprove the allegations);
   ii. exonerated (the action complained of did occur, but investigation revealed that action was proper, legal and reasonable);
   iii. unfounded (investigation revealed that conduct did not occur); or
   iv. sustained (investigation disclosed sufficient evidence to support allegations in the complaint).
b. **Representation:** At any level of hearing or appeal, a Hackney Carriage Driver or Owner may be represented by an attorney. A reasonable amount of time to retain counsel will be allowed. Any other individual wishing to appear on behalf of a Hackney Carriage Driver or Owner will be allowed to attend any hearing, but may not participate in the hearing without the express permission of the Police Officer, Inspector of Carriages, or Appeals Board hearing the matter.

c. **Hackney Violations for Vehicle Deficiency:**

   i. **Initial Hearing:** On any Hackney Violation reporting a vehicle deficiency, the Medallion Owner shall either correct such deficiency within two (2) days and bring said vehicle to the Hackney Carriage Unit for re-inspection, unless otherwise directed on the Hackney Violation, or notice the Inspector of Carriages in writing of his intent to appeal the violation within two (2) business days.

   ii. **Appeal:** If the Medallion Owner wishes to appeal the Hackney Violation for a vehicle deficiency, he may notify the Inspector of Carriages within two (2) business days of receipt of the Hackney Violation, who shall, within fourteen (14) business days of service of such notice, conduct a hearing at which the Medallion Owner may present evidence and testimony. This hearing need not be a formal proceeding, may take place contemporaneously with the violation, and the Rules of Evidence do not apply.

   iii. The decision of the Inspector of Carriages shall be final and will issue, in writing, within seven (7) business days. Any such decision and all associated documentation will remain in the Medallion File.

d. **All Other Hackney Violations and Complaints:**

   i. **Initial Hearing at the Hackney Carriage Unit:** Within fourteen (14) business days of receipt of notice of the Violation or Complaint, the Inspector of Carriages or his designee will conduct a hearing at which the Medallion Owner or Driver may present evidence and testimony. This hearing need not be a formal proceeding, may take place contemporaneously with the violation, and the Rules of Evidence do not apply.

   ii. **Initial Decision:**

      1. Driver: If the Complaint concerns a Driver, the Inspector of Carriages or his designee will render a written decision within seven (7) business days and may subject said Driver to penalties up to and including revocation of the license to operate a Hackney Carriage in the City of Boston. Such decision shall be delivered in hand or by certified mail directed to the Driver’s address contained in the Driver’s File. If the Complaint against the Driver concerns an
overcharge or a ride longer than was required, and the Complaint is sustained, the Driver may, above any beyond any other penalty, be required to pay the passenger the amount of the overcharge.

2. Medallion Owner: If the Complaint refers to a violation by a Medallion Owner, the Inspector of Carriages or his designee will render a written decision within seven (7) business days of the initial hearing and may subject said Medallion Owner to penalties up to an including revocation of the right to utilize said Medallion as a license to operate a vehicle as a Hackney Carriage in the City of Boston. Such decision shall be delivered in hand or by certified mail directed to the business address contained in the Medallion File.

iii. Intermediate Appeal to the Inspector of Carriages:

1. An intermediate appeal is available to Medallion Owners and Licensed Hackney Drivers who wish to appeal the decision made by the Inspector of Carriages’ designee who conducted the initial hearing. If the initial hearing was before the Inspector of Carriages, a Medallion Owner or Licensed Hackney Driver may appeal pursuant to the Final Appeal process below.

2. A Medallion Owner or Licensed Hackney Driver who wishes to appeal the decision of the Inspector of Carriages’ designee may file a written appeal with the Inspector of Carriages within five (5) business days of receipt of the Initial Hearing decision.

3. The Inspector of Carriages will, within seven (7) business days, conduct a *de novo* hearing. This hearing need not be a formal proceeding, may take place contemporaneously with the violation, and the Rules of Evidence do not apply.

4. The Inspector of Carriages will render a written decision within seven (7) business days of the hearing and may subject said Owner or Driver to penalties up to and including revocation of the license to operate a Hackney Carriage in the City of Boston or declaring the Owner an unsuitable individual. The Inspector of Carriages shall notify the Driver and Medallion Owner of any decision by causing a copy of the decision to be delivered in hand or by certified mail directed to the address contained in the Medallion or Driver’s File.

iv. Final Appeal to the Appeals Board:

1. A Medallion Owner or Driver who wishes to appeal the decision of the Inspector of Carriages may file a written appeal with the Director
of Licensing within fourteen (14) business days of receipt of the Inspector of Carriages’ decision.

2. The Director of Licensing will forward that written appeal to the Administrative Hearing Officer within forty-eight (48) hours of receipt of the appeal.

3. The Administrative Hearing Officer will, within sixty (60) days of receipt of the appeal from the Director of Licensing, convene an Appeal Board.

4. The Appeal Board will conduct a hearing at which the Inspector of Carriages, represented by the Legal Advisor’s Office, and the Medallion Owner or Driver, may present witnesses and documentary evidence. The Rules of Evidence do not apply and hearsay may be considered by the Appeal Board.

5. The Appeal Board will within thirty (30) days of the hearing deliver a written recommendation to the Police Commissioner.

6. The Police Commissioner will then render a decision within seven (7) business days of receipt of the Appeals Board’s recommendation, to be delivered in hand or by certified mail directed to the address contained in the Medallion or Driver’s File.

7. Any person aggrieved by a final decision issued under this section may seek relief in any court of competent jurisdiction as provided by the laws of the Commonwealth, and must notify the Inspector of Carriages in writing within thirty (30) days of the filing of that appeal so that the administrative record may be forwarded to the appropriate Court.

V. Misconduct by Medallion Owners, Managers or Lessees

a. If, after investigation, the Inspector of Carriages sustains a complaint for Owner, Manager or Lessee misconduct against a Medallion Owner, Manager, or Lessee, the Police Commissioner or the Inspector of Carriages may suspend or revoke any or all medallions under the control of said Medallion Owner, Manager or Lessee, and take any other disciplinary action deemed appropriate by the Police Commissioner or the Inspector of Carriages.

b. Where a Medallion is suspended for Owner, Manager or Lessee misconduct causing a Hackney Carriage Driver to lose work, the Owner, Manager, or Lessee shall pay the Driver for up to sixteen (16) hours per every twenty-four (24) hours at the waiting time rate as defined in Appendix III.
c. In addition to any penalty listed in this section, where the Owner, Manager or Lessee misconduct involves overcharging, or the charging of any fee to the Hackney Carriage Driver not previously authorized in writing by the Police Commissioner or the Inspector of Carriages, the Owner, Manager or Lessee shall refund the Hackney Carriage Driver the amount of any and all overcharges.
SECTION 9: MISCELLANEOUS PROVISIONS

I. Definitions

a. Emergency Condition: Unusual conditions which cause a shortage of taxis.

II. Special Programs

a. Taxi Inspection Program For Safety (TIPS):

i. The Taxi Inspection Program for Safety (TIPS) program was created in partnership with members of the taxi industry to promote the safety of Hackney Carriage Drivers and encourage frequent inspections of taxis by Boston Police Department Officers to check on the safety of the Drivers.

ii. Hackney Carriages participating in the program will have TIPS decals affixed to their rear windows and displayed prominently in the passenger compartment.

iii. Hackney Carriages Drivers should be aware that Boston Police Officers will be conducting stops whenever necessary, particularly during the evening and early morning hours. Attention will be given to isolated and high crime areas.

iv. Hackney Carriages Drivers will be detained no longer than necessary to check on the welfare of the operator. Passengers will be given a brief explanation of the purpose of the stop.

v. Hackney Carriages Drivers can alert Boston Police Officers that they feel endangered by activating the amber lights located on the roof of the taxi. These flashing amber lights indicate that the Driver requires assistance.

b. Boston Taxi Industry Elderly Program (BTIEP)/Cancer Crusade:

i. The BTIEP discount program has been established for elderly, handicapped and cancer crusade taxicab passengers. This program allows qualifying participants to purchase discount fare coupons.

ii. All Drivers must accept BTIEP/Cancer Crusade coupons at face value from any passenger offering such coupons.

iii. The coupons can be redeemed at the Radio Association or the Hackney Carriage Unit for full face value.

III. Manager Regulations

Reserved
IV. Emergency Conditions

a. Jurisdiction to Declare Emergency Condition: The Transportation Managers at Logan Airport, the Boston Convention and Exhibition Center, and/or South Station or the Inspector of Carriages shall have exclusive jurisdiction to determine when an Emergency Condition shall be declared.

b. When an Emergency Condition is declared:

   i. Multiple fares (2 or more) may be loaded into the taxi (with the primary passenger’s permission);

   ii. The fares shall be determined as a metered rate minus two dollars ($2.00) at each destination;

   iii. No airport fees shall be charged; and

   iv. Turnpike and tunnel tolls may be added to the fare.
SECTION 10: RATES

I. Definitions

a. Drop rate: The charge recorded on the taximeter for the first increment measured. Also known as the “flag drop”.

b. Mileage rate: The charge recorded on the taximeter for each mileage increment after the drop rate.

c. Flat rate: The per mile charge for trips outside the meter zone.

d. Waiting time rate: The charge recorded on the taximeter for each time increment after the drop rate when the vehicle is not moving.

II. Rates

a. Lease/Shift Rates: The Police Commissioner, after giving proper notice, shall establish from time to time the rates for hire of a Hackney Carriage by shift and by lease. Current shift and lease rates are listed in Appendix III.

b. Taximeter rate: The Police Commissioner shall from time to time establish the rate for hire of a taxi. Notice will be provided to all Medallion Owners and Hackney Carriage Drivers that shall include the maximum allowable rates, as listed in Appendix IV:

   i. Drop rate;
   ii. Mileage rate;
   iii. Flat rate; and
   iv. Waiting time rate.

c. Flat Rate Service:

   i. A Uniform Flat Rate pricing guide is in effect from Boston to suburban cities and towns beyond 20 miles from Boston.

   ii. The Hackney Carriage Driver may collect agreed Flat Rate Fares as published in the Official Flat Rate Book in advance of service.

   iii. When a passenger is taken to a Flat Rate community and returned to Boston on a round trip, the passenger shall be charged the entire trip on the taximeter.

   iv. When the passenger has the Hackney Carriage Driver wait, the Hackney Carriage Driver may charge for waiting time at the set rate as shown in Appendix IV.
v. No charge will be made for time lost because of traffic or weather conditions.

vi. The Hackney Carriage Driver shall be reimbursed by passengers for all tunnel, bridge and turnpike tolls except as specified in Appendix IV.
Appendix I: Authority

1. Chapter 392 Of The Acts Of 1930: An Act Providing For The Regulation And Limitation Of Hackney Stands And Hackney Carriages In The City Of Boston

Section 1
Authority of the Police Commissioner
Except as otherwise provided in chapter two hundred and sixty-three of the acts of nineteen hundred and twenty-nine, the Police Commissioner of the city of Boston shall have exclusive authority to make rules and orders for the regulation for hackney carriages and hackney stands, both as defined in section two, within the limits of said city, with penalties for the violation thereof not exceeding twenty dollars for each offense. Such rules and orders shall not take effect until they have been published at least once in a newspaper published in said city.

Section 2
Definition of a Hackney Carriage
Each vehicle used or designed to be used for the conveyance of persons for hire from place to place within the city of Boston, except a street or elevated railway car or a trackless trolley vehicle, within the meaning of section two of chapter one hundred and sixty-three of the General Laws, or a motor vehicle, known as a jitney, operated in the manner and for the purposes set forth in chapter one hundred and fifty-nine A of the General Laws, or a sight-seeing automobile licensed under chapter three hundred and ninety-nine of the acts of nineteen hundred and thirty-one, shall be deemed to be a hackney carriage within the meaning of sections two to nine, inclusive, of this act: and in said section, unless the context otherwise expressly requires, the words "drive" and "driver" shall be respectively deemed to include "operate" and "operator", . . . a private hackney stand shall be one established only upon private property, and public hackney stand shall be one for the common use, for hackney carriage purposes of all licenses under section four

Section 3
Licensing of Drivers of Hackney Carriages
In said city, no person shall drive or have charge of a hackney carriage, nor shall any person, firm or corporation set up and use a hackney carriage, unless licensed thereto by the Police Commissioner of the City of Boston; nor shall any person having the care or ordering of such a vehicle in said city suffer or allow any other person other than a driver so licensed to drive such a vehicle.

Section 4
Granting of Licenses to Owners of Hackney Carriages
Said Police Commissioner shall annually grant hackney licenses in said city to suitable persons, firms and corporations who are owners of vehicles known as hackney carriages, if such person or one member of such firm resides in such city, and if the principal place of business of such corporation is in such city; provided, that, at any time within one year after the expiration of a license under this section, the holder thereof shall be entitled as
of right, upon payment of the proper fee to a renewal of such license, unless after a hearing before said commissioner it appears that he has good cause to refuse to issue the same. Licenses granted under this section shall be assignable, subject to the approval of said commissioner, and shall be subject to such other terms, conditions and limitation, and be issued subject to the payment of such fees, as said commissioner shall from time to time prescribe. Said commissioner shall also from time to time fix maximum and minimum rates to be charged by said licensees for use of such vehicles. Said commissioner shall, as soon as may be, fix a limit for the number of licenses to be issued under this section, which limit shall be based upon the number of licenses then issued and outstanding but shall not be in excess of fifteen hundred and twenty-five, and he may from time to time, after reasonable notice and a hearing, decrease the limit so fixed, but in no event to a number less than nine hundred. If an applicant is refused a license hereunder by reason of the fact that the maximum number of licenses limited hereunder has been issued, the department of public utilities, on petition of such applicant may, after a hearing, determine that public convenience and necessity require a higher limit than that fixed by said commissioner or previously established by said department and shall be considered final until again changed as herein provided.

Section 5
Private Hackney Stands
Any person, firm or corporation licensed under section four may occupy as a private hackney stand, subject to general provisions of law, private property in said city, if thereto authorized by the owner, lessee or official representative thereof.

Section 6
Designation and Regulation of Certain Portions of Public ways as Public Hackney Stands
Said Police Commissioner shall, from time to time, designate certain portions, other than sidewalks, of public ways in said city, to be used and known as public hackney stands. Such stands shall be equally free and open of access to all vehicles whose owners are licensed under section four…and who have complied with all provisions of sections two to eight, inclusive, of this act, relative to such stands, and with all rules and regulations of said commissioner relative thereto. Within that portion of the city proper, as defined in the present rules and regulations of the police department of said city relative to hackney carriages, lying north and east of Massachusetts Ave, said commissioner shall so far as practicable, establish such stands at intervals of not more than one quarter of a mile. All such stands shall be plainly marked as public hackney stands. No motor vehicle other than a licensed hackney carriage…shall make use of any such public hackney stand. Said Police Commissioner shall, upon application for a public hackney stand by an applicant for a license under section four, issue to such applicant for each hackney carriage for which a license under said section four is granted, a license for said carriage to use public hackney stands.

Section 7
Inconsistent Provisions Repealed
All acts and parts of acts inconsistent with sections two to eight, inclusive, of this act, are hereby repealed, and all rules and regulations of the police commissions of Boston inconsistent with said sections are hereby made null and void.

Note – Section 7 applies only to legislative acts passed prior to 1930 and does not apply to the initiative measure (Chapter 508, Acts of 1938), referred to, or to any other acts passed after 1930.

2. Chapter 508 Of The Acts Of 1938: An Act With Relation To Public Stands For The Use Of Taxicabs And Motor Vehicles For Hire In Cities And Towns.

Be it enacted by the People and by their Authority:
In any city which accepts the provisions of this act by vote of its city council, or in any town which accepts the provisions of this act by a majority vote of the qualified voters present and voting at an annual town meeting, the licensing authorities for licensing taxicabs and motor vehicles for hire shall establish, for the use of taxicabs and motor vehicles for hire licensed within such city or town, public taxicab stands on any public highway within such city or town. Such public taxicabs and motor vehicles for hire whose owners are licensed by said licensing authorities.


The Police Commissioner established Public Taxicab Stands in the city of Boston, which stands are free and accessible to all taxicabs and motor vehicles for hire whose owners are licensed by the Police Commissioner.


Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of same, as follows:

In the city of Boston, no person driving or having charge of a taxicab shall solicit the carriage of a passenger or passengers for hire unless said person is licensed as a hackney carriage driver and said taxicab is licensed as a hackney carriage, by the police commissioner of said city. This act shall not be construed as prohibiting the driver of a taxicab licensed as such outside said city from accepting a passenger or passengers for hire within said city if summoned by telephone or radio for the purpose. Whoever violates the provisions of this act shall be punished by a fine of not more than fifty dollars.

5. City of Boston Code 16-15.05: Vehicle for Hire Ordinance

In the City of Boston, no person, firm, or corporation driving or having charge of a taxicab or other private vehicle shall offer the vehicle for hire for the purpose of transporting, soliciting and/or picking up a passenger or passengers unless said person is
licensed as a hackney driver and said vehicle is licensed as a hackney carriage by the Police Commissioner. In addition, no person, firm, or corporation having charge of a taxicab or other private vehicle shall operate identifiable taxi top lights for the purpose of transporting, soliciting and/or picking up a passenger or passengers unless said person is licensed as a hackney driver and said vehicle is licensed as a hackney carriage by the Police Commissioner of said City.

Any Police Officer witnessing a violation of paragraph a. of this subsection may arrest the driver of the vehicle and seize evidence of said violation. Such evidence shall include but is not limited to, meters, whether mechanical or electrical, for the computation of fares based on mileage or predetermined periods of time. Any Officer who seizes such items as evidence of a violation of paragraph a. of this subsection shall take them to a place of safety until they are produced or used as evidence in any trial or other Court proceedings. All such property seized shall be disposed of as the Court Orders, and may be forfeited, sold or destroyed in the discretion of the Court.

No owner or association of owners, whose principal place of business is located in the City of Boston, and who owns a taxicab or taxicabs licensed by the City of Boston, shall be allowed to dispatch taxicabs within the City of Boston unless said taxicabs are licensed by the Boston Police Commissioner and the operators of said taxicabs possess valid hackney carriage driver licenses issued by the Boston Police Department. However, nothing herein contained shall be construed as prohibiting a driver of a taxicab licensed outside the City of Boston from driving through said City, or from accepting within the City of Boston, a passenger, passengers, packages or other merchandise if summoned by or at the request of said passenger or client by telephone, or by radio dispatch from the owner or operator's principal place of business outside the City of Boston provided that the name, pick-up address, and destination of said passenger or client are immediately supplied by the driver to any inquiring Police Officer.

Anyone found in violation of this subsection shall be punished by fine of not more than five hundred ($500.00) dollars for each violation.

(CBC 1975 Ord. T14 § 323; Ord. 1986 c. 13 § 2-5; Ord. 2002 c. 8)
Appendix II: WAV Vehicle Wheelchair Accessibility Specifications

1. Accessible Entrance Standards:
   a. 56” High – Floor to top of doorway
   b. Ramp
      i. Design Load – Ramps 30” or longer shall support a load of 600 pounds. Ramps shorter than 30” shall support a load of 300 pounds.
      ii. Ramp Width – 30 inches measured 2” above ramp surface.
      iii. Ramp Surface – The ramp surface shall be continuous and slip resistant; shall not have protrusions from the surface greater than ¼” high.
      iv. Ramp Barriers – Each side of the ramp shall have barriers at least 2” high.
   c. Attachment: When in use for boarding, the ramp shall be firmly attached to the vehicle so that it is not subject to displacement when loading or unloading a heavy power mobility aid and that no gap between vehicle and ramp exceeding 5/8”.
   d. Approximate Ramp Slope: No more than vehicle floor height to 6” curb
      i. 1:4 inch ratio floor to ground 9” or less
         i.e.: 8 ¼” = minimum ramp length of 35”
         i.e.: 9” = minimum ramp length of 36”
      ii. 1:6 inch ratio floor to ground more than 9” or less than 12”
         i.e.: 9 1/8” = minimum ramp length of 54 ⅜”
         i.e.: 12” = minimum ramp length of 72”
      iii. 1:8 inch ratio floor to ground more than 12”
         i.e.: 12 1/5” = minimum ramp length of 97”
         i.e.: 15” = minimum ramp length of 120”
      iv. 1:12 inch ratio floor to ground all greater than 15”
         i.e.: 15 1/8” = minimum ramp length of 181 ½”

2. Interior Standards:
   a. 56” Headroom (Floor to ceiling) path to designated wheelchair position
   b. 30” x 48” unencumbered wheelchair position

3. Wheelchair securement system: forward facing only to include shoulder harness and crash-tested, A.D.A. approved, 4-point tie-down system.

4. Must have Accessible Entrance Lighting
Appendix III: Leasing and Shift Rates

1. Effective August 29, 2008, the following maximum lease/shift rates are in effect on an industry wide basis:

   a. The maximum rate for Medallion Only Leasing shall be $500 per week plus radio dues.

   b. All existing contracts for medallion leasing shall be frozen at their current rates.

   c. Shift/Lease rates shall be publicly posted in each garage in a manner for all to view.

   d. The maximum Shift Rates are as follows:

      | Shift Type           | Rate  |
      |----------------------|-------|
      | 12 Hour Shift        | $77.00|
      | 24 Hour Shift        | $139.00|
      | Weekly Rental        | $700.00|
      | Two-Driver Weekly Rental | $800.00 |

   e. Where a Medallion Owner or Lessee enters into a one-year agreement with a Shift Driver, he shall be entitled to a $10 per week premium. This premium shall apply only to the Weekly Rental or the Two-Driver Weekly Rental.

   f. When a Hackney Carriage Driver works seven (7) consecutive twenty-four hour shifts he shall be charged the weekly rental rate.

   g. When a Hackney Carriage Driver works fourteen (14) consecutive twelve hour shifts, he shall be charged the weekly rental rate.

   h. Time lost in excess of one hour on 12 and 24 hour shifts, to maintenance, repair, cleaning, or administration shall be refunded to the Hackney Carriage Driver at the rate of $8.00 per hour.

   i. Time lost in excess of one (1) hour on 12 and 24 hour shifts due to Owner, Manager or Lessee misconduct shall be refunded to the Hackney Carriage Driver at the rate of $28.00 per hour for a maximum of up to sixteen (16) hours per twenty-four (24) hour period.

   j. Time lost in excess of four (4) hours on weekly shifts, to maintenance, repair, cleaning, or administration shall be refunded to the Hackney Carriage Driver at the rate of $8.00 per hour.

   k. Time lost in excess of four (4) hours on weekly shifts due to Owner, Manager or Lessee misconduct shall be refunded to the Hackney Carriage Driver at the rate of
$28.00 per hour for a maximum of up to sixteen (16) hours per twenty-four (24) hour period.

1. The Medallion Owner, Manager, or Lessee shall provide an immediate receipt to the Hackney Carriage Driver for all payments and/or transactions.

2. Additional Charges: No additional charges shall be authorized except for the following:
   a. The Hackney Carriage Driver (or Lessee) shall have the responsibility for gasoline costs incurred during his/her shift. The Hackney Carriage Driver may not be required to purchase such gas from the owner/lessor.
   b. The Hackney Carriage Driver may only be charged for additional insurance at the Hackney Carriage Driver’s option. Such insurance shall constitute a Collision Damage Waiver and shall hold the Hackney Carriage Driver (Lessee) blameless for all but intentional damage to the vehicle. Collision Damage Waiver shall not exceed $5 per twelve (12) hour shift, $9 per twenty-four (24) hour shift, or $45 per weekly shift.
   c. The Shift Driver may be charged for a violation assessment ($0.30 per 12-hour shift).
   d. The Shift Driver may be charged a “Clean Taxi Premium” at the following rates:
      
      | Shift Type          | Amount  |
      |--------------------|---------|
      | 12 Hour Shift      | $18.00  |
      | 24 Hour Shift      | $33.00  |
      | Weekly Shift       | $170.00 |
      | Yearly Shift       | $8840.00|
   e. The Hackney Carriage Driver may be charged $8.00 per hour for failure to return a shifted vehicle on time.
   f. The Hackney Carriage Driver may be required to place a damage deposit of no more than $500.
   g. The Hackney Carriage Driver may be charged all applicable sales taxes associated with the shift transaction.
   h. The Shift and Lease rates listed in this Appendix are maximums only. A Medallion Owner may charge less than the listed Shift or Lease rate.
Appendix IV: Meter Rates

1. Per Mile and Tolls:
   a. First 1/7 Mile: $2.60
   b. Each 1/7 Mile thereafter .40
   c. Tolls Additional

2. Idling/Waiting Time: $28.00 Per Hour

3. Passenger pays $2.75 toll for all trips from Boston proper to Logan Airport and North Shore Communities.

4. Passenger pays no toll from Boston proper to East Boston, not including Logan Airport.

5. Flat Rates as published in the Flat Rate Handbook at a per mile rate of $3.20.
SUBJECT: Amendment to Rule 403, Hackney Carriage Rules and Regulations

The following amendments to Rule 403 are adopted to regulate the Hackney Carriage Industry in Boston.

Section 3, (III), (b), is hereby rescinded and replaced with the following:

b. Title or Purchase and Sales Agreement for a New Taxi: The Medallion Owner or Lessee must present a copy of a motor vehicle title or purchase and sale agreement for a new vehicle (as defined by the registry of Motor Vehicles) as approved by the Inspector of Carriages

Section 3, (III), (c), (xviii), is hereby rescinded and replaced with the following:

xviii Passenger Information Monitors Each Hackney Carriage shall have mounted on the partition a Passenger Information Monitor which shall display the following:

   a. Fare Rate Card
   b. Logan International Airport Special Emergency Conditions
   c. Logan International Airport Fees and Tolls.
   d. Vehicle GPS location
   e. Such other information as the Inspector of Carriages shall require.

Section 5, (II), (f) is hereby rescinded and replaced with the following.

(f). Mandatory Passenger Fare Receipts: Upon request by a passenger, the Hackney Carriage Driver must provide the passenger with an automated printed receipt.

Section 5, (II), (g) is hereby rescinded.

Section 5, (II), (l) is hereby rescinded and replaced with the following:

(l) Respectful Treatment: Hackney Carriage Drivers shall treat all persons in a professional, respectful and courteous manner at all times.

   i. Hackney Carriage Drivers shall be respectful to and are required to answer fully and civilly any questions put to them by a Police Officer or Parking Enforcement Officer in the performance of their duties.
ii. Hackney Carriage Drivers shall obey all such lawful commands as may be given to them by any Police Officer or Parking Enforcement Officer.

Section 7, (I), (d) Radio Association Services is hereby amended, adding subparagraph (viii)

(viii) Global Positioning System tracking devices are mandatory and all Hackney Carriages shall be equipped with a GPS system approved by the Inspector of Carriages which shall allow the Inspector of Carriages and Medallion Owner to ascertain the whereabouts, activities and fare data of each vehicle via the internet at all times. Said system shall store such information in a retrievable form for 365 days. The association must provide the Inspector of Carriages with the user name and password necessary to access said system. Such information shall be searchable for the following data.

- Date, time, and location of passenger pick-up and drop-off
- Trip duration measured in time and mileage
- Trip number
- Itemized fare (tolls, surcharges, and tip amount for card payments)
- Payment type (Cash, Credit, Debit, Student ID, Voucher)
- Last four (4) digits of customer credit/debit, etc. account number
- Hackney Medallion number
- Hackney Drivers License number
- Status codes
- Date and time of taxicab dispatch
- “Breadcrumb trail” GPS-based location data. (real-time and historical)

(ix) GPS enhanced dispatch services which enable the radio association to dispatch the Boston Licensed Taxi which can arrive at the location most quickly. Said system shall be equipped with a panic button utilized by the driver which will automatically notify the dispatcher of an emergency and the vehicle’s location.

Section 7, (I), Radio Association Regulations is hereby amended, adding paragraph (m)

(m) Each Radio Association shall maintain a membership of at least 40 Boston Licensed Hackney Carriages.

Appendix III, (2), (d) is hereby rescinded and replaced with the following:

The Shift Driver may be charged a “New Car Premium” for an approved vehicle that is 4 model years old or less at the following rates:

- 12-hour shift $18.00
- 24-hour shift $33.00
- Weekly shift $170.00
- Yearly Shift $8840.00

Edward F. Davis
Police Commissioner
Boston Police
Hackney Carriage
Official Flat Rate Rate Handbook

Effective August 29, 2008
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<td>METER</td>
<td>TAKE 1-93 NORTH TO 1-95 (128) SOUTH TO RTE 3 SOUTH TO BILLERICA, OR STORROR DRIVE TO RTE 2 WEST TO RTE 9 NORTH TO RTE 3 NORTH</td>
</tr>
<tr>
<td>N BILLERICA</td>
<td>M</td>
<td>METER</td>
<td></td>
</tr>
<tr>
<td>BLACKSTONE</td>
<td>39</td>
<td>$124.80</td>
<td>TAKE THE MASS PIKE WEST TO EXIT 11A TO RTE 495 SOUTH, TO EXIT 18 TO 126 SOUTH</td>
</tr>
<tr>
<td>BLANDFORD</td>
<td>110</td>
<td>$352.00</td>
<td>TAKE MASS PIKE WEST TO EXIT #3 TO RTE 20 WEST TO RTE 23 WEST</td>
</tr>
<tr>
<td>BOLTON</td>
<td>31</td>
<td>$99.20</td>
<td>TAKE MASS PIKE WEST TO EXIT 11A, 1-495 NORTH, TO RTE 117 WEST TO BOLTON. STORROR DRIVE TO RTE 2 WEST TO 1-495 SOUTH TO RTE 117</td>
</tr>
<tr>
<td>BOURNE</td>
<td>57</td>
<td>$182.40</td>
<td>TAKE 1-93 SOUTH TO RTE 3 SOUTH TO RTE 9 WEST TO RTE 28 SOUTH TO BOURNE</td>
</tr>
<tr>
<td>BOXBOROUGH</td>
<td>28</td>
<td>$89.60</td>
<td>TAKE STORROR DRIVE TO RTE 2 WEST TO RTE 111 WEST</td>
</tr>
<tr>
<td>BOXFORD</td>
<td>M</td>
<td>METER</td>
<td>TAKE RTE 1 NORTH TO 1-95 NORTH TO BOXFORD</td>
</tr>
<tr>
<td>BOYLSTON</td>
<td>38</td>
<td>$121.60</td>
<td>TAKE MASS PIKE WEST TO EXIT #1A, 1-495 NORTH TO 1-250 WEST TO EXIT #24, UNNUMBERED ROAD TO BOYLSTON</td>
</tr>
<tr>
<td>W BOYLSTON</td>
<td>41</td>
<td>$131.20</td>
<td></td>
</tr>
<tr>
<td>BRAINTREE</td>
<td>M</td>
<td>METER</td>
<td>TAKE 1-93 SOUTH TO RTE 2 SOUTH TO EXIT #18 WASHINGTON STREET TO BRAINTREE</td>
</tr>
<tr>
<td>BRAINTREE MALL</td>
<td>M</td>
<td>METER</td>
<td>TAKE RTE 93 SOUTH TO EXIT 6 TO RTE 37</td>
</tr>
<tr>
<td>S BRAINTREE</td>
<td>M</td>
<td>METER</td>
<td></td>
</tr>
<tr>
<td>BREWSTER</td>
<td>83</td>
<td>$285.60</td>
<td>TAKE 1-93 SOUTH TO RTE 3 SOUTH OVER SAGAMORE BRIDGE TO RTE 6 TO RTE 124 NORTH TO BREWSTER</td>
</tr>
<tr>
<td>BRIDGEWATER</td>
<td>28</td>
<td>$93.60</td>
<td>TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 106 EAST TO RTE 28 SOUTH TO BRIDGEWATER</td>
</tr>
<tr>
<td>E BRIDGEWATER</td>
<td>25</td>
<td>$80.00</td>
<td></td>
</tr>
<tr>
<td>W BRIDGEWATER</td>
<td>25</td>
<td>$80.00</td>
<td></td>
</tr>
<tr>
<td>BRIMFIELD</td>
<td>66</td>
<td>$211.20</td>
<td>MASS PIKE WEST TO EXIT 9 TO 1-84 WEST TO RTE 20 WEST</td>
</tr>
<tr>
<td>TOWN</td>
<td>MLGE</td>
<td>METER</td>
<td>DIRECTIONS</td>
</tr>
<tr>
<td>----------------------</td>
<td>------</td>
<td>---------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>BROCKTON</td>
<td>M</td>
<td>$176.00</td>
<td>TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 27 TO</td>
</tr>
<tr>
<td>BROOKFIELD</td>
<td>55</td>
<td>$176.00</td>
<td>BROCKTON</td>
</tr>
<tr>
<td>N BROOKFIELD</td>
<td>55</td>
<td>$176.00</td>
<td></td>
</tr>
<tr>
<td>E BROOKFIELD</td>
<td>54</td>
<td>$172.80</td>
<td></td>
</tr>
<tr>
<td>W BROOKFIELD</td>
<td>62</td>
<td>$198.40</td>
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</tr>
<tr>
<td>BROOKLINE</td>
<td>M</td>
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</tr>
<tr>
<td>BUCKLAND</td>
<td>110</td>
<td>$352.00</td>
<td>TAKE STORROW DRIVE TO 2 WEST TO RTE 112 SOUTH</td>
</tr>
<tr>
<td>BURLINGTON</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE 1-93 NORTH TO 1-95 (128) SOUTH TO RTE 3A</td>
</tr>
<tr>
<td>BUZZARDS BAY</td>
<td>60</td>
<td>$192.00</td>
<td>NORTH TO BURLINGTON</td>
</tr>
<tr>
<td>BYFIELD</td>
<td>30</td>
<td>$96.00</td>
<td>TAKE RTE 1 NORTH TO 95 NORTH TO BYFIELD EXIT</td>
</tr>
<tr>
<td>CAMBRIDGE</td>
<td>M</td>
<td>$156.00</td>
<td></td>
</tr>
<tr>
<td>CANTON</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE 1-93 SOUTH TO 128 SOUTH</td>
</tr>
<tr>
<td>CARLSILe</td>
<td>M</td>
<td>$128.00</td>
<td>TAKE STORROW DRIVE TO RTE 2 WEST TO 1-95 (128)</td>
</tr>
<tr>
<td>CARVER</td>
<td>40</td>
<td>$128.00</td>
<td>NORTH TO RTE 44 WEST TO RTE 22 SOUTH</td>
</tr>
<tr>
<td>CHARLEMONt</td>
<td>114</td>
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<td></td>
</tr>
<tr>
<td>CHARLTON</td>
<td>56</td>
<td>$179.20</td>
<td>TAKE MASS PIKE WEST TO EXIT #10, TO RTE 20</td>
</tr>
<tr>
<td>CHATHAM</td>
<td>99</td>
<td>$234.80</td>
<td>WEST TO CHARLTON</td>
</tr>
<tr>
<td>CHELMSFORD</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE 1-93 NORTH TO 1-95 SOUTH TO RTE 3 NORTH</td>
</tr>
<tr>
<td>N CHELMSFORD</td>
<td>28</td>
<td>$89.60</td>
<td>OR STORROW DRIVE TO RTE 2 WEST TO 1095 NORTH</td>
</tr>
<tr>
<td>CHELSEA</td>
<td>M</td>
<td>$156.00</td>
<td>TO RTE 3 NORTH</td>
</tr>
<tr>
<td>CHESHIRE</td>
<td>138</td>
<td>$441.60</td>
<td>TAKE MASS PIKE WEST TO EXIT #4 TO RTE 8 WEST</td>
</tr>
<tr>
<td>CHESTER</td>
<td>117</td>
<td>$374.40</td>
<td>TO RTE 8A TO RTE 8</td>
</tr>
<tr>
<td>CHESTERFIELD</td>
<td>108</td>
<td>$356.60</td>
<td>TAKE MASS PIKE WEST TO EXIT #3, RTE 20 WEST TO</td>
</tr>
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<td>CHICOPEE</td>
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<tr>
<td>CLARKSBURG</td>
<td>134</td>
<td>$428.80</td>
<td>TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 8</td>
</tr>
<tr>
<td>CLINTON</td>
<td>35</td>
<td>$112.00</td>
<td>NORTH TO END</td>
</tr>
<tr>
<td>COCHITuate</td>
<td>18</td>
<td>$57.60</td>
<td>TAKE MASS PIKE WEST TO EXIT 13, TO RTE 126</td>
</tr>
<tr>
<td>CORHASSET</td>
<td>M</td>
<td>$192.00</td>
<td>NORTH</td>
</tr>
<tr>
<td>COLRAIN</td>
<td>112</td>
<td>$356.40</td>
<td>TAKE STORROW DRIVE TO RTE 2 WEST TO 112 NORTH</td>
</tr>
<tr>
<td>CONCORD</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE STORROW DRIVE TO RTE 2 WEST TO CONCORD</td>
</tr>
<tr>
<td>CONWAY</td>
<td>102</td>
<td>$326.40</td>
<td>TAKE MASS PIKE WEST TO EXIT 4 TO 91 NORTH TO</td>
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<tr>
<td>CUMMINGTON</td>
<td>114</td>
<td>$364.80</td>
<td>116 WEST OR STORROW DRIVE TO RTE 2 WEST TO</td>
</tr>
<tr>
<td>DALTON</td>
<td>139</td>
<td>$441.60</td>
<td>1-91 SOUTH TO RTE 116 WEST</td>
</tr>
<tr>
<td>DANVERS</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE RTE 1 NORTH TO RTE 62 TO DANVERS</td>
</tr>
<tr>
<td>DARTMOUTH</td>
<td>60</td>
<td>$192.00</td>
<td>TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 140</td>
</tr>
<tr>
<td>N DARTMOUTH</td>
<td>64</td>
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<td>SOUTH</td>
</tr>
<tr>
<td>DEDHAM</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE RTE 1 SOUTH (JAMAICAWA), OR RTE 93 SOUTH</td>
</tr>
<tr>
<td>DEERFIELD</td>
<td>99</td>
<td>$316.80</td>
<td>TO RTE 125 SOUTH</td>
</tr>
<tr>
<td>DENNIS</td>
<td>76</td>
<td>$243.20</td>
<td>TAKE 1-93 SOUTH OVER THE SAGAMORE BRIDGE TO</td>
</tr>
<tr>
<td>DENNISPORT</td>
<td>81</td>
<td>$259.20</td>
<td>RTE 6 EAST TO EXIT 9 TO RTE 134 NORTH TO</td>
</tr>
<tr>
<td>Dighton</td>
<td>40</td>
<td>$128.00</td>
<td>DENNIS</td>
</tr>
<tr>
<td>Dighton</td>
<td>36</td>
<td>$115.20</td>
<td>TAKE MASS PIKE WEST TO EXIT 11A TO 1-495</td>
</tr>
<tr>
<td>DOUGLAS</td>
<td>49</td>
<td>$156.80</td>
<td>SOUTH TO RTE 16</td>
</tr>
<tr>
<td>DRACUT</td>
<td>28</td>
<td>$99.60</td>
<td>TAKE 1-93 NORTH TO 1-495 SOUTH TO RTE 38</td>
</tr>
<tr>
<td>DUDLEY</td>
<td>59</td>
<td>$188.80</td>
<td>NORTH</td>
</tr>
<tr>
<td>DUNSTABLE</td>
<td>34</td>
<td>$108.80</td>
<td>TAKE 1-93 NORTH TO 1-95 SOUTH TO RTE 113</td>
</tr>
<tr>
<td>DUXBURY</td>
<td>33</td>
<td>$105.60</td>
<td>WEST TO DUNSTABLE OR STORROW DRIVE</td>
</tr>
<tr>
<td>E DUXBURY</td>
<td>38</td>
<td>$121.60</td>
<td>TO RTE 2 TO RTE 95 NORTH TO RTE 113 WEST</td>
</tr>
<tr>
<td>E BRIDGEWATER</td>
<td>25</td>
<td>$80.00</td>
<td>TO RTE 14 EAST TO DUXBURY</td>
</tr>
<tr>
<td>E BROOKFIELD</td>
<td>54</td>
<td>$172.80</td>
<td>SEE BROOKFIELD</td>
</tr>
<tr>
<td>EASTHAM</td>
<td>88</td>
<td>$281.60</td>
<td>TAKE 1-93 SOUTH TO RTE 3 SOUTH OVER THE</td>
</tr>
<tr>
<td>EASTHAM</td>
<td>96</td>
<td>$307.20</td>
<td>SAGAMORE BRIDGE TO RTE 6 EAST TO EASTHAM</td>
</tr>
<tr>
<td>EASTON</td>
<td>M</td>
<td>$192.00</td>
<td>TAKE THE MASS PIKE WEST TO EXIT 4 TO 1-91</td>
</tr>
<tr>
<td>ETON</td>
<td>M</td>
<td>$192.00</td>
<td>NORTH TO RTE 141 NORTH TO EASTHAM</td>
</tr>
</tbody>
</table>

**Includes劳动合同**
N EASTON M METER 139 $444.80 TAKE THE MASS PIKE WEST TO EXIT 2 RTE 102 SOUTH TO RTE 7 TAKE RTE 3.
ERVIN 81 $259.20 TAKE STORROW DRIVE TO RTE 2 WEST TO ERVIN
ESSEX 30 $90.00 TAKE RTE 1 NORTH TO RTE 128 NORTH RTE 22 TO ESSEX
EVERETT M METER 70 $224.00 TAKE RTE 3 SOUTH TO RTE 3 SOUTH TO RTE 6 WEST TO FALMOUTH
FAIRMOUNT 70 $224.00 TAKE RTE 3 SOUTH TO RTE 3 SOUTH TO RTE 6 WEST TO FALMOUTH
FITCHBURG 48 $153.60 TAKE STORROW DRIVE TO RTE 2 WEST TO FITCHBURG
FLORIDA 127 $406.40 TAKE STORROW DRIVE TO RTE 2 WEST TO FLORIDA
FORT DEVENS 57 $118.40 TAKE STORROW DRIVE TO RTE 2 WEST FOLLOW SIGNS TO FORT DEVENS
FOXBORO M METER 70 $224.00 TAKE RTE 3 SOUTH TO RTE 1-95 SOUTH TO EXIT 8 TO MECHANIC STREET SOUTH TO FOXBORO OR RTE 1 SOUTH TO RTE 140 SOUTH
FRAMINGHAM M METER 70 $224.00 TAKE THE MASS PIKE WEST TO EXIT 13 TO RTE 30 WEST TO RTE 126 SOUTH TO FRAMINGHAM OR RTE 9 WEST TO RTE 126 SOUTH
FRANKLIN M $152.40 TAKE RTE 3 SOUTH TO RTE 1-95 SOUTH TO EXIT 8 RTE 1 SOUTH TO RTE 148 NORTH TO FRANKLIN
FREETOWN 41 $131.20 TAKE RTE 3 SOUTH TO RTE 24 TO RTE 140 SOUTH
GARDNER 57 $182.40 TAKE STORROW DRIVE WEST TO RTE 2 WEST TO ALL THE WAY TO GARDNER
GEORGETOWN 38 $69.60 TAKE RTE 1 NORTH TO 1-495 NORTH TO RTE 133 WEST TO GEORGETOWN
GILL 95 $304.00 TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 63 NORTH
GLoucester 36 $115.20 TAKE RTE 1 NORTH TO RTE 128 TO GLOUCESTER
GOSHEN 107 $342.40 TAKE THE MASS PIKE WEST TO EXIT 4 TO 1-91 NORTH TO RTE 9 WEST
GRANTON 160 $90.00 TAKE THE MASS PIKE WEST TO EXIT 11 TO RTE 122 SOUTH TO GRANTON
GRANBY 84 $268.80 TAKE THE MASS PIKE WEST TO RTE 1-91 NORTH TO RTE 202 EAST
GRANVILLE 107 $342.40 TAKE THE MASS PIKE WEST TO EXIT 3 TO RTE 202 SOUTH TO RTE 57 WEST
GREAT BARRINGTON 135 $432.00 TAKE MASS PIKE TO EXIT 2 RTE 102 SOUTH TO RTE 7 TO GREAT BARRINGTON
GREENFIELD 98 $313.60 TAKE MASS PIKE WEST TO 1-91 NORTH TO GREENFIELD OR STORROW DRIVE TO RTE 2 WEST TO GREENFIELD
GROTON 34 $108.80 TAKE RTE 2 WEST TO RTE 495 NORTH TH RTE 119 WEST TO GROTON
GROVELAND 31 $90.20 TAKE RTE 1 NORTH TO 1-495 NORTH TO RTE 133 WEST GROVELAND
HADLEY 92 $224.40 TAKE MASS PIKE WEST EXIT #4 TO 1-91 NORTH TH RTE 9 EAST
HAMILTON M METER 105 $105.60 TAKE RTE 1 NORTH TO RTE 128 NORTH TO RTE 1A TO HAMILTON
HAMPDEN 89 $284.80 TAKE MASS PIKE WEST TO EXIT #8 TO 32 SOUTH TO SOUTH MONSON, FOLLOW SIGNS TO HAMPDEN
HANCOCK 149 $476.80 TAKE MASS PIKE WEST TO EXIT 2 RTE 22 WEST TO RTE 7 NORTH OR RTE 2 WEST TO RTE 43 SOUTH
HANOVER M METER 120 $384.00 TAKE RTE 1 NORTH TO RTE 3 SOUTH TO RTE 53 SOUTH TO HANOVER
HANSOM 25 $80.00 TAKE RTE 3 SOUTH TO RTE 3 SOUTH TO RTE 18 SOUTH TO RTE 58 SOUTH TO HANSON
HARVARD 31 $99.20 TAKE RTE 2 WEST TO RTE 11 TO HARVARD
HARWICH 80 $256.00 TAKE RTE 3 SOUTH TO RTE 3 SOUTH OVER SAGAMORE BRIDGE TO 6 EAST TO EXIT #10
HARWICHPORT 83 $226.60
HARWICK 69 $220.80 TAKE MASS PIKE WEST TO EXIT 8 RTE 32 NORTH
HATFIELD 98 $313.60 TAKE MASS PIKE WEST TO EXIT #4 TO 91 NORTH
HAVERHILL M METER 102 $444.80 TAKE RTE 1 NORTH TO EXIT #4 1-495 NORTH TO HAVERHILL EXIT
HAWLEY 116 $371.20 TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 112 SOUTH
HEATH 120 $384.00 TAKE RTE 2 WEST TO RTE 8A NORTH
HINGHAM M METER 139 $444.80 TAKE RICHMOND TO EXIT #12 (NEPONSET EXIT), RTE 3A SOUTH TO HINGHAM
HINSDALE 124 $406.40 TAKE MASS PIKE WEST TO EXIT 4, 1-91 NORTH TO RTE 9 WEST TO RTE 143 WEST
HOLBROOK M METER 130 $420.00 TAKE RICHMOND TO EXIT #6 RTE 37 TO HOLBROOK
HOLLAND M METER 130 $420.00 TAKE RICHMOND TO EXIT #6 RTE 37 TO HOLBROOK
HOLLISTON M METER 130 $420.00 TAKE RICHMOND TO EXIT #6 RTE 37 TO HOLBROOK
HOLYOKE 94 $350.00 TAKE MASS PIKE WEST TO EXIT 4, 1-91 NORTH TO RTE 16 TO HOLLISTON
HOPEDALE 51 $99.20 TAKE MASS PIKE WEST TO EXIT 11A, 1-495 SOUTH TO EXIT 42 RTE 16 WEST
HOPKINTON 26 $83.20 TAKE MASS PIKE WEST TO EXIT 11A, 1-495 SOUTH TO EXIT #21 RTE 135 EAST TO HOPKINTON
HUBBARDSTON 56 $179.20 TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 88 SOUTH
Hudson 30 $90.00 TAKE MASS PIKE WEST TO EXIT 11A, 1-495 NORTH TO RTE #6 RTE 62 EAST TO HUDSON
HULL M METER 139 $444.80 TAKE RICHMOND TO EXIT #12 RTE 3A SOUTH TO RTE 228 NORTH TO HULL
HUNTINGTON 111 $355.20 TAKE MASS PIKE WEST TO EXIT #3 TO RTE 10 202 SOUTH TO RTE 20 WEST
TOWN          MLGE          mlge x $3.20        FROM BOSTON        DIRECTIONS

HYANNIS        73            $233.60        TAKE 1-93 SOUTH TO RTE 3 SOUTH OVER THE SAGAMORE BRIDGE TO EXIT 6 TO RTE 132 SOUTH TO HYANNIS
HYANNISPORT    76            $243.20        FOLLOW DIRECTIONS TO HYANNIS
IPSWICH         28            $89.60        TAKE RTE 1 NORTH TO RTE 128 NORTH TO EXIT 20 TO RTE 1A NORTH TO IPSWICH
JACKSON         137           $438.80
KINGSTON        30            $96.00        TAKE 1-93 SOUTH TO RTE 3 SOUTH TO KINGSTON
LAKEVILLE       40            $128.00        TAKE 1-93 SOUTH TO RTE 24 SOUTH TO I-495 SOUTH TO RTE 18 SOUTH
LANCASTER       107           $342.80        TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 110 SOUTH
LANESBOROUGH    140           $448.00        TAKE THE MASS PIKE WEST TO EXIT 2 TO RTE 20 WEST TO RTE 7 NORTH
LAWRENCE        29            $92.80        TAKE 1-93 NORTH TO I-495 NORTH TO LAWRENCE
LEE             115           $368.00        TAKE THE MASS PIKE TO WEST TO EXIT 2 TO RTE 20 WEST TO LEE
LEEDS           100           $320.00        TAKE THE LEEDS PIKE WEST TO EXIT 4 TO 1-91 SOUTH TO RTE 8 WEST TO LEEDS
LEICESTER        48           $153.60        TAKE THE MASS PIKE WEST TO EXIT 10 TO 1-290 TO RTE 9 WEST TO RTE 20 WEST TO RTE 56 NORTH TO LEICESTER
LENNOX          120           $384.00        TAKE RTE 1 NORTH TO RTE 20 WEST TO LENOX
LEXINGTON       41           $131.20        TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 13 NORTH TO LECHMISTER
LEVERETT        92            $294.40        TAKE STORROW DRIVE TO RTE 2 EAST TO RTE 63 SOUTH
LEXINGTON       M            METER         TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 4 NORTH TO LEXINGTON
LEYDEN          110           $352.00        TAKE RTE 2 WEST TO EXIT 1-91 SOUTH TO LEYDEN
LINCOLN         M            METER         TAKE STORROW DRIVE TO RTE 2 WEST TO LINCOLN
LINWOOD         42            $134.40        TAKE THE MASS PIKE WEST TO EXIT 11 TO RTE 122 SOUTH TO LINWOOD
LITTLETON       28            $89.60        TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 110 WEST TO LITTLETON
LONGMEADOW      104           $332.80        TAKE THE LONGMEADOW PIKE TO EXIT 6 TO 1-95 SOUTH TO RTE 5 SOUTH TO LONG MEADOW
LOWELL          29            $92.80        TAKE 1-93 NORTH TO I-95 (128) SOUTH TO RTE 3 NORTH TO LOWELL
LUDLOW          88            $281.60        TAKE THE MASS PIKE WEST TO EXIT 7, RTE 21 SOUTH TO LUDLOW
LUNENBERG       43            $137.20        TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 13 NORTH
LYNN            M            METER         TAKE RTE 1 NORTH TO RTE 1A NORTH TO LYNN
LYNNFIELD       M            METER         TAKE RTE 1 NORTH TO WALNUT STREET NORTH IN (SAUGUS) TO SUMMER STREET NORTH TO LYNNFIELD
MAGNOLIA        33            $105.60        TAKE RTE 1 NORTH TO RTE 128 NORTH TO RTE 132 NORTH TO MAGNOLIA OR RTE 1 NORTH TO RTE 107 NORTH TO RTE 127 NORTH
MALDEN          M            METER         TAKE RTE 1 NORTH TO RTE 82 OR RTE 93 NORTH TO MALDEN EXIT
MANCHESTER      M            METER         TAKE RTE 1 NORTH TO RTE 128 NORTH TO MANCHESTER EXIT
MANSFIELD       27            $86.40        TAKE 1-93 SOUTH TO EXIT 1, I-95 SOUTH TO EXIT 7, RTE 140 SOUTH TO RTE 106 EAST TO MANSFIELD
MARBLEHEAD     M            METER         TAKE RTE 1 NORTH TO RTE 129 NORTH TO MARBLEHEAD
MARION          55            $176.00        TAKE 1-93 SOUTH TO RTE 24 TO I-495 (25) SOUTH TO RTE 1-105 WEST TO RTE 105 TO MARION OR I-93 SOUTH TO RTE 3 SOUTH TO RTE 6 WEST
MARLBORO        28            $89.60        TAKE MASS PIKE TO EXIT 12, RTE 9 WEST TO RTE 85 NORTH TO RTE 20 TO MARLBORO
MARSHFIELD      M            METER         TAKE RTE 1 SOUTH TO RTE 3 SOUTH TO RTE 133 EAST TO MARSHFIELD
MASHPEE         66            $211.20        TAKE 1-93 SOUTH TO RTE 3 SOUTH OVER SAGAMORE BRIDGE TO RTE 6 TO RTE 130
MATTAPoisITT    56            $179.20        TAKE 1-93 SOUTH TO RTE 24 SOUTH, 1-495 (25) SOUTH TO 1-105 WEST TO MATTAPoisITT EXIT OR RTE 93 SOUTH TO RTE 3 SOUTH TO RTE 6 WEST
MAYNARD         M            METER         TAKE STORROW DRIVE TO RTE 2 WEST TO RTE 82 (MAIN STREET) TO MAYNARD
MEDFIELD        M            METER         TAKE MASS PIKE WEST TO RTE 1-95 (128) SOUTH TO RTE 109 WEST TO MEDFIELD
MEDFORD         M            METER         TAKE 1093 NORTH TO MEDFORD EXITS
MEDWAY          25            $85.00        TAKE MASS PIKE WEST TO RTE 1-95 (128) SOUTH TO RTE 109 WEST TO MEDWAY
MELROSE         M            METER         TAKE 1-93 NORTH TO MELROSE EXIT
MENDON          35            $112.00        TAKE MASS PIKE WEST TO EXIT 11A, 1-495 SOUTH TO EXIT 20 TO RTE 16 WEST TO MENDON
MERRIMAC        37            $118.40        TAKE 1-93 NORTH TO RTE 132 NORTH TO MERRIMAC
METHUEN         28            $89.60        TAKE 1-93 NORTH TO METHUEN
MIDDLEBROOK     38            $121.60        TAKE 1-93 SOUTH TO RTE 24 SOUTH TO I-495 (25) SOUTH TO RTE 105 NORTH TO MIDDLEBROOK
MIDDLEFIELD     123           $393.60        TAKE MASS PIKE WEST TO EXIT 3 TO 10 SOUTH TO 20 WEST TO CHESTER, AT CHESTER WATCH FOR SIGNS
MIDDLETOWN      M            METER         TAKE RTE 1 NORTH TO RTE 114 NORTH TO MIDDLETOWN
MILFORD         29            $92.80        TAKE MASS PIKE WEST TO EXIT 11A 1-495 SOUTH TO EXIT 20, RTE 85 SOUTH TO MILFORD
MILLBURY        45            $144.00        TAKE MASS PIKE WEST TO EXIT 11, RTE 122 SOUTH TO 122A
MILLER FALLS     101           $323.20        TAKE STORROW DRIVE TO RTE 2 WEST AT RTE 63
MILLS           M            METER         TAKE MASS PIKE WEST TO I-95 (128) SOUTH TO RTE 109 WEST TO MILLS
MILLVILLE       42            $134.40        TAKE MASS PIKE WEST TO EXIT 11 TO 122 SOUTH
MILTON          M            METER         TAKE 1-93 SOUTH TO MILTON EXIT
MONROE          127           $406.40        TAKE STORROW DRIVE TO RTE 2 ALONG THE WAY TO MONROE (DEERFIELD RIVER)
MONSON          77            $246.40        TAKE MASS PIKE WEST TO EXIT 8 TO RTE 32 SOUTH
MONTAIGNE       96            $307.20        TAKE RTE 2 WEST TO RTE 63 SOUTH

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<td>S HADLEY</td>
<td>87</td>
<td>$278.40</td>
<td>TAKE MASS PIKE WEST TO EXIT #5 TO 33 NORTH TO 116 NORTH</td>
<td></td>
</tr>
<tr>
<td>S WEYMOUTH</td>
<td>57</td>
<td>$182.40</td>
<td>TAKE 1-93 SOUTH TO RTE 15 TO RTE 85 NORTH</td>
<td></td>
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<tr>
<td>SOUTHBRIDGE</td>
<td>57</td>
<td>$182.40</td>
<td>TAKE MASS PIKE WEST AT RTE 30 TO RTE 100 TO RTE 109 WEST</td>
<td></td>
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<tr>
<td>SOUTHAMPTON</td>
<td>100</td>
<td>$320.00</td>
<td>TAKE MASS PIKE WEST TO EXIT #4 TO 1-81 NORTH TO RTE 9 AND RTE 10</td>
<td></td>
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<tr>
<td>SOUTHWICK</td>
<td>101</td>
<td>$323.20</td>
<td>TAKE MASS PIKE WEST TO EXIT #5 TO RTE 10 SOUTH</td>
<td></td>
</tr>
<tr>
<td>SPENCER</td>
<td>54</td>
<td>$172.80</td>
<td>TAKE MASS PIKE WEST TO EXIT #10 TO 1-280 TO RTE 9 WEST</td>
<td></td>
</tr>
<tr>
<td>SPRINGFIELD</td>
<td>89</td>
<td>$284.80</td>
<td>TAKE MASS PIKE WEST TO EXIT #6, 1-291 SOUTH TO SPRINGFIELD</td>
<td></td>
</tr>
<tr>
<td>W SPRINGFIELD</td>
<td>91</td>
<td>$291.20</td>
<td>TAKE MASS PIKE WEST TO EXIT #2 RTE 102 SOUTH TO STOCKBRIDGE</td>
<td></td>
</tr>
<tr>
<td>STERLING</td>
<td>95</td>
<td>$312.00</td>
<td>TAKE RTE 1-93 SOUTH TO RTE 2 WEST TO 1-190 SOUTH TO STERLING</td>
<td></td>
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<tr>
<td>STOCKBRIDGE</td>
<td>118</td>
<td>$377.60</td>
<td>TAKE MASS PIKE WEST TO EXIT #2 RTE 102 SOUTH TO STOCKBRIDGE</td>
<td></td>
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<tr>
<td>STONEHAM</td>
<td>M</td>
<td>$68.00</td>
<td>TAKE 1-93 SOUTH TO STONEHAM</td>
<td></td>
</tr>
<tr>
<td>STOUGHTON</td>
<td>M</td>
<td>$68.00</td>
<td>TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 139 WEST TO STOUGHTON, OR RTE 93 SOUTH TO RTE 138 SOUTH</td>
<td></td>
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<tr>
<td>STOW</td>
<td>25</td>
<td>$80.00</td>
<td>TAKE 2 WEST TO RTE 62 SOUTH</td>
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<td>TOWN</td>
<td>MLGE</td>
<td>DIRECTIONS</td>
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<tr>
<td>STURBRIDGE</td>
<td>90</td>
<td>$192.00 TAKE MASS PIKE WEST TO EXIT #9, 1.84 SOUTH TO RTE 20 WEST TO STURBRIDGE</td>
<td></td>
<td></td>
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<tr>
<td>SUDbury</td>
<td>M</td>
<td>$300.80 TAKE MASS PIKE WEST TO EXIT 5 RTE 9 NORTH TO RTE 119 EAST</td>
<td></td>
<td></td>
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<tr>
<td>SUPTON</td>
<td>45</td>
<td>$174.20 TAKE MASS PIKE WEST TO EXIT 11 TO 20 WEST TO 146 SOUTH WATCH FOR SIGNS</td>
<td></td>
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<tr>
<td>SWAMPSCOTT</td>
<td>M</td>
<td>$150.00 TAKE 1A NORTH TO SWAMPSCOTT</td>
<td></td>
<td></td>
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<tr>
<td>SWANSEA</td>
<td>50</td>
<td>$150.00 TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 79 SOUTH TO 1-195 WEST TO SWANSEA</td>
<td></td>
<td></td>
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<tr>
<td>TAUNTON</td>
<td>54</td>
<td>$150.00 TAKE 1-93 SOUTH TO RTE 24 SOUTH TO RTE 44 SOUTH TO TAUNTON</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEMPLETON</td>
<td>62</td>
<td>$198.40 TAKE STORROR DRIVE TO RTE 2 WEST TO RTE 101</td>
<td></td>
<td></td>
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<tr>
<td>TEWKSBURY</td>
<td>M</td>
<td>$198.40 TAKE 1-93 NORTH TO EXIT #42 TO EAST STREET TO TEWKSBURY</td>
<td></td>
<td></td>
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<tr>
<td>TOLLAND</td>
<td>115</td>
<td>$368.00 TAKE MASS PIKE WEST TO EXIT #3 TO SOUTH 057 WEST</td>
<td></td>
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<tr>
<td>TOPSFIELD</td>
<td>M</td>
<td>$134.40 TAKE STORROR DRIVE TO RTE 2 WEST TO 1-95 NORTH TO RTE 119 WEST TO TOPSFIELD</td>
<td></td>
<td></td>
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<tr>
<td>TRURO</td>
<td>108</td>
<td>$345.60 TAKE 1-93 TO RTE 3 SOUTH OVER SAGAMORE BRIDGE TO RTE 6 EAST TO TURRO</td>
<td></td>
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<tr>
<td>TURNERS FALLS</td>
<td>116</td>
<td>$317.20 RTE 2 WEST TO TURNERS FALLS</td>
<td></td>
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<tr>
<td>TYNGSBOROUGH</td>
<td>31</td>
<td>$99.20 TAKE 1-93 NORTH TO 1-95 (128) SOUTH TO RTE 3 NORTH TO TYNGSBOROUGH</td>
<td></td>
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</tr>
<tr>
<td>TYRINGHAM</td>
<td>137</td>
<td>$438.40 TAKE MASS PIKE WEST TO EXIT 2 TO 20 EAST WATCH FOR SIGNS</td>
<td></td>
<td></td>
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<tr>
<td>UPTON</td>
<td>38</td>
<td>$121.60 TAKE MASS PIKE TO 1-495 SOUTH TO EXIT 21 UPTON</td>
<td></td>
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<tr>
<td>UXBRIDGE</td>
<td>42</td>
<td>$134.40 TAKE MASS PIKE WEST TO EXIT 11 TO 122 SOUTH</td>
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<td>WAKEFIELD</td>
<td>M</td>
<td>TAKE RTE 1 NORTH</td>
<td></td>
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<tr>
<td>WALES</td>
<td>70</td>
<td>$224.00 TAKE MASS PIKE WEST TO EXIT 9 TO RTE 20 WEST TO 19 SOUTH</td>
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<tr>
<td>WALPOLE</td>
<td>M</td>
<td>$179.20 TAKE 1-93 SOUTH TO EXIT 1-195 SOUTH TO EXIT 10 TO RTE 12 SOUTH</td>
<td></td>
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<tr>
<td>WALTHAM</td>
<td>M</td>
<td>$179.20 TAKE RTE 2 WEST, OR MASS PIKE TO 1-95 NORTH (128) TO WALTHAM EXITS</td>
<td></td>
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<tr>
<td>WARE</td>
<td>68</td>
<td>$217.60 TAKE MASS PIKE WEST TO EXIT 8 RTE 32 NORTH TO WARE</td>
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<tr>
<td>WAREHAM</td>
<td>32</td>
<td>$199.20 TAKE 1-93 SOUTH TO RTE 2A, 1-495 (25) SOUTH TO RTE 28 SOUTH TO WAREHAM</td>
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<tr>
<td>WAREN</td>
<td>58</td>
<td>$185.60 TAKE MASS PIKE WEST TO EXIT 9 TO 1-84 TO RTE 20 WEST TO RTE 19 NORTH</td>
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<tr>
<td>WARWICK</td>
<td>84</td>
<td>$268.80 TAKE STORROR DRIVE TO RTE 2 TO RTE 78 NORTH AT WEST ORANGE</td>
<td></td>
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<tr>
<td>WASHINGTON</td>
<td>137</td>
<td>$422.40 TAKE MASS PIKE WEST TO EXIT 5 TO 20 WEST TO 8 NORTH</td>
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<tr>
<td>WATERTOWN</td>
<td>M</td>
<td>TAKE STORROR DRIVE TO SOLIDERS FIELD ROAD</td>
<td></td>
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<tr>
<td>WAYLAND</td>
<td>M</td>
<td>$179.20 TAKE MASS PIKE WEST TO EXIT 10 TO 1-95 SOUTH TO RTE 12 SOUTH</td>
<td></td>
<td></td>
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<tr>
<td>WEBSTER</td>
<td>56</td>
<td>$179.20 TAKE MASS PIKE WEST TO EXIT 10 TO 1-95 SOUTH TO RTE 12 SOUTH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WELLESLEY</td>
<td>M</td>
<td>$179.20 TAKE 1-93 (128) SOUTH TO RTE 16 WEST TO WELLESLEY OR RTE 9 TO WELLESLEY</td>
<td></td>
<td></td>
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<tr>
<td>WELLFLEET</td>
<td>104</td>
<td>$332.80 TAKE 1-93 SOUTH TO RTE 3 SOUTH OVER THE SAGAMORE BRIDGE TO RTE 6 EAST TO WELLFLEET</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WENDELL</td>
<td>84</td>
<td>$268.80 TAKE STORROR DRIVE TO RTE 2 WEST, IN ORANGE WATCH FOR SIGNS</td>
<td></td>
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<tr>
<td>WENHAM</td>
<td>M</td>
<td>$179.20 TAKE RTE 12 NORTH TO RTE 12 NORTH TO W128 NORTH TO RTE 128 NORTH TO RTE 128 NORTH TO RTE 108 NORTH TO RTE 108 NORTH</td>
<td></td>
<td></td>
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<tr>
<td>W BOYSTON</td>
<td>41</td>
<td>$131.20 TAKE MASS PIKE WEST TO EXIT 11A-1-495 NORTH TO 1-290 WEST TO RTE 140 NORTH TO WEST BOYSTON</td>
<td></td>
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<tr>
<td>W BRIDGEWATER</td>
<td>25</td>
<td>$80.00 FOLLOW DIRECTIONS TO BRIDGEWATER</td>
<td></td>
<td></td>
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<tr>
<td>W BROOKFIELD</td>
<td>62</td>
<td>$192.40 TAKE MASS PIKE WEST TO EXIT 10 TO 1-290 TO RTE 9 WEST</td>
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<tr>
<td>W NEWBURY</td>
<td>34</td>
<td>$158.80 TAKE 1-95 NORTH TO RTE 113 WEST</td>
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<tr>
<td>W SPRINGFIELD</td>
<td>91</td>
<td>$291.20 TAKE MASS PIKE WEST TO EXIT 4 TO 1-81 SOUTH</td>
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<tr>
<td>W STOCKBRIDGE</td>
<td>142</td>
<td>$543.40 TAKE MASS PIKE WEST TO EXIT 1 RTE 41 NORTH TO WEST STOCKBRIDGE</td>
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<tr>
<td>WESTBOROUGH</td>
<td>33</td>
<td>$155.60 TAKE MASS PIKE WEST TO EXIT 12 RTE 9 WEST TO RTE 30 WEST WESTBOROUGH</td>
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<tr>
<td>WESTFIELD</td>
<td>98</td>
<td>$313.60 TAKE MASS PIKE WEST TO EXIT 3 TO RTE 10 SOUTH</td>
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<tr>
<td>WESTPORT</td>
<td>50</td>
<td>$96.00 TAKE 1-93 NORTH TO 495 SOUTH TO WESTPORT OR RTE 2 WEST TO 495 NORTH TO WESTPORT</td>
<td></td>
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</tr>
<tr>
<td>WESTHAMPTON</td>
<td>102</td>
<td>$338.40 TAKE 1-93 SOUTH TO RTE 14 SOUTH TO FALL RIVER TO RTE 4 EAST TO RTE 88 SOUTH TO WESTPORT</td>
<td></td>
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<tr>
<td>WESTMINSTER</td>
<td>54</td>
<td>$172.80 TAKE STORROR DRIVE TO RTE 2 WEST WESTMINSTER</td>
<td></td>
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</tr>
<tr>
<td>WESTON</td>
<td>M</td>
<td>$172.80 TAKE MASS PIKE WEST TO 1-95 (128) SOUTH TO RTE 20 WEST TO WESTON</td>
<td></td>
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</tr>
<tr>
<td>WESTPORT</td>
<td>55</td>
<td>$172.80 TAKE 1-93 SOUTH TO RTE 14 SOUTH TO FALL RIVER TO RTE 4 EAST TO RTE 88 SOUTH TO WESTPORT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WESTWOOD</td>
<td>M</td>
<td>$172.80 TAKE MASS PIKE WEST TO 1-95 (128) SOUTH TO RTE 108 WEST TO WESTWOOD</td>
<td></td>
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</tr>
<tr>
<td>WEYMOUTH</td>
<td>M</td>
<td>$172.80 TAKE 1-93 SOUTH TO RTE 3 TO EXIT 16 OR SEE SOUTH WEYMOUTH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WYEMOUTH</td>
<td>M</td>
<td>$172.80 TAKE 1-93 SOUTH TO RTE 3 TO EXIT 16 OR SEE SOUTH WEYMOUTH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WHATELY</td>
<td>95</td>
<td>$316.80 TAKE MASS PIKE WEST TO EXIT 4 TO RTE 91 NORTH</td>
<td></td>
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<tr>
<td>WHITINSVILLE</td>
<td>44</td>
<td>$140.80 TAKE MASS PIKE WEST TO EXIT 11 TO RTE 122 SOUTH</td>
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<tr>
<td>WHITMAN</td>
<td>M</td>
<td>$140.80 TAKE 1-93 SOUTH TO RTE 3 SOUTH TO RTE 18 SOUTH TO WHITMAN</td>
<td></td>
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<tr>
<td>WILBRAM</td>
<td>81</td>
<td>$259.60 TAKE MASS PIKE WEST TO EXIT 8 RTE 32 SOUTH TO PALMER RTE 20 WEST TO NORT WILBRAM, LOCAL RD SOUTH TO WILBRAM</td>
<td></td>
<td></td>
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<tr>
<td>WILMERSBURG</td>
<td>108</td>
<td>$345.60 TAKE MASS PIKE WEST TO EXIT 4 TO RTE 91 NORTH 9 WEST</td>
<td></td>
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<tr>
<td>WILLIAMSTOWN</td>
<td>138</td>
<td>$441.60 TAKE RTE 2 WEST TO THE END</td>
<td></td>
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</tr>
<tr>
<td>TOWN</td>
<td>MLGE</td>
<td>FROM BOSTON</td>
<td>DIRECTIONS</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>------</td>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
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<tr>
<td>Wilmington</td>
<td>M</td>
<td>1-93 NORTH</td>
<td>TO RTE 129 WEST TO WILMINGTON</td>
<td></td>
</tr>
<tr>
<td>Winchester</td>
<td>M</td>
<td>93 NORTH</td>
<td>TO RTE 91 NORTH FROM 129 WEST</td>
<td></td>
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<tr>
<td>Windham</td>
<td>M</td>
<td>1-95 SOUTH</td>
<td>TO RTE 8 W ROUTH TO RTE 9 SOUTH</td>
<td></td>
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<tr>
<td>Woburn</td>
<td>M</td>
<td>93 NORTH</td>
<td>TO RTE 103 SOUTH FROM 129 WEST</td>
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<tr>
<td>Wood Holes</td>
<td>78</td>
<td>$20.80</td>
<td>TO RTE 3 SOUTH TO RTE 8 WEST TO RTE 28 SOUTH TO FALMOUTH WOODS HOLE RD</td>
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<tr>
<td>Wilmington</td>
<td>D</td>
<td>$276.00</td>
<td>TO RTE 10 FROM 200 WEST OR MASS PIKE WEST TO RTE 11-122 WEST TO NORFOLK</td>
<td></td>
</tr>
<tr>
<td>Waltham</td>
<td>90</td>
<td>$265.60</td>
<td>TO RTE 102 SOUTH OVER THE SAGAMORE BRIDGE RTE 8 EAST TO RTE 9 SOUTH FROM</td>
<td></td>
</tr>
<tr>
<td>Yarmouth</td>
<td>M</td>
<td>1-93 SOUTH</td>
<td>TO RTE 3 SOUTH OVER THE SAGAMORE BRIDGE RTE 8 EAST TO RTE 9 SOUTH FROM</td>
<td></td>
</tr>
<tr>
<td>Yarmouth</td>
<td>M</td>
<td>1-93 SOUTH</td>
<td>TO RTE 3 SOUTH OVER THE SAGAMORE BRIDGE RTE 8 EAST TO RTE 9 SOUTH FROM</td>
<td></td>
</tr>
<tr>
<td>Anconway</td>
<td>100</td>
<td>$32.00</td>
<td>TO RTE 9 TO 1-95 SOUTH TO RTE 6 EAST</td>
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<tr>
<td>Ansonia</td>
<td>156</td>
<td>$50.50</td>
<td>TO RTE 9 TO 1-95 SOUTH TO RTE 8 SOUTH</td>
<td></td>
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<tr>
<td>Ashford</td>
<td>73</td>
<td>$25.20</td>
<td>TO RTE 9 TO 1-95 SOUTH TO RTE 8 SOUTH</td>
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<tr>
<td>Brockley Int Airport</td>
<td>110</td>
<td>$35.20</td>
<td>TO RTE 3 SOUTH TO RTE 4 (I-95) TO RTE 8 SOUTH TO WOODS HOLE RD</td>
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</tr>
<tr>
<td>Brockport</td>
<td>147</td>
<td>$47.40</td>
<td>TO RTE 7 SOUTH FROM 153 SOUTH TO BRADFORD (JUST BEFORE NEW HAVEN)</td>
<td></td>
</tr>
<tr>
<td>Bridgeport</td>
<td>156</td>
<td>$49.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO BRIDGEPORT (JUST AFTER MILFORD)</td>
<td></td>
</tr>
<tr>
<td>Bristol</td>
<td>129</td>
<td>$49.60</td>
<td>TO RTE 9 SOUTH FROM 1-84 SOUTH TO RTE 3 WEST TO RTE 2 WEST</td>
<td></td>
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<tr>
<td>Camaan</td>
<td>143</td>
<td>$45.50</td>
<td>TO RTE 9 SOUTH FROM 1-84 SOUTH TO RTE 3 WEST TO RTE 2 WEST</td>
<td></td>
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<tr>
<td>Canton</td>
<td>123</td>
<td>$39.60</td>
<td>TO RTE 9 SOUTH FROM 1-84 SOUTH TO RTE 4 WEST</td>
<td></td>
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<tr>
<td>Cheshire</td>
<td>136</td>
<td>$43.50</td>
<td>TO RTE 9 SOUTH FROM 1-84 SOUTH TO RTE 4 WEST</td>
<td></td>
</tr>
<tr>
<td>Clinton</td>
<td>127</td>
<td>$49.00</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 8 SOUTH TO 1-95 SOUTH TO RTE 4 SOUTH</td>
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<tr>
<td>Colchester</td>
<td>107</td>
<td>$34.20</td>
<td>TO RTE 10 FROM 1-95 SOUTH TO RTE 4 WEST</td>
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<tr>
<td>Cobblebrook</td>
<td>126</td>
<td>$43.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 183 NORTH</td>
<td></td>
</tr>
<tr>
<td>Cornwall</td>
<td>156</td>
<td>$45.00</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Danbury</td>
<td>159</td>
<td>$55.80</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Danielson</td>
<td>68</td>
<td>$27.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Darby</td>
<td>179</td>
<td>$57.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Deep River</td>
<td>122</td>
<td>$30.00</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Durham</td>
<td>128</td>
<td>$46.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Eastham</td>
<td>116</td>
<td>$39.30</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Easton</td>
<td>91</td>
<td>$56.00</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Easton</td>
<td>106</td>
<td>$53.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Easton</td>
<td>90</td>
<td>$28.00</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Gloucester</td>
<td>90</td>
<td>$36.10</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Granby</td>
<td>109</td>
<td>$45.80</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Greenfield</td>
<td>151</td>
<td>$61.70</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Groton</td>
<td>99</td>
<td>$31.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Guilford</td>
<td>136</td>
<td>$43.50</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Haverhill</td>
<td>102</td>
<td>$32.40</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Jeaville</td>
<td>82</td>
<td>$26.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
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<tr>
<td>Kent</td>
<td>163</td>
<td>$51.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
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<tr>
<td>Killingworth</td>
<td>120</td>
<td>$45.00</td>
<td>TO RTE 3 SOUTH FROM 1-95 SOUTH TO RTE 9 SOUTH TO RTE 9 SOUTH TO RTE 4 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Lebanon</td>
<td>97</td>
<td>$31.40</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Leddy Center</td>
<td>98</td>
<td>$33.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 9 SOUTH TO RTE 9 SOUTH TO RTE 4 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Litchfield</td>
<td>101</td>
<td>$45.90</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Manchester</td>
<td>151</td>
<td>$33.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Mansfield</td>
<td>87</td>
<td>$27.80</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Marlborough</td>
<td>28</td>
<td>$9.60</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Middletown</td>
<td>121</td>
<td>$49.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Milford</td>
<td>156</td>
<td>$49.20</td>
<td>TO RTE 9 SOUTH FROM 1-95 SOUTH TO RTE 4 WEST TO RTE 202 SOUTH</td>
<td></td>
</tr>
<tr>
<td>Town</td>
<td>MLGE</td>
<td>Flat Rate</td>
<td>Note</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>------</td>
<td>-----------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>MOHEGAN SUN CASINO</td>
<td>120</td>
<td>$384.00</td>
<td>FROM BOSTON</td>
<td></td>
</tr>
<tr>
<td>NEW BRITAIN</td>
<td>136</td>
<td>$435.20</td>
<td>2008</td>
<td></td>
</tr>
<tr>
<td>NEW CANAAN</td>
<td>184</td>
<td>$588.80</td>
<td>OR MASS PIKE TO 9, 1-84 SOUTH TO 1-91 SOUTH TO RTE 15 SOUTH (MERRITT PKWY)</td>
<td></td>
</tr>
<tr>
<td>NEW HAVEN</td>
<td>139</td>
<td>$444.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO 1-91 SOUTH, OR T-93 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>NEW LONDON</td>
<td>103</td>
<td>$329.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>NEW MILFORD</td>
<td>103</td>
<td>$329.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>NEWTOWN</td>
<td>100</td>
<td>$512.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>NORFOLK</td>
<td>132</td>
<td>$422.40</td>
<td>OR MASS PIKE TO EXIT 3, RTE 202 SOUTH TO RTE 20 (GRANBY) TO RTE 219 TO RTE 44 WEST</td>
<td></td>
</tr>
<tr>
<td>NO. STONINGTON</td>
<td>84</td>
<td>$268.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO RTE 2 (AT Pawcatuck) WEST, OR MASS PIKE TO EXIT 10, 1-395 TO RTE 2 EAST ON RTE 2</td>
<td></td>
</tr>
<tr>
<td>NORWALK</td>
<td>186</td>
<td>$595.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO 1-91 SOUTH OR 1-93 SOUTH TO 1-84 SOUTH</td>
<td></td>
</tr>
<tr>
<td>NORTWICH</td>
<td>91</td>
<td>$291.20</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>PLAINFIELD</td>
<td>75</td>
<td>$240.00</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>PUYAM</td>
<td>79</td>
<td>$233.00</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>REDDING</td>
<td>181</td>
<td>$579.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH ALL WAY TO DANBURY TO RTE 53 SOUTH</td>
<td></td>
</tr>
<tr>
<td>RIDGEFIELD</td>
<td>189</td>
<td>$576.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH ALL WAY TO DANBURY TO RTE 7 SOUTH</td>
<td></td>
</tr>
<tr>
<td>ROCKY HILL</td>
<td>118</td>
<td>$371.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 TO 9-91 SOUTH TO RTE 20</td>
<td></td>
</tr>
<tr>
<td>SALEM</td>
<td>103</td>
<td>$329.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO RTE 85 SOUTH JUST PAST GROTON</td>
<td></td>
</tr>
<tr>
<td>SALISBURY</td>
<td>146</td>
<td>$467.20</td>
<td>OR MASS PIKE TO EXIT 2, RTE 102 SOUTH TO RTE 7 SOUTH JUST ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>SHARON</td>
<td>155</td>
<td>$496.00</td>
<td>OR MASS PIKE TO EXIT 2, RTE 202 SOUTH TO RTE 7 SOUTH TO RTE 128 WEST AT WEST CORNWELL</td>
<td></td>
</tr>
<tr>
<td>STAMFORD</td>
<td>177</td>
<td>$556.40</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO 1-91 SOUTH TO RTE 25 SOUTH TO RTE 95 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>STONINGTON</td>
<td>92</td>
<td>$294.40</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO RTE 95 SOUTH TO RTE 2 WEST JUST PAST THE R.I. BORDER</td>
<td></td>
</tr>
<tr>
<td>THOMPSON</td>
<td>199</td>
<td>$415.20</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH</td>
<td></td>
</tr>
<tr>
<td>TOWINGTON</td>
<td>144</td>
<td>$432.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 SOUTH TO RTE 44 WEST ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>UNION</td>
<td>70</td>
<td>$224.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 TO RTE 171 JUST OVER MASS BORDER</td>
<td></td>
</tr>
<tr>
<td>WATERBURY</td>
<td>130</td>
<td>$416.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>WILLIMANTIC</td>
<td>80</td>
<td>$256.00</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH TO RTE 8 WEST AT DANIELSON</td>
<td></td>
</tr>
<tr>
<td>WINDSOR LOCKS</td>
<td>102</td>
<td>$326.40</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>WOODBURY</td>
<td>148</td>
<td>$473.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-84 TO RTE 64, JUST AFTER WATERBURY</td>
<td></td>
</tr>
<tr>
<td>WOODSTOCK</td>
<td>64</td>
<td>$204.80</td>
<td>OR MASS PIKE TO EXIT 10, 1-395 SOUTH TO RTE 12 TO 1-290 TO 1-395 S, EXIT 95</td>
<td></td>
</tr>
<tr>
<td>MAINE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACTON</td>
<td>89</td>
<td>$284.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO SPAULDING TURNPIKE TO RTE 109 NORTH TO RTE 109 EAST</td>
<td></td>
</tr>
<tr>
<td>ALFRED</td>
<td>103</td>
<td>$336.00</td>
<td>OR MASS PIKE TO RTE 109 WEST TO RTE 4 NORTH</td>
<td></td>
</tr>
<tr>
<td>ANDOVER</td>
<td>188</td>
<td>$651.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO MAINE TURNPIKE TO RTE 26 NORTH TO RTE 232 SOUTH TO RTE 5 NORTH</td>
<td></td>
</tr>
<tr>
<td>AUBURN</td>
<td>138</td>
<td>$441.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO MAINE TURNPIKE TO AUBURN TO RTE 202 AND A</td>
<td></td>
</tr>
<tr>
<td>AUGUSTA</td>
<td>169</td>
<td>$540.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>BANGOR</td>
<td>236</td>
<td>$755.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>BAR HARBOR</td>
<td>265</td>
<td>$848.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO BRUNSWICK, MAINE. PICK UP RTE 1 NORTH TO RTE 3</td>
<td></td>
</tr>
<tr>
<td>BATH</td>
<td>141</td>
<td>$451.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO BRUNSWICK, PICK UP RTE 1 NORTH</td>
<td></td>
</tr>
<tr>
<td>BELFAST</td>
<td>208</td>
<td>$659.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO BRUNSWICK 10 RTE 1 NORTH</td>
<td></td>
</tr>
<tr>
<td>BERWICK</td>
<td>75</td>
<td>$240.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 236 IN KIT TERY, RTE 236 NORTH</td>
<td></td>
</tr>
<tr>
<td>BIDDEFORD</td>
<td>90</td>
<td>$288.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>BOOTHSBAY HARBOR</td>
<td>154</td>
<td>$492.80</td>
<td>OR MASS PIKE TO RTE 1 IN BRUNSWICK TO RTE 27 SOUTH</td>
<td></td>
</tr>
<tr>
<td>BRIDGETON</td>
<td>135</td>
<td>$342.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 302 NORTH IN PORTLAND ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>BRUNSWICK</td>
<td>133</td>
<td>$425.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>BUCKSPORT</td>
<td>224</td>
<td>$732.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 3 EAST AT AUGUSTA ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>CALAIS</td>
<td>346</td>
<td>$1,107.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO BANGOR TO RTE 9 IN PORTLAND ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>CAMBOU</td>
<td>405</td>
<td>$1,296.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO HOULTON TO RTE 1 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>DANFORTH</td>
<td>329</td>
<td>$1,049.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 6 (LINCOLN) TO RTE 169 NORTH</td>
<td></td>
</tr>
<tr>
<td>DEXTER</td>
<td>231</td>
<td>$732.20</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 7 NORTH</td>
<td></td>
</tr>
<tr>
<td>DURHAM</td>
<td>135</td>
<td>$432.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH AT FREEPORT</td>
<td></td>
</tr>
<tr>
<td>EASTPORT</td>
<td>315</td>
<td>$1,058.00</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO FREEPORT</td>
<td></td>
</tr>
<tr>
<td>ELLSWORTH</td>
<td>249</td>
<td>$793.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO BRUNSWICK</td>
<td></td>
</tr>
<tr>
<td>FARMINGTON</td>
<td>189</td>
<td>$604.80</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 27 NORTH</td>
<td></td>
</tr>
<tr>
<td>FRANKLIN</td>
<td>248</td>
<td>$793.60</td>
<td>OR MASS PIKE TO EXIT 9, 1-95 NORTH TO RTE 182</td>
<td></td>
</tr>
<tr>
<td>TOWN</td>
<td>MLGE</td>
<td>mlge x $3.20</td>
<td>DIRECTIONS</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>------</td>
<td>--------------</td>
<td>---------------------------------------------------------------------------</td>
<td></td>
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<tr>
<td>GUILFORD</td>
<td>240</td>
<td>$768.00</td>
<td>TAKE RTE 1-95 NORTH TO NEWPORT PICK UP RTE 7 NORTH</td>
<td></td>
</tr>
<tr>
<td>HIRAM</td>
<td>118</td>
<td>$377.60</td>
<td>TAKE 1-95 NORTH TO RTE 25 TO RTE 5 NORTH</td>
<td></td>
</tr>
<tr>
<td>HOLLINTON</td>
<td>349</td>
<td>$1,127.20</td>
<td>TAKE 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>KENNEBUNK</td>
<td>92</td>
<td>$294.40</td>
<td>TAKE 1-95 NORTH TO RTE 1</td>
<td></td>
</tr>
<tr>
<td>KENNEBUNKPORT</td>
<td>85</td>
<td>$272.00</td>
<td>TAKE 1-95 NORTH TO RTE 1 (EXIT 2) TO RTE 9</td>
<td></td>
</tr>
<tr>
<td>KITTERY</td>
<td>60</td>
<td>$192.00</td>
<td>TAKE 1-95 NORTH TO KITTERY EXIT</td>
<td></td>
</tr>
<tr>
<td>LEWISTON</td>
<td>145</td>
<td>$448.00</td>
<td>TAKE 1-95 NORTH TO RTE 198 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>LINCOLN</td>
<td>282</td>
<td>$902.40</td>
<td>TAKE 1-95 NORTH TO RTE 6 EAST</td>
<td></td>
</tr>
<tr>
<td>LIVERMORE</td>
<td>166</td>
<td>$531.20</td>
<td>TAKE 1-95 NORTH TO RTE 136 NORTH TO RTE 4 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>MILLINOCKET</td>
<td>319</td>
<td>$1,020.80</td>
<td>TAKE 1-95 NORTH TO 157 WEST</td>
<td></td>
</tr>
<tr>
<td>MOODY</td>
<td>68</td>
<td>$217.60</td>
<td>TAKE 1-95 NORTH TO (EXIT 1) RTE 1 NORTH (JUST PAST Ogunquit)</td>
<td></td>
</tr>
<tr>
<td>NEWPORT</td>
<td>213</td>
<td>$681.60</td>
<td>TAKE 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>NO. BERWICK</td>
<td>75</td>
<td>$240.00</td>
<td>TAKE 1-95 NORTH TO RTE 9 WEST (EXIT 2)</td>
<td></td>
</tr>
<tr>
<td>NO. WINDHAM</td>
<td>55</td>
<td>$176.00</td>
<td>TAKE 1-95 NORTH TO RTE 302 NORTH</td>
<td></td>
</tr>
<tr>
<td>OAKFIELD</td>
<td>346</td>
<td>$1,107.20</td>
<td>TAKE 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>Ogunquit</td>
<td>73</td>
<td>$233.60</td>
<td>TAKE 1-95 NORTH TO (EXIT 1) RTE 1 NORTH</td>
<td></td>
</tr>
<tr>
<td>OLD ORCHARD BEACH</td>
<td>69</td>
<td>$218.80</td>
<td>TAKE 1-95 NORTH TO (Saco Exit) RTE 6 EAST</td>
<td></td>
</tr>
<tr>
<td>OLD TOWN</td>
<td>245</td>
<td>$784.00</td>
<td>TAKE 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>PORTLAND</td>
<td>106</td>
<td>$339.20</td>
<td>TAKE 1-95 NORTH TO 295</td>
<td></td>
</tr>
<tr>
<td>RANGLEY</td>
<td>234</td>
<td>$748.80</td>
<td>TAKE 1-95 NORTH TO RTE 136 NORTH TO RTE 4 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>ROCKLAND</td>
<td>158</td>
<td>$502.56</td>
<td>TAKE 1-95 NORTH TO BRUNSWICK PICK UP RTE 1 NORTH</td>
<td></td>
</tr>
<tr>
<td>ROCKWOOD</td>
<td>176</td>
<td>$563.20</td>
<td>TAKE 1-95 NORTH TO RTE 7 NORTH TO RTE 23 NORTH (Toward Guilford) TO RTE 6 NORTH</td>
<td></td>
</tr>
<tr>
<td>RUMFORD</td>
<td>182</td>
<td>$582.40</td>
<td>TAKE 1-95 NORTH TO MAINE TURNPIKE TO RTE 26 NORTH TO RTE 232</td>
<td></td>
</tr>
<tr>
<td>SACO</td>
<td>96</td>
<td>$307.20</td>
<td>TAKE 1-95 NORTH ALL THE WAY</td>
<td></td>
</tr>
<tr>
<td>SANFORD</td>
<td>87</td>
<td>$278.40</td>
<td>TAKE 1-95 NORTH TO RTE 109</td>
<td></td>
</tr>
<tr>
<td>SCARBOROUGH</td>
<td>108</td>
<td>$345.60</td>
<td>TAKE 1-95 NORTH ALL THE WAY (JUST PAST SACO)</td>
<td></td>
</tr>
<tr>
<td>SKOWHEGAN</td>
<td>200</td>
<td>$640.00</td>
<td>TAKE 1-95 NORTH TO RTE 201 NORTH</td>
<td></td>
</tr>
<tr>
<td>SOUTH PARIS</td>
<td>155</td>
<td>$480.00</td>
<td>TAKE 1-95 NORTH TO RTE 26 NORTH</td>
<td></td>
</tr>
<tr>
<td>SPRINGFIELD</td>
<td>301</td>
<td>$963.20</td>
<td>TAKE 1-95 NORTH TO RTE 6 (Lincoln) ALL THE WAY</td>
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<td>HUDSON</td>
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<td>PEEKSKILL</td>
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B2 Applications
Hackney Carriage Drivers License Application Checklist

Date: ___________________________  Hackney # ___________________________

Applicant Name: ____________________________

☐ 21 years of age or older

☐ English Language

☐ Birth Certificate, Alien Card, Asylum Document, US Passport or Naturalization Papers (circle one)

☐ Work Authorization

☐ Hackney Carriage Driver’s License not revoked or suspended in any jurisdiction.

☐ Valid Massachusetts Driver’s License Driver’s license in the United States for at least 2 years.

☐ Not have been adjudged a Habitual Traffic Offender, as defined by the Commonwealth of Massachusetts Registry of Motor Vehicles standards, or the equivalent in any jurisdiction, within the past 5 years.

☐ Not have any outstanding or unresolved driving infractions which could result in the applicants Driver’s license being suspended or revoked in any jurisdiction.

☐ Not have had his or her Driver’s License suspended for 5 or more surchargeable events, within the past 5 years in any jurisdiction.

☐ Not have more than four violations/accidents as defined by the Registry of Motor Vehicles or equivalent department in the last 3 years in any jurisdiction. (same day equals one)

☐ No Operating Under the Influence of drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90 section 24D within the past 5 years or the equivalent in any jurisdiction.

☐ No felony convictions within the last 5 years in any jurisdiction.

☐ No drug convictions in the last 5 years in any jurisdiction.

☐ No disposition for an offense in any jurisdiction that admits to such facts or continues such offense without resolution (for any criminal offense that would result in the denial of a license. (See Inspector of Carriages)

☐ Not required to register as a sex offender in any jurisdiction.

☐ Not have any outstanding or unresolved criminal court cases in any jurisdiction which could result in the license being denied if the Driver were convicted of the alleged offense.

Officer Signature ____________________________

0045-BAT-0711
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Total Amount Due: $ 
BPD Employee Initial: ___________ ID#: ___________
NEW Hackney License Application Guidelines

YOU MUST MEET ALL OF THE REQUIREMENTS LISTED BELOW

• Be 21 years of age or older

• Be able to Speak, Read, Write and Understand the English Language

• Have either a Birth Certificate, Alien Card, Asylum Document, US Passport or Naturalization Papers

  If you are not a US citizen but have work authorization you must show written documentation / Work Authorization Card

• Hackney Carriage Driver’s License not revoked or suspended in any jurisdiction.

• Have a Valid Massachusetts Driver’s License in the United States for at least 2 years.

• Not have been adjudged a Habitual Traffic Offender, as defined by the Commonwealth of Massachusetts Registry of Motor Vehicles standards, or the equivalent in any jurisdiction, within the past 5 years.

• Not have any outstanding or unresolved driving infractions which could result in the applicants Driver’s license being suspended or revoked in any jurisdiction.

• Not have had his or her Driver’s License suspended for 5 or more surchargeable events, within the past 5 years in any jurisdiction.

• Not have more than four violations/accidents as defined by the Registry of Motor Vehicles or equivalent department in the last 3 years in any jurisdiction. (same day equals one)

• No Operating Under the Influence of drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90 section 24D within the past 5 years or the equivalent in any Jurisdiction.

• No felony convictions within the last 5 years in any jurisdiction.

• No drug convictions in the last 5 years in any jurisdiction.

• No disposition for an offense in any jurisdiction that admits to such facts or continues such offense without resolution (for any criminal offense that would result in the denial of a license. (See Inspector of Carriages)

• Not required to register as a sex offender in any jurisdiction.

• Not have any outstanding or unresolved criminal court cases in any jurisdiction which could result in the license being denied if the Driver were convicted of the alleged offense.

• The application fee is Seventy-Five dollars ($75.00) ~ NO REFUNDS.

• You MUST be able to attend Five (5) training classes, starting on Tuesday, Wednesday and Thursday evening from 5:00 PM to 9:00 PM. Classes are held at Boston Police Department - Area A-15 ~ 20 Vine Street, Charlestown, Ma 02129

You MUST be able to take a test after attending 5 nights of classes. Tests are on Thursday evenings at 5:00 PM at Boston Police Department - Area A-15 ~ 20 Vine Street, Charlestown, Ma 02129

• Applicants must complete the entire training and testing process within sixty (60) days of applying. Failure to do so will result in the applicant repeating the entire process.

5/2011
To the Police Commissioner for the City of Boston: the undersigned respectfully petitions for a Pedicab Operators License.

NAME: ________________________________
LAST FIRST MI

ADDRESS: ________________________________
NO STREET APT. # CITY /STATE / ZIP

GENDER: MALE / FEMALE

HOME TELEPHONE #: (____) ____________________ CELL PHONE #: (____) ____________________

MOTOR VEHICLE LICENSE NUMBER: __________________________ STATE: __________________________

SOCIAL SECURITY NUMBER: __________________________

DATE OF BIRTH: __________________________ PLACE OF BIRTH: __________________________

NAME OF PEDICAB COMPANY I AM ASSOCIATED WITH: __________________________

COMPANY ADDRESS:
NO STREET APT. # CITY /STATE / ZIP

COMPANY TELEPHONE #: (____) ____________________

I am aware of all Traffic Rules and Regulations with respect to vehicular traffic and understand fully that my license to operate a Pedicab may be suspended or revoked for cause by the Police Commissioner or his designees at any time. I have received, read and understand the Police Commissioners Special Order # 07-062.

APPLICANT'S SIGNATURE: __________________________

_______________, 20
MONTH / DAY YEAR

BPD Initial: ____________

10 / 2009
BOSTON POLICE HACKNEY CARRIAGE EXAM

DATE: ________________________________

HACKNEY ID #: ________________________________

NAME: __________________________________________

----------------- Last, First -----------------

DRIVER LICENSE #: ________________________________

CONTACT #: ________________________________

☐ NEW DRIVER ☐ EXPIRED DRIVER ☐ RETEST / Geography

Rules and Regulations

Professionalism

Instructions:

◆ Print all answers clearly. Unreadable answers will be marked incorrect.
◆ Answer all questions clearly and briefly.
◆ This is a three-part exam. Be certain to complete all three sections of the exam.
◆ There will be no talking once the exam begins.
◆ No papers or notes of any kind will be allowed in the classroom.
◆ Failure to follow these instructions will result in a failure of this exam.

office use only:

EXAM SCORE: PASS FAIL

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COMMENTS:

________________________________________

________________________________________

HACKNEY CARRIAGE OFFICER SIGNATURE DATE
1. You receive a call to pick up a blind person upon arrival the person has a guide dog, can you refuse this passenger?

2. Explain what you would do if a passenger complains about being overcharged?

3. A passenger refuses to pay you the fare, what should you do? (circle one answer)
   A. Hold an item belonging to the passenger until he/she pays fare
   B. Refuse to let passenger out until he pays the fare
   C. Let him go and forget about it
   D. Take passenger back to where you picked them up

4. When may a passenger be seated in the front seat?

5. A school bus stopped with front and rear red lights flashing with children getting on the bus, at what speed may you pass the bus?

6. A driver shall not operate his taxi under what conditions? (circle one answer)
   A. During snow storms
   B. While using drugs and alcohol
   C. During a heat wave
   D. During rain storms
7. Five cabs are parked on a cabstand a passenger gets into the last cab, when is this allowed?

8. When a taxi driver changes the Taxi Company he works for or his home address, how soon should he notify the Hackney office? (circle one answer)
   A. 30 days
   B. 48 hours
   C. 24 hours
   D. At the end of his shift

9. What should a cab driver do if he finds guns and drugs that were left in his cab? (circle one answer)
   A. Turn them in to lost and found at headquarters
   B. Bring them into the nearest police station
   C. Call the police immediately
   D. Leave for the next driver to turn in

10. When does a cab driver ask his passenger(s) their destination? (circle one answer)
    A. As the passenger walks towards his cab
    B. Once they are seated and give directions
    C. Outside the taxi while passenger is standing
    D. As they are coming out of their workplace

11. When can a driver allow repairs to be done on his cab while on a taxi stand? (circle one answer)
    A. Never
    B. After 8:00 pm
    C. Before his shift starts
    D. After his shift ends
12. When must a driver have receipts in his possession? (circle one answer)
   A. Only if he is taking flat rates
   B. Only at the airport
   C. At all times
   D. Never

13. When property is found in the back seat or trunk of your cab, what should you do with it?

14. What is the maximum speed in a school zone when in session? (circle one answer)
   A. 20 mph
   B. 25 mph
   C. 30 mph
   D. 40 mph

15. What type of fares go into the meter? (circle one answer)
   A. Tolls
   B. Airport fees
   C. Flat rates
   D. Short trips
   E. All of the above

16. A driver is not required to take certain passengers. Name them

17. All taxi drivers must take elderly coupons. (circle one answer)
   A. True
   B. False
17. How much money must a cab driver be capable of making change for? (circle one answer)
   A. $20.00
   B.
   C. $25.00
   D. $30.00
   E. $40.00

19. Under what conditions do you use your horn? (circle one answer)
   A. Try to get a slower driver to move faster
   B. Try to get other vehicles to move in a traffic jam
   C. Complain about other driver's mistakes
   D. Avoid accidents

20. Hackney Carriage Drivers must turn in their Hackney Carriage Driver's License to the
    Hackney Carriage Unit when they leave the (1)______________________________
    for more than (2) ________________________ days.

21. No Hackney Carriage Driver Shall pick up any passengers within __________________
    Of an established public stand when there are Hackney Carriages at the public stand.
    A. 100 feet
    B. 1/2 mile
    C. sight
    D. 500 yards

22. The passenger may drink alcohol in the rear seat as long as it is in a red cup
    A. True
    B. False
23. What are the taxipools hours of operation?

   A. 5:00 am to 11:00 pm
   B. 4:00 am to midnight
   C. 24 hours a day

24. Are drivers allowed to pick up on the departure level after dropping off at Logan Airport?

   A. Yes
   B. No

25. If you have an issue with an agent at the Airport taxi stand, what should you do?

   A. Argue with the Agent
   B. Return to the taxipool and request to speak to a supervisor
   C. Call the State Police
PROFESSIONALISM

1. A passenger comes to your taxi and requests to go to a location that you are not familiar with. What would you do?

2. You can refuse a blind person with a Seeing Eye dog? (circle one answer)
   A. True
   B. False

3. A passenger, who is in a folding wheelchair, attempts to get into your cab. How should the driver handle this? (circle one answer)
   A. Call for a wheelchair van
   B. Tell customer to call for a wheelchair van
   C. Refuse to take the customer
   D. Assist customer into the cab and place wheelchair into trunk of vehicle

4. A passenger is picked up at the Boston Harbor Hotel, tells the driver he wants to go to Abington and requests the driver to wait one hour in Abington, then return to the hotel. How should you charge for this fare? (circle one answer)
   a. Metered rate all the way
   b. Flat rate to Abington and metered back
   C. Flat rate to Abington, hour waiting time, plus ½ flat rate back
   D. Flat rate to Abington, plus ½ flat rate back

5. A driver ends his shift, and after cleaning out his cab, he finds some property left in his cab. What should the driver do? (circle one answer)
   A. Keep it until the passenger calls
   B. Bring it to Boston Police Headquarters
   C. Leave it in the cab for next driver
   D. Bring it to the cab dispatcher
6. If you are being robbed, what should you do?  *(circle one answer)*
   A. Give it up
   B. Argue with them
   C. Take them to where they want to go
   D. Lock them in your cab and call the police

7. When do pedestrians have the right of way?  *(circle one answer)*
   A. Always
   B. When traffic is stopped
   C. When light is flashing red and yellow
   D. When light is flashing green

8. When fire and police vehicles or ambulances have their lights and sirens flashing and they are coming up behind your cab, what should you do?  *(circle one answer)*
   A. Pull to the right and stop immediately
   B. Stop and wait for them to pass
   C. Proceed with caution
   D. Pull to the left and stop immediately

9. How do you charge when “emergency conditions” are declared at Logan Airport?

10. What information is recorded on a waybill (trip sheet)?  *(circle one answer)*
    A. Listing of all trips
    B. Listing of all flat rates
    C. Hackney’s phone number
    D. Location of police headquarters
11. How much is the flat rate per mile? (circle one answer)
   A. $2.00
   B. $3.20
   C. $2.60
   D. $3.00

12. You have picked up two elderly passengers and taken them to their destination. Now they try to pay with Boston Elderly Coupons. You can refuse to take these coupons and ask for cash?

13. How much do you get per hour for waiting time/idling time? (circle one answer)
   A. $20.00
   B. $28.00
   C. $24.00
   D. $30.00

14. Under what circumstances may a driver pick up a fare outside of Boston? (circle one answer)
   A. At any time
   B. A person waving their hand
   C. Prearranged or a radio call
   D. If person offers to double fare if driver takes them

15. A passenger wishes to go from Boston City Hall to their home in East Boston. How would you charge them? (circle one answer)
   A. Metered rate plus $3.00 tunnel fees
   B. Metered rate no additional fees
   C. Metered rate plus $6.00 (tunnel & airport fee
   D. Metered rate plus $1.50 tunnel fees

16. You may refuse to transport a passenger with a dog if it offends your religious beliefs.
   A. True
   B. False
17. You should always drive (1) ____________________________

18. You are driving with a passenger in your cab and your cell phone rings. What should you do?

A. Ask the customer if it is OK to take the call
B. Press ignore on your phone and call them back when the trip is over
C. Answer the phone
D. Pull over before you start talking

19. Which of the following is not appropriate when driving a taxi?

A. Necktie
B. Dress shoes
C. Collared shirt
D. Gym shorts

20. Passengers are impressed with how fast you can get them to their destination.

A. True
B. False

21. You arrive at the customers destination and the customer gets out his/her credit card to pay, do you

A. Tell them the machine is broken because you need cash to pay your waybill;
B. Say thank you and remind him to take the receipt?
C. Tell him you do not take credit cards because it takes longer to get paid.
D. Tell him to leave a big tip because the company takes 6%

22. Telling the customer how much money you made tonight is a good conversation starter.

A. True
B. False
23. The customer gets in the cab at Logan Airport and tells you he wants to go to South Boston and to make sure you take the Sumner Tunnel. You tell the customer that the Ted Williams Tunnel is faster, but he insists, you take the Sumner Tunnel. What do you do?

A. Get out your map book to show the customer which route is faster
B. Tell the customer to take another cab because you don’t want to risk a complaint about a long route.
C. Take the Ted Williams because you know that it is faster
D. Take the Sumner Tunnel even though you know it is longer

24. Women frequently enjoy flirting with the driver on long rides

A. True
B. False

25. Which of the following does not belong?

A. I don’t know how to get there, can you wait one minute while I check my dispatcher?
B. Don’t worry pal, we’ll find it
C. Where would you like to go sir?
D. Is there a particular route that you would like me to take sir?
GEOGRAPHY

1. In Boston, what is the location of the Registry of Motor Vehicles?

2. What is the location of South Station?

3. What is the location of Boston City Hall?

4. What is the location of One Financial Center? (Circle one answer)
   A. Milk Street and Atlantic Avenue
   B. Summer Street, Atlantic Avenue, and Essex
   C. Columbus Avenue and Stuart Street
   D. North Street and Congress Street

5. What is the location of the John F. Kennedy Library?

6. What building is located at One Schroeder Plaza?

7. What is the location of Northeastern University?
8. Where Is The Main Entrance Location Of The Franklin Park Zoo? (circle one answer)
   A. Ruggles Street And Tremont Street
   B. Blue Hill Avenue And Columbia Road
   C. American Legion Highway And Morton St
   D. Columbus Ave And Centre St

9. What Is The Location Of The Union Oyster House?

10. How Would You Go From Andrew Square To The Carney Hospital?

11. What Is The Location Of The Old North Church?

12. What Is The Location Of St. Elizabeth’s Hospital? (circle one answer)
    A. 736 Cambridge Street, Brighton
    B. Harrison Avenue And Kneeland Street
    C. Center Street And Jamaicaway
    D. Brighton Ave And Commonwealth Ave

13. What Is The Location Of Faneuil Hall?

14. What Is The Location Of The Boston Public Library?
15. **What Is The Location Of The Federal Reserve Building?** *(circle one answer)*
   A. Summer Street And Atlantic Avenue
   B. Stuart Street And Berkeley Street
   C. Cedar Street And Centre Street
   D. 60 State Street

16. **What is the Location Of The Tip O’Neil Federal Building?** *(circle one answer)*
   A. Causeway Street Next to Fleet Center
   B. Blossom Street Next to Holiday Inn
   C. State Street and Washington Street
   D. Cambridge and Stanford St

17. **What Is The Location Of Fleet Bank Building?** *(circle one answer)*
   A. 1 Federal Street
   B. 25 State Street
   C. 80 Beacon Street
   D. 100 Cambridge Street

18. **What Main Road or Street Would You Take From Mattapan Square To The Boston Medical Center?**

19. **What is The Location of The State House?**

20. **What is The Location of Children’s Hospital**

21. **What is The Location of The Bayside Exhibition Center?**
22. What is The Location of The Seaport Hotel?

23. What is the Location of The Children's Museum?

24. What is The Location Of Anthony's Pier 4?

25. How Would You Go From Logan Airport To The Seaport Hotel?
1. When a Hackney Driver changes the Taxi Company he works for or his home address, how soon should he/she notify the Hackney Office? (circle one answer)
   A. 10 days
   B. 48 hours
   C. 24 hours
   D. After the end of his shift

2. What is the speed limit inside residential or business districts? (circle one answer)
   A. 25 mph
   B. 30 mph
   C. 35 mph
   D. 40 mph

3. What is the maximum speed limit in a school zone? (circle one answer)
   A. 20 mph
   B. 25 mph
   C. 30 mph
   D. 35 mph

4. When can a driver allow repairs to be done on his cab while on a taxi stand? (circle one answer)
   A. When his shift is over
   B. At all times
   C. When he is on break
   D. Never

5. A driver shall not speak in a certain way to his passenger. Name that way.
6. When may a taxi driver take a space on a taxi stand? (circle one answer)
   A. When he can squeeze in  
   B. Never  
   C. When there is space available  
   D. When he is on break

7. All taxi drivers do not have to take Elderly Coupons (circle one answer)
   A. True  
   B. False

8. What papers or books are drivers required to have in his/her possession while operating his taxicab? (List at least 3 items)

   ____________________________________________
   ____________________________________________
   ____________________________________________

9. A driver can charge for lost time while waiting for a passenger to come out of his/her home to the taxi. (circle one answer)
   A. True  
   B. False  
   C. Op

10. A driver does not need to keep a record of all their trips. (circle one answer)
    A. True  
    B. False  
    C. Optional

11. If a driver is stopped by a police officer and spoken to by an officer, how should you speak to the Police Officer?
12. If a hackney officer or a police officer issues a hackney carriage ticket to you, what must the driver do?  *(circle one answer)*

A. Mail It Into Police Headquarters  
B. Come To Police Headquarters with The Ticket  
C. Write A Letter to The Hackney Unit  
D. Call Hackney to make an Appointment

13. What type of fares go into the meter?  *(circle one answer)*

A. Tolls  
B. Airport fee  
C. Flat rate  
D. Short trips  
E. All of the Above

14. What should a driver do if he finds guns or drugs that were left in his cab?  *(circle one answer)*

A. Turn them into lost and found at headquarters  
B. Bring them too the nearest police station  
C. Call the police immediately  
D. Leave for the next driver to turn in

15. If a taxi driver loses his hackney license he can drive a cab until he obtains a new Hackney License?  *(circle one answer)*

A. True  
B. False

16. List the exceptions as to when a passenger may be seated in the front seat

17. Under what conditions may a driver pickup a second passenger if the taxi has a passenger inside the cab already?
18. When can a driver pickup a fare outside Boston?

19. Drivers do not have to take certain passengers. Name them

20. Hackney Carriage Drivers must turn in their Hackney Carriage Driver's License to the Hackney Carriage Unit when they leave the (1) ________ for more than (2) ________ days.

21. No Hackney Carriage Driver Shall pick up any passengers within ________

   Of an established public stand when there are Hackney Carriages at the public stand.

   A. 100 feet
   B. 1/2 mile
   C. sight
   D. 500 yards

22. The passenger may drink alcohol in the rear seat as long as it is in a red cup

   A. True
   C. False

23. What are the taxipools hours of operation?

   A. 5:00 am to 11:00 pm
   B. 4:00 am to midnight
   C. 24 hours a day
24. Are drivers allowed to pick up on the departure level after dropping off at Logan Airport?
   A. Yes
   B. No

25. If you have an issue with an agent at the airport taxi stand, what should you do?
   A. Argue with the Agent
   B. Return to the taxipool and request to speak to a supervisor
   C. Call the State Police
PROFESSIONALISM

1. A person exits a bar and is clearly drunk but friendly, can you take him/her to their home?

2. What information is recorded on a Waybill?

3. You can refuse a blind person with a Seeing Eye dog? *(circle one answer)*
   A. True
   B. False

4. You are at the Airport; a woman hires your taxi. You load some heavy luggage, spend an hour in traffic, you are polite and courteous. The customer does not tip you, what do you do?

5. Three people traveling together enter your taxi, and you take them to the Sheraton Boston Hotel. How do you charge for this trip? *(circle one answer)*
   A. One single metered fare plus tolls/fees covers all three
   B. Charge each person what is on the meter
   C. Charge a flat rate
   D. Metered fare and add in tip

6. Four business travelers at Logan Airport approach your cab. They ask to go to the Four Seasons Hotel. Can one person sit up front with you? *(circle one answer)*
   A. Yes
   B. No
7. How do you charge passenger when emergency conditions are declared? (circle one answer)
   A. Metered rate for each passenger minus $2.00 each
   B. Minus $2.00
   C. Minus $2.00 plus pool fee
   D. Metered rate for each passenger plus $2.00 each

8. How should a cab driver maintain his cab? (circle one answer)
   A. Clean and sanitary at all times
   B. Clean from time to time
   C. As clean as the driver feels necessary
   D. Each time the cab goes for inspection

9. A driver picks up two passengers at the Marriott Long Wharf going to their homes in Abington. The second passenger wishes to continue six miles to another location. How would you charge for this fare? (circle one answer)
   A. Flat rate only, charge last passenger
   B. One single metered fare
   C. Flat rate for 1st, then metered on the 2nd passenger
   D. Metered rate for 1st then flat rate for the 2nd

10. A passenger is picked up on Congress Street going to East Boston. How would you charge for this fare? (circle one answer)
    A. Metered fare, no extras
    B. Metered fare plus tunnel toll
    C. Flat rate, plus airport fee and tolls
    D. Flat rate from Congress St to East Boston

11. You have just dropped a passenger at his destination and he/she requests a meter receipt. How would you supply a receipt for them? (circle one answer)
    A. Print one from the meter
    B. Give a flat rate receipt
    C. Tell passenger you are unable to because there is no paper in the meter
    D. Give them a business card with the fare on it
12. A passenger comes rushing out of a hotel and hops into your taxi and says, “I’m really late for my flight, if you can get me to the airport in fifteen minutes, I’ll take care of you. What should the driver say or do”? (circle one answer)
   A. Ok jump in and I’ll race over
   B. I’ll do my best safe and legal
   C. Find another cab
   D. If you double the cost I will take you

13. The driver is in route to the passenger’s destination when all of a sudden the passenger says, “hey, I think you are taking me the wrong way.” What should you do?

14. How much can you charge per hour for waiting time for a passenger? (circle one answer)
   A. $28.00
   B. $20.00
   C. $24.00
   D. $30.00

15. The Bell Captain hails your taxi which is a station wagon or van out of line for a trip that has a lot of luggage. How much extra can you charge? (circle one answer)
   A. $2.50
   B. $6.00
   C. $10.50
   D. $11.00

16. You may refuse to transport a passenger with a dog if it offends your religious beliefs.
   A. True
   B. False

17. You should always drive (1) ________________________
18. You are driving with a passenger in your cab and your cell phone rings. What should you do?

A. Ask the customer if it is OK to take the call
B. Press ignore on your phone and call them back when the trip is over
C. Answer the phone
D. Pull over before you start talking

19. Which of the following is not appropriate when driving a taxi?

A. Necktie
B. Dress shoes
C. Collared shirt
D. Gym shorts

20. Passengers are impressed with how fast you can get them to their destination.

A. True
B. False

21. You arrive at the customers destination and the customer gets out his/her credit card to pay, do you

A. Tell them the machine is broken because you need cash to pay your waybill;
B. Say thank you and remind him to take the receipt?
C. Tell him you do not take credit cards because it takes longer to get paid.
D. Tell him to leave a big tip because the company takes 6%

22. Telling the customer how much money you made tonight is a good conversation starter.

A. True
B. False
23. The customer gets in the cab at Logan Airport and tells you he wants to go to South Boston and to make sure you take the Sumner Tunnel. You tell the customer that the Ted Williams Tunnel is faster, but he insists, you take the Sumner Tunnel. What do you do?

A. Get out your map book to show the customer which route is faster
B. Tell the customer to take another cab because you don't want to risk a complaint about a long route.
C. Take the Ted Williams because you know that it is faster
D. Take the Sumner Tunnel even though you know it is longer

24. Women frequently enjoy flirting with the driver on long rides

A. True
B. False

25. Which of the following does not belong?

A. I don't know how to get there, can you wait one minute while I check my dispatcher?
B. Don't worry pal, we'll find it
C. Where would you like to go sir?
D. Is there a particular route that you would like me to take sir?
GEOGRAPHY

1. What Is the Location of St. Elizabeth's Hospital?  (circle one answer)
   A. 736 Cambridge St., Brighton
   B. Harrison Ave And Kneeland St
   C. Centre Street And Jamaica way
   D. Commonwealth Ave And Harvard St

2. What Is The Location Of South Station?

3. What Is The Location Of The New England Aquarium?

4. What Is The Location Of Faneuil Hall?

5. What Is The Location Of Franklin Park Zoo?  (circle one answer)
   A. Ruggles Street And Tremont St
   B. Blue Hill Ave And Columbia Road
   C. American Legion Highway And Morton St
   D. Blue Hill Ave And Warren St

6. What Is The Location Of The John F. Kennedy Library?
7. What Is The Location Of The Union Oyster House?

8. If You Were At Andrew Square, How Would You Go To Carney Hospital?

9. What Is The Location Of The Wang Theatre?

10. What Is the Location of Children's Hospital?

11. At The Hynes Auditorium, How Would You Go To The Four Seasons Hotel?

12. What Is the Location of Anthony's Pier 4?

13. What Is The Location Of The Fleet Bank Building?  (circle one answer)

   A. 1 Federal Street
   B. 25 State Street
   C. 80 Beacon Street
   D. 41 Union Street
14. What Is The Location Of The Federal Reserve Building?  (circle one answer)
   A. Summer St And Atlantic Ave
   B. Stuart St And Berkeley St
   C. Cedar Street And Centre Sts
   D. Ruggles St And Huntington Ave

15. What Is The Location Of The Christian Science Church Park?  (circle one answer)
   A. West Newton St and Tremont St
   B. Huntington Ave And Mass Ave
   C. Brookline Ave And Francis St
   D. Columbus Ave And Tremont

16. What Is The Location Of The Saltonstall Building?

17. What Is The Location Of The Copley Fairmont Plaza Hotel?

18. What Is The Location Of Back Bay Station?

19. What Is The Location Of The Ship U.S.S. Constitution?  (circle one answer)
   A. Black Falcon Pier
   B. Jamaica Pond, Jamaica Plain
   C. Old Navy Yard, Charlestown
   D. Castle Island, South Boston
20. What Main Street Would You Take To Go From Forest Hill's Station to Cleary Square?

21. What Is The Location Of The John Hancock Tower?

22. What Is the Location of the Children's Museum?

23. What Is The Location Of The Roxbury Community College?

24. What Is The Location Of Northeastern University?

25. What Main Street Would You Take From Forest Hills Station To Go To Roslindale Square?
HACKNEY RULES AND REGULATIONS

1. What type of fares go into the meter? (circle one answer)
   A. Tolls
   B. Airport fee
   C. Flat rate
   D. Tunnel fee
   E. All of the Above

2. What does the driver do if he finds guns or drugs that were left in his cab? (circle one answer)
   A. Turn them into lost and found at Headquarters
   B. Bring them into the nearest police station
   C. Call the police immediately
   D. Leave for the next driver to turn in

3. If a Hackney Carriage ticket is issued by a Hackney Officer, what must the driver do? (circle one answer)
   A. Mail it to Police Headquarters
   B. Come to Police Headquarters with the ticket
   C. Write a letter to the Hackney Unit
   D. Leave it for the next driver

4. Can a driver drive a cab if his/her Hackney License is lost / stolen? (circle one answer)
   A. Yes
   B. No

5. Can a taxi driver do any routine repairs to his/her taxi while on a cabstand? (circle one answer)
   a. Yes
   b. No
6. If a driver is stopped by a Police Officer and spoken to by the officer how should the driver speak to the Officer?

7. Every driver needs to keep a record of all trips.  *(circle one answer)*

   A. True
   B. False

8. When must a taxi driver sit on the drivers seat while parked at a public taxi stand waiting to be hired?  *(circle one answer)*

   A. When working, but not while on break
   B. According to the weather
   C. At all times
   D. When there are a lot of passengers

9. What is the maximum speed in a school zone while school is in session?  *(circle one answer)*

   A. 30 mph
   B. 25 mph
   C. 20 mph
   D. 50 mph

10. How much money must a driver is capable of making change for?

    A. $30.00
    B. $20.00
    C. $40.00
    D. $50.00

11. A driver shall not speak in a certain manner towards his/her passengers. Name that way.
12. When may a taxi driver take a space on a taxi stand?  *(circle one answer)*
   
   A. When he can squeeze in.
   B. When there is space available
   C. When a driver lets him get in front of his car
   D. When the cabs are double parked

13. All drivers must take Elderly Coupons?  *(circle one answer)*

   A. True
   B. False

14. When can a driver pick up a fare outside of Boston?

15. When may the driver pickup a second passenger if the taxi has a passenger inside the cab already?  *(circle one answer)*

   A. If there is room in the cab
   B. With the permission of the passenger
   C. If the driver thinks they are going to the same place.
   D. If he is operating a van or station wagon.

16. Can a driver charge for lost time while waiting for a passenger to come out of his/her home to the taxi?  *(circle one answer)*

   A. Yes
   B. No

17. Name the certain passengers that drivers do not have to take.
18. What papers or books are drivers required to have in his/her possession while operating his/her taxicab? List at Least 3 Items

__________________________

__________________________

__________________________

19. Can a driver demand more money than what is on the meter?

A. Yes

B. No

20. Hackney Carriage Drivers must turn in their Hackney Carriage Driver’s License to the Hackney Carriage Unit when they leave the (1) ___________________________ for more than (2) _______________________ days.

21. No Hackney Carriage Driver Shall pick up any passengers within ____________ of an established public stand when there are Hackney Carriages at the public stand.

A. 100 feet

B. 1/2 mile

C. sight

D. 500 yards

22. The passenger may drink alcohol in the rear seat as long as it is in a red cup

A. True

A. False
23. What are the taxipools hours of operation?
   A. 5:00 am to 11:00 pm
   B. 4:00 am to midnight
   C. 24 hours a day

24. Are drivers allowed to pick up on the departure level after dropping off at Logan Airport?
   A. Yes
   B. No

25. If you have an issue with an agent at the airport taxi stand, what should you do?
   A. Argue with the Agent
   B. Return to the taxipool and request to speak to a supervisor
   C. Call the State Police
PROFESSIONALISM

1. A passenger, who is in a folding wheel chair, attempts to get into your cab. How should the driver handle this?

2. The driver is in route to the passengers destination when all of a sudden the passenger says, “Hey I think you are taking me the wrong way”. What should the driver do?

3. A passenger comes to your taxi and requests a location you are not familiar with what do you do?

4. If a passenger with a lot of luggage request a van, how much extra can you charge?

5. A driver ends his shift and finds a passenger has left some property in your cab. What do you do?

6. Upon arrival at their destination, a passenger asks you for a receipt. If it is a metered rate, how do you provide them with a receipt?
7. A passenger is picked up at the Boston Harbor Hotel, he tells you he wants to go to Abington and requests you to wait one hour in Abington then return to the hotel. How would you charge for this trip? (circle one answer)

A. Metered rate all the way
B. Flat rate to Abington and metered back
C. Metered rate to Abington, hour waiting time plus metered rate back
D. Flat rate there and flat rate back

8. You pick up four businessmen at Logan Airport and they want to go to the Four Seasons Hotel, can one passenger sit up front with you?

9. What information is recorded on a Waybill?

10. How should a cab driver maintain his cab? (circle one answer)

A. Clean and sanitary at all times
B. Clean from time to time
C. As clean as the driver feels necessary
D. Clean for inspection season

11. How do you charge customers when emergency conditions are declared?

12. A passenger is picked up on Congress Street going to East Boston, How would you charge for this fare? (circle one answer)

A. Meter rate plus $4.50 tunnel fee
B. Meter rate no extra fees
C. Meter rate plus $6.00 airport fee
D. Flat rate on $1.50 for going thru the tunnel to East Boston
13. You have picked up two elderly customers and have taken them to their destination. They are attempting to pay for the trip with Boston Elderly Coupons. Can you take the coupons or ask them to pay with cash?

14. A passenger comes running out of the Park Plaza Hotel and enters your cab, tells you that they are really late for their flight, and ask if you could get them to the airport in 20 minutes and they will pay you double for the fare on the meter, what should you do or say?

15. You are at the airport; a woman with a lot of luggage gets into your cab. You spend an hour in traffic, you are polite and courteous and upon reaching her destination, she does not give you a tip. What should you do?

16. You may refuse to transport a passenger with a dog if it offends your religious beliefs.
   
   A. True
   B. False

17. You should always drive (1) ____________

18. You are driving with a passenger in your cab and your cell phone rings. What should you do?

   A. Ask the customer if it is OK to take the call
   B. Press ignore on your phone and call them back when the trip is over
   C. Answer the phone
   D. Pull over before you start talking
19. Which of the following is not appropriate when driving a taxi?

A. Necktie  
B. Dress shoes  
C. Collared shirt  
D. Gym shorts

20. Passengers are impressed with how fast you can get them to their destination.

A. True  
B. False

21. You arrive at the customers destination and the customer gets out his/her credit card to pay, do you

A. Tell them the machine is broken because you need cash to pay your waybill;  
B. Say thank you and remind him to take the receipt?  
C. Tell him you do not take credit cards because it takes longer to get paid.  
D. Tell him to leave a big tip because the company takes 6%

22. Telling the customer how much money you made tonight is a good conversation starter.

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23. The customer gets in the cab at Logan Airport and tells you he wants to go to South Boston and to make sure you take the Sumner Tunnel. You tell the customer that the Ted Williams Tunnel is faster, but he insists, you take the Sumner Tunnel. What do you do?

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B. Tell the customer to take another cab because you don’t want to risk a complaint about a long route.
C. Take the Ted Williams because you know that it is faster
D. Take the Sumner Tunnel even though you know it is longer

24. Women frequently enjoy flirting with the driver on long rides

A. True
B. False

25. Which of the following does not belong?

A. I don’t know how to get there, can you wait one minute while I check my dispatcher?
B. Don’t worry pal, we’ll find it
C. Where would you like to go sir?
D. Is there a particular route that you would like me to take sir?
GEOGRAPHY

1. How Would You Get From Brigham and Women's Hospital to Boston Police Headquarters?

2. What Is The Location Of The Boston Registry Of Motor Vehicles?

3. What Is The Location Of Fenway Park?

4. What Is The Location Of State Street Bank Building? (circle one answer)
   A. 225 Franklin Street
   B. 109 Cambridge Street
   C. 1 Fruit Street
   D. 60 State Street

5. What Is The Location Of The Hard Rock Café?

6. How Would You Go From The Bostonian Hotel To Cheers On Beacon Street?
7. What Is The Location Of The Seaport Hotel?

8. What Is The Location Of The Bayside Exposition Center?

9. What Is The Location Of The No Name Restaurant?

10. How Would You Go From Kenmore Square To The State House?

11. How Would You Go From Andrew Square To The Carney Hospital?

12. What Is The Location Of Symphony Hall?

13. What Main Road Or Street Would You Take From Mattapan Square To Go To The Boston Medical Center?

14. On What Street Is The Main Entrance To The Hynes Auditorium Located?
15. What Is The Location Of Baytower Room Restaurant? (circle one answer)
   A. State Street and Surface Road
   B. 60 State Street
   C. Franklin Street and Congress Street
   D. Congress Street and North Street

16. What Is The Location Of The State House?

17. What Is The Location Of Northeastern University?

18. What Is The Location Of The Boston Public Library?

19. What Is The Location Of The Old North Church?

20. What Is The Location Of The Tip O’Neal Federal Building? (circle one answer)
   A. Causeway Street next To The Fleet Center
   B. Blossom Street next To Holiday Inn
   C. State Street and Washington Street
   D. Cambridge and Stanford Sts

21. What Is The Location Of The Schubert Theatre? (circle one answer)
   A. Tremont Street and Kneeland Street
   B. Boylston Street and Berkeley Street
   C. Washington Street and Essex Street
   D. Park St and Beacon St
22. What Is The Location Of One Financial Center? (circle one answer)
   A. Milk Street And Atlantic Avenue
   B. Summer Street, Atlantic Avenue, And Essex Street
   C. Columbus Avenue and Stuart Street
   D. Atlantic St and Congress St

23. What Is The Location Of Boston City Hall?

24. What Is The Location Of The New Bus Terminal? (circle one answer)
   A. North Station
   B. South Station
   C. Ashmont Station
   D. Forest Hills Station

25. What Building Is Located At One Schroeder Plaza?
1. **When must a taxi driver sit on the driver's seat while parked at a public taxi stand?**  
   *(circle one answer)*  
   A. When working, but not while on break  
   B. At all times  
   C. According to the weather  
   D. When he is talking to the passengers  

2. **All taxi drivers must take Elderly Coupons.**  
   *(circle one answer)*  
   A. True  
   B. False  

3. **When may a taxi driver take a space on a taxi stand?**  
   *(circle one answer)*  
   A. When there is space available  
   B. When he can wait until a space opens up  
   C. When he can squeeze in  
   D. When he can double park to wait for a passenger  

4. **Can a driver charge for lost time while waiting for a passenger to come out of his/her home to the taxi?**  
   *(circle one answer)*  
   A. Yes  
   B. No  

5. **If a Hackney Officer issues a Hackney Carriage Ticket, what must the driver do?**  
   *(circle one answer)*  
   A. Write A Letter To The Hackney Unit  
   B. Come To Police Headquarters with the ticket  
   C. Mail It To Police Headquarters  
   D. Leave it for the next driver
6. What papers or books are drivers required to have in his/her possession while operating his taxicab? List at least 3 items

[Blank space for answers]

7. Every driver needs to keep a record of all trips - (circle one answer)
   A. True
   B. False
   C. Optional / Recommended

8. If a driver is stopped by a Police Officer and spoken to by the officer how should the driver speak to the Officer?

9. What type of fares go into the meter? (circle one answer)
   A. Airport Fees
   B. Flat Rates Fees
   C. Tolls Fees
   D. Massport Fees
   E. All of the above

10. Can a driver drive a taxi if his/her Hackney License is lost? (circle one answer)
    A. Yes
    B. No

11. What should a driver do if he finds guns or drugs that were left in his cab? (circle one answer)
    A. Turn them into lost and found at Headquarters
    B. Bring them to the nearest Police Station
    C. Call the police immediately
    D. Leave for the next driver to turn in.
12. A driver should not solicit or pick up a passenger within how many feet of a taxi stand? (circle one answer)
   A. 20 feet
   B. 100 feet
   C. 40 feet
   D. 50 feet

13. Can a taxi driver do any routine repairs to his/her taxi on a cabstand?  (circle one answer)
   A. Yes
   B. No

14. When may the driver pickup a second passenger if the taxi has a passenger inside the cab already?  (circle one answer)
   A. If there is room in the cab
   B. If driver thinks they are going to the same place
   C. With the permission of the passenger
   D. If the person is elderly and has a small child with her

15. What information should be on a WayBill?

16. What should a driver do if a passenger becomes noisy or disorderly while in the taxi after the driver has asked him to stop? (circle one answer)
   A. Appeal to any Police Officer
   B. Get out of the cab and open the passenger's door
   C. Take him/her on a fast ride
   D. Sit in the cab and refuse to move
17. When does a driver ask his passenger their destination? (circle one answer)
   A. Outside the cab while passenger is standing
   B. As they walk toward the cab
   C. Once they are seated and give directions
   D. As they are getting in the cab

18. When is reckless or unsafe driving allowed?

19. A driver is not required to take certain passengers, name them

20. Hackney Carriage Drivers must turn in their Hackney Carriage Driver’s License to the Hackney Carriage Unit when they leave the (1) __________________________ for more than (2) __________________________ days.

21. An applicant for Hackney Carriage Drivers License must not have any Operating Under the Influence for drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90 Section 24D within the past (1) ________ Year or the equivalent in any jurisdiction.
22. The passenger may drink alcohol in the rear seat as long as it is in a red cup

A. True
B. False

23. What are the taxipools hours of operation?

A. 5:00 am to 11:00 pm
B. 4:00 am to midnight
C. 24 hours a day

24. Are drivers allowed to pick up on the departure level after dropping off at Logan Airport?

A. Yes
B. No

25. If you have an issue with an agent at the Airport taxi stand, what should you do?

A. Argue with the Agent
B. Return to the taxipool and request to speak to a supervisor
C. Call the State Police
PROFESSIONALISM

1. A driver ends his shift and finds that there is property left in his cab, what should he do?  
   (circle one answer)
   A. Leave it in the cab for the next driver
   B. Keep it until the passengers calls
   C. Bring it to Boston Police Headquarters
   D. Keep the property until your next shift

2. If you are being robbed, what should you do?  
   (circle one answer)
   A. Give it up
   B. Argue with them
   C. Go to the nearest police station
   D. Call the hackney unit

3. How much can you charge per hour for waiting time for a passenger?

4. Who declares emergency conditions at Logan Airport and explains what they are?

5. When do pedestrians have the right of way?  
   (circle one answer)
   A. When traffic is slow moving
   B. Always
   C. When yellow light is flashing
   D. At school crossings

6. Three people traveling together get in your taxi, you take them to the Sheraton Hotel. How do you charge for this fare?
7. When Fire and Police vehicles or ambulances have their lights flashing and they are coming up behind your cab, what should you do?

8. A blind person with a Seeing-Eye dog gets in your cab, can you take them?

9. How much is the flat rate per mile for all cities/towns beyond 20 miles from Boston?

10. A passenger goes from Boston City Hall to their home in East Boston. How much extra would they be charged?

11. When may a cab driver pick up a fare outside of Boston?

12. What information is kept on a Waybill or Trip Sheet?

13. A passenger who is in a folding wheelchair attempts to get into your cab. How should you handle this situation? (circle one answer)
   A. Call for a wheelchair van
   B. Tell passenger to call for a wheelchair van
   C. Assist passenger and place wheelchair in trunk or vehicle
   D. Refuse to take a customer

14. A person exits a bar and is clearly intoxicated but friendly, can you take him to his home?
15. You pick up two elderly passengers, can they pay for their trip with Boston Elderly Coupons or should you tell them they have to pay with cash?

16. You may refuse to transport a passenger with a dog if it offends your religious beliefs.
   
   A. True
   B. False

17. You should always drive (1) __________

18. You are driving with a passenger in your cab and your cell phone rings. What should you do?
   
   A. Ask the customer if it is OK to take the call
   B. Press ignore on your phone and call them back when the trip is over
   C. Answer the phone
   D. Pull over before you start talking

19. Which of the following is not appropriate when driving a taxi?
   
   A. Necktie
   B. Dress shoes
   C. Collared shirt
   D. Gym shorts

20. Passengers are impressed with how fast you can get them to their destination.
   
   A. True
   B. False
21. You arrive at the customers destination and the customer gets out his/her credit card to pay, do you

A. Tell them the machine is broken because you need cash to pay your waybill;
B. Say thank you and remind him to take the receipt?
C. Tell him you do not take credit cards because it takes longer to get paid.
D. Tell him to leave a big tip because the company takes 6%.

22. Telling the customer how much money you made tonight is a good conversation starter.

A. True
B. False

23. The customer gets in the cab at Logan Airport and tells you he wants to go to South Boston and to make sure you take the Sumner Tunnel. You tell the customer that the Ted Williams Tunnel is faster, but he insists, you take the Sumner Tunnel. What do you do?

A. Get out your map book to show the customer which route is faster
B. Tell the customer to take another cab because you don’t want to risk a complaint about a long route.
C. Take the Ted Williams because you know that it is faster
D. Take the Sumner Tunnel even though you know it is longer
24. Women frequently enjoy flirting with the driver on long rides

A. True
B. False

25. Which of the following does not belong?

A. I don’t know how to get there, can you wait one minute while I check my dispatcher?
B. Don’t worry pal, we’ll find it
C. Where would you like to go sir?
D. Is there a particular route that you would like me to take sir?
GEOGRAPHY

1. What is the location of the Tip O'Neil Federal Building?

2. What is the location of Roxbury Community College?

3. What is the location of Back Bay Station?  (circle one answer)
   A. Dartmouth St. near Columbus Ave.
   B. Washington St. and Essex Street
   C. Clarendon St. and St. James St.
   D. North St. and Blackstone St.

4. What is the location of the Bayside Exposition?  (circle one answer)
   A. Northern Ave. Near the World Trade Center
   B. Commonwealth Ave. and Beacon St.
   C. 200 Mt. Vernon St. or Near Morrissey Blvd.
   D. Seaport Lane or New Northern Ave.

5. What is the location of Mattapan Square?  (circle one answer)
   A. Blue Hill Ave. at Columbia Rd
   B. Blue Hill Ave. at Almont St.
   C. Blue Hill Ave. at River St.
   D. Blue Hill Ave. at Morton St.
6. What is the location of ST. Elizabeth’s Hospital?

7. What Is the Location of the Federal Reserve Building? (circle one answer)
   A. Northern Ave. Near World Trade Center
   B. Milk St. On Central Wharf
   C. Summer St. & Atlantic Ave. Or Atlantic Ave. Near South Station
   D. North St. & Congress Near Tunnel

8. What Is the Location of the Bay Tower Room Restaurant?

9. What Is the Location of Anthony’s Pier 4 Restaurant?

10. What Is the Location of the Hancock Tower? (circle one answer)
    A. State St. And Congress St.
    B. Dartmouth St. & St. James St.
    C. 200 Clarendon St. & St. James St.
    D. Beacon St. & Park St.

11. What Is the Location of the John F. Kennedy Library?

12. What Is the Location of North Station?
13. What is the location of the Prudential Center?

14. What is located at One Schroeder Plaza? (circle one answer)
   A. Reggie Lewis Athletic Center
   B. Registry of Motor Vehicles
   C. Boston Police Department
   D. Washington Park Mall

15. What is the location of the Boston Public Library? (circle one answer)
   A. Huntington Ave. at Ruggles
   B. Commonwealth Ave. at Beacon St.
   C. Copley Sq. at Boylston St. & Dartmouth St.
   D. 100 Cambridge Street

16. What is the location of the Hynes Auditorium?

17. What is the location of the Wang Center?

18. What is the location of Fenway Park?

19. What is the location of the Park Plaza Hotel?
20. What Is the Location of the New England Aquarium? *(circle one answer)*
   A. 140 Northern Ave. Or Northern Ave. Near World Trade Center
   B. Milk St. On Central Wharf
   C. North St. And Congress St.
   D. 1 Seaport Lane Near World Trade Center

21. What Is the Location of the Old North Church?

22. What Is the Location of Symphony Hall?

23. How Would You Go From the Bostonian Hotel If You Were On North St. To Cheers On Beacon Street?

24. What Main Road Or Street Would You Take From Mattapan Square To Go To The Boston Medical Center?

25. How Would You Go From Logan Airport To The Seaport Hotel?

23. The customer gets in the cab at Logan Airport and tells you he wants to go to South Boston and to make sure you take the Sumner Tunnel. You tell the customer that the Ted Williams Tunnel is faster, but he insists, you take the Sumner Tunnel. What do you do?
D. *Get out your map book to show the customer which route is faster*

E. Tell the customer to take another cab because you don't want to risk a complaint about a long route.

F. *Take the Ted Williams because you know that it is faster*

D. Take the Sumner Tunnel even though you know it is longer

24. Women frequently enjoy flirting with the driver on long rides

A True
B False

25. Which of the following does not belong?

E. I don't know how to get there, can you wait one minute while I check my dispatcher?

F. Don't worry pal, we'll find it

G. *Where would you like to go sir?*

H. Is there a particular route that you would like me to take sir?
YOU MUST MEET ALL OF THE REQUIREMENTS LISTED BELOW

- Be 21 years of age or older
- Be able to Speak, Read, Write and Understand the English Language
- Have either a Birth Certificate, Alien Card, Asylum Document, US Passport or Naturalization Papers
- If you are not a US citizen but have work authorization you must show written documentation / Work Authorization Card
- Hackney Carriage Driver’s License not revoked or suspended in any jurisdiction.
- Have a Valid Massachusetts Driver’s License in the United States for at least 2 years.
- Not have been adjudged a Habitual Traffic Offender, as defined by the Commonwealth of Massachusetts Registry of Motor Vehicles standards, or the equivalent in any jurisdiction, within the past 5 years.
- Not have any outstanding or unresolved driving infractions which could result in the applicants Driver’s license being suspended or revoked in any jurisdiction.
- Not have had his or her Driver’s License suspended for 5 or more surchargeable events, within the past 5 years in any jurisdiction.
- Not have more than four violations/accidents as defined by the Registry of Motor Vehicles or equivalent department in the last 3 years in any jurisdiction. (same day equals one)
- No Operating Under the Influence of drugs or alcohol convictions or dispositions under Massachusetts General Law Chapter 90 section 24D within the past 5 years or the equivalent in any jurisdiction.
- No felony convictions within the last 5 years in any jurisdiction.
- No drug convictions in the last 5 years in any jurisdiction.
- No disposition for an offense in any jurisdiction that admits to such facts or continues such offense without resolution (for any criminal offense that would result in the denial of a license. (See Inspector of Carriages)
- Not required to register as a sex offender in any jurisdiction.
- Not have any outstanding or unresolved criminal court cases in any jurisdiction which could result in the license being denied if the Driver were convicted of the alleged offense.
- The license will expire on your birthday; or the expiration date of your employment authorization card or work card, the renewal fee is thirty-two dollars ($32.00).
HACKNEY CARRIAGE APPLICATION

July 1\textsuperscript{st} 2013 - June 30\textsuperscript{th} 2014

Date: ___________________________ BPD Initial: ___________________________

☐ "CITY OF BOSTON" - RENEWAL $100.00 ☐ B.T.I.E.P $150.00

<table>
<thead>
<tr>
<th>MEDALLION NUMBER</th>
<th>PLATE NUMBER</th>
<th>MAKE</th>
<th>YEAR</th>
<th>VEHICLE IDENTIFICATION NUMBER</th>
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</tbody>
</table>

CORPORATION NAME: ___________________________ PHONE #: ___________________________

BOSTON ADDRESS: ___________________________

street city state zip

RADIO ASSOCIATION: ___________________________

OPERATOR STATUS: (circle one)

LEASED / OWNER OPERATED / MANAGED / SHIFTED

INSURANCE COMPANY: ___________________________

PRINCIPAL OWNER: ___________________________

last name first name

MAILING ADDRESS: ___________________________

street city state zip

SOCIAL SECURITY NUMBER: ___________________________ TELEPHONE #: ___________________________
INSURANCE VERIFICATION FORM

MEDALLION #: 

PRINCIPAL NAME: 

NAME OF CORPORATION: 

INSURANCE CARRIER: 

INSURANCE AGENT: 

RATING TERRITORY: 

Vehicle Year: ___________ VIN #: ____________________________

Insurance Company Stamp and Signature

( original stamp)

The undersigned certified that the above insured vehicle is garaged and registered in the City of Boston and further certifies that the insurance is in effect as of this date:

date __________________ signature __________________
RADIO ASSOCIATION AFFILIATION FORM

Medallion Number:

Medallion Owners Name: ________________________________ (print)

This member is in good standing and is cleared of all dues and fees. ___________ (date)

Please check Association:

☐ Boston Cab Association
☐ City Cab Association
☐ Top Cab Association
☐ Independent Taxi Owners Association (I.T.O.A.)
☐ Metro Cab Association
☐ 617Taxi Cab Association

__________________________  __________________________
Association Representative Signature  Date

__________________________  __________________________
Medallion Owner Signature  Date
LIEN INFORMATION FORM

Medallion #: ____________________

Corporation Name: ____________________

Owners Name: ____________________

List below all outstanding Liens or second party interest on this Medallion:

Are there any Liens, Judgments or Interests, Court Ordered or otherwise on this medallion or the corporation that holds it.

☐ YES  ☐ NO

If yes, list below:

<table>
<thead>
<tr>
<th>Name of Lien Holder</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
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<tr>
<td>4.</td>
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</tbody>
</table>

Name of Principal of President: ____________________

(print)

Signature: ____________________

Date: ____________________
MEDALLION INFORMATION FORM

SHIFTED

MEDALLION # _______________ DATE: __________

CORPORATION NAME: ____________________________________________

- Owner Supplies Medallion and Vehicle

Owner CAN NOT Drive this Vehicle!

OWNERS LAST NAME __________________________ FIRST NAME ____________

Mailing Address: __________________________________________
     Street,       City,       State,       Zip

PHONE NUMBER
     (Owner or his Agent must be available 24 hours a day at this phone number)

PLEASE FILL OUT ALL AMOUNTS / What do you charge for each shift?

12 hr __________ 24 hr __________ weekly __________

$/ shift amount  $/ shift amount  $/ shift amount

- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of the Medallion

SIGNATURE of OWNER : __________________________ DATE: __________

PLEASE PRINT NAME: __________________________________________
     LAST NAME ______________________________________ FIRST NAME
MEDALLION INFORMATION FORM
LEASED

MEDALLION # _______________ DATE: __________

- Owner Supplies Medallion  - Lessee Supplies Vehicle

ALL DRIVERS LISTED BELOW MUST HAVE AN ACTIVE HACKNEY DRIVERS LICENSE!

LEASED TO: 
LAST NAME 
FIRST NAME 

HACKNEY ID # _______________

PHONE NUMBER ____________________________

LEASED FROM: ___________________ TO: _______________
   date                  date

ONLY 4 ADDITIONAL DRIVERS ARE ALLOWED!

The Owner of the Medallion or Lessee Must Come in to Add, Change or Delete Drivers

PLEASE LIST ALL OTHER DRIVERS BELOW

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # _______________
SHIFT AMOUNT ____________________________  circle one:  12 HRS / 24 HRS / Weekly

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # _______________
SHIFT AMOUNT ____________________________  circle one:  12 HRS / 24 HRS / Weekly

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # _______________
SHIFT AMOUNT ____________________________  circle one:  12 HRS / 24 HRS / Weekly

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # _______________
SHIFT AMOUNT ____________________________  circle one:  12 HRS / 24 HRS / Weekly

- New Lease Agreements Must Comply with 4 Model Year Rule
- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: _______________________________ DATE: __________
last name     first name
MEDALLION INFORMATION FORM
OWNER OPERATED

MEDALLION # ____________ DATE: __________

- Owner of Medallion - and is The Primary Driver of Vehicle

ALL DRIVERS LISTED BELOW MUST HAVE AN ACTIVE HACKNEY DRIVERS LICENSE!

AVERAGE DAYS/WEEK IN SERVICE ________ AVERAGE HOURS PER DAY IN SERVICE ________

OWNERS LAST NAME ___________________________ FIRST NAME ___________________________

HACKNEY ID # ________________________________

PHONE NUMBER: ________________________________ (must be available at this phone number 24 hours a day)

ONLY 4 ADDITIONAL DRIVERS ARE ALLOWED!

The Owner of the Medallion Must Come in to Add, Change or Delete Drivers

PLEASE LIST ALL OTHER DRIVERS BELOW:

LAST NAME ___________________________ FIRST NAME ___________________________ HACKNEY ID # ________

SHIFT AMOUNT ________________________________

LAST NAME ___________________________ FIRST NAME ___________________________ HACKNEY ID # ________

SHIFT AMOUNT ________________________________

LAST NAME ___________________________ FIRST NAME ___________________________ HACKNEY ID # ________

SHIFT AMOUNT ________________________________

LAST NAME ___________________________ FIRST NAME ___________________________ HACKNEY ID # ________

SHIFT AMOUNT ________________________________

- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: ___________________________ DATE: __________

Last name ___________________________ first name ___________________________

PLEASE PRINT NAME: ___________________________

Last name ___________________________ first name ___________________________
MEDALLION # ___________________________ DATE: ____________

- Owner Supplies Medallion
- Manager Supplies Vehicle and - Shifts Vehicle to Drivers

"MANAGER" CAN NOT Drive this Vehicle!

Must Provide a Management Agreement

MANAGERS LAST NAME ___________________________ FIRST NAME ___________________________

Managers Mailing Address: ___________________________
Street, ___________________________ City, ___________________________ State, ___________________________ Zip_________________________

PHONE NUMBER ___________________________
(Manager or his Agent must be available 24 hours a day at this phone number)

PLEASE FILL OUT ALL AMOUNTS /

What do you charge for each shift?

12 hr ___________________________ 24 hr ___________________________ weekly ___________________________

$/ shift amount ___________________________ $/ shift amount ___________________________ $/ shift amount ___________________________

- New Management Agreement must comply with 4 Model Year Rule
- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: ___________________________ ___________________________ DATE: ___________________________
last name ___________________________ first name ___________________________

PLEASE PRINT NAME: ___________________________
CITY OF BOSTON POLICE DEPARTMENT
LICENSE FOR HACKNEY CARRIAGE
2013 - 2014

This certifies that VICKYS CAB INC
is duly licensed by the Police Commissioner for the City of Boston to set up and use one Hackney
Carriage to be garaged at: 60 KILMARNOCK ST BOSTON MA 02215
until the last day of June 2014, on the condition that the license shall comply with all existing
Hackney Carriage regulation laws, and ordinances relating to Hackney Carriage.

| MASS REG # | TA6507 | V.I.N. # | 4T1BB3EK4BU137660 |
| YEAR: | 2011 | ASSOCIATION: | BOSTON CAB |
| SHIFTED |

Name: TUTUNJIAN
Hackney ID #: 6172664700
Contact #: EDWARD
Please make sure you read this entire letter and complete each form.

TO: City of Boston Hackney Carriage Medallion Owners

FROM: Hackney Carriage Unit

DATE: March 28th, 2013

RE: 2013 HACKNEY CARRIAGE MEDALLION RENEWAL

Applications for the renewal of Hackney Carriage Medallions will be accepted at the Hackney Carriage Office on the dates listed below.

Monday, APRIL 22nd, 2013 thru Friday, MAY 17th, 2013
During the hours of 8:30 A.M to 3:00 P.M
Monday through Friday

In order that our office may process your application in the most expeditious manner, it is essential that the owners have the following paperwork in their possession at the time of their renewal. Please remember your paperwork must be complete and in the order which is indicated below when submitting it to the Hackney Office. We will not accept incomplete packages or provide copies for you.

PAYMENTS: Your medallion number must be on all checks. We only accept Cash, a corporate/business check, or a money order (no credit cards are accepted)

PLEASE SUBMIT ONE CHECK ~
MADE PAYABLE TO "THE CITY OF BOSTON"
for a total of $290.00.

One Hundred Dollars ($100.00) The Annual Medallion Renewal Fee
One Hundred and Fifty Dollars ($150.00) The Elderly Discount Program
Forty Dollars ($40.00) Meter Seal Annual Fee

*** Just one check is needed for all three payments!

1. HACKNEY CARRIAGE APPLICATION

2. A COPY OF THE CERTIFICATE OF REGISTRATION: issued by the Massachusetts Registry of Motor Vehicles. Please note that this item must be addressed in accordance with Hackney Rules and Regulations that require that the car be licensed and insured within the City of Boston limits. Failure to comply will result in rejection of renewal Application(s) until such time as the problem is corrected by the Registry of Motor Vehicles.

3. ORIGINAL INSURANCE VERIFICATION FORM: In accordance with Hackney Carriage Rules and Regulations as well as Massachusetts Commercial Auto Insurance laws, all taxicabs licensed to operate in the City of Boston must be garaged and insured within the City of Boston, This form (enclosed) must be stamped by your insurance agent, completed in full, and the ORIGINAL must be submitted at the time of renewal. (No Copies)
### MEDALLION INFORMATION GUIDELINES

<table>
<thead>
<tr>
<th>LEASED</th>
<th>MANAGED</th>
<th>OWNER OPERATED</th>
<th>SHIFTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 4 other drivers</td>
<td>Manager cannot drive</td>
<td>Up to 4 other drivers</td>
<td>Owner cannot drive</td>
</tr>
<tr>
<td>Must list all drivers on set-up card</td>
<td>Manager's name and telephone number on set-up card</td>
<td>Must list all drivers on set-up card</td>
<td>Owner name and telephone number on set-up card</td>
</tr>
<tr>
<td>Must report shift amounts</td>
<td>Must report shift amounts</td>
<td>Must report shift amounts</td>
<td>Must provide 24-hour telephone number to identify driver</td>
</tr>
<tr>
<td>Must have lease on file</td>
<td>Must provide 24-hour telephone number to identify driver</td>
<td>Medallion owner provides medallion and vehicle</td>
<td>Medallion owner provides medallion and vehicle</td>
</tr>
<tr>
<td>New primary lessee must have 2005 or newer vehicle*</td>
<td>Must have management agreement on file</td>
<td>Owner must have hackney license</td>
<td></td>
</tr>
<tr>
<td>Medallion owner provides medallion, driver provides vehicle</td>
<td>New management agreement must have 2005 or newer vehicle</td>
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</tbody>
</table>

**Who can Change Setup Card?**
- Medallion Owner
- Primary Lessee

- Exception: same car, same driver, changing medallions.
- Requires Supervisor approval

**Who can Change Setup Card?**
- Medallion Owner
- Manager

**WHO CAN CHANGE SETUP CARD?**

- Medallion Owner only

**OWNER OPERATED EXEMPT**

- Owner(s) must be only driver
- 1998 settlement agreement only

**Who can Change Setup Card?**
- Medallion Owner
- Requires Supervisor Approval

---

Violation of the conditions of the Set-up Card will result in a THREE (3) DAY suspension.
HACKNEY CARRIAGE APPLICATION

July 1st 2013 - June 30th 2014

Date: _____________________  BPD Initial: ________________

☐ "CITY OF BOSTON" - RENEWAL $100.00  ☐ B.T.I.E.P $150.00

<table>
<thead>
<tr>
<th>MEDALLION NUMBER</th>
<th>PLATE NUMBER</th>
<th>MAKE</th>
<th>YEAR</th>
<th>VEHICLE IDENTIFICATION NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

CORPORATION NAME: ___________________  PHONE #: ___________________

BOSTON ADDRESS: ______________________
street  city  state  zip

RADIO ASSOCIATION: ______________________

OPERATOR STATUS: (circle one)
LEASED  /  OWNER OPERATED  /  MANAGED  /  SHIFTED

INSURANCE COMPANY: ______________________

PRINCIPAL OWNER: ______________________
last name  first name

MAILING ADDRESS: ______________________
street  city  state  zip

SOCIAL SECURITY NUMBER: ________________  TELEPHONE #: ____________________
INSURANCE VERIFICATION FORM

MEDALLION #: ____________________________

PRINCIPAL NAME: ____________________________

NAME OF CORPORATION: ____________________________

INSURANCE CARRIER: ____________________________

INSURANCE AGENT: ____________________________

RATING TERRITORY: ____________________________

Vehicle Year: _____________ VIN #: ____________________________

Insurance Company Stamp
and Signature

( original stamp)

The undersigned certified that the above insured vehicle is garaged and registered in the City of Boston and further certifies that the insurance is in effect as of this date:

_________________________ ____________________________
date signature
RADIO ASSOCIATION AFFILIATION FORM

Medallion Number:

Medallion Owners Name: __________________________
(print)

This member is in good standing and is cleared of all dues and fees. ______________________
(date)

Please check Association:

- [ ] Boston Cab Association
- [ ] City Cab Association
- [ ] Top Cab Association
- [ ] Independent Taxi Owners Association (I.T.O.A.)
- [ ] Metro Cab Association
- [ ] 617Taxi Cab Association

Association Representative Signature __________________________ Date

Medallion Owner Signature __________________________ Date
LIEN INFORMATION FORM

Medallion #: __________________________

Corporation Name: ____________________________________________

Owners Name: ________________________________________________

List below all outstanding Liens or second party interest on this Medallion:

Are there any Liens, Judgments or Interests, Court Ordered or otherwise on this medallion or the corporation that holds it.

☐ YES ☐ NO

If yes, list below:

Name of Lien Holder          Amount
1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________

Name of Principal of President: ________________________________

(print)

Signature: _____________________________________________

Date: ____________________________________
MEDALLION INFORMATION FORM

SHIFTED

MEDALLION # ______________ DATE: __________

CORPORATION NAME: _______________________________________________________

- Owner Supplies Medallion and Vehicle

Owner CAN NOT Drive this Vehicle!

OWNERS LAST NAME ______________________ FIRST NAME ______________________

Mailing Address: __________________________________________________________

________________________________ Street, ________ City, ________ State, ________ Zip

PHONE NUMBER ______________________

(Owner or his Agent must be available 24 hours a day at this phone number)

PLEASE FILL OUT ALL AMOUNTS / What do you charge for each shift?

12 hr __________________________________ 24 hr __________________________________ weekly

$/ shift amount ______________________ $/ shift amount ______________________ $/ shift amount ______________________

- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of the Medallion

SIGNATURE of OWNER: __________________________________ DATE: __________

PLEASE PRINT NAME: ______________________

LAST NAME ______________________ FIRST NAME ______________________
MEDALLION INFORMATION FORM

LEASED

MEDALLION # ___________________ DATE: ____________

- Owner Supplies Medallion  - Lessee Supplies Vehicle

ALL DRIVERS LISTED BELOW MUST HAVE AN ACTIVE HACKNEY DRIVERS LICENSE!

LEASED TO:

LAST NAME ___________________ FIRST NAME ___________________

HACKNEY ID # ___________________

PHONE NUMBER ___________________

LEASED FROM: ___________________ TO: ___________________

ONLY 4 ADDITIONAL DRIVERS ARE ALLOWED!

The Owner of the Medallion or Lessee Must Come in to Add, Change or Delete Drivers

PLEASE LIST ALL OTHER DRIVERS BELOW

<table>
<thead>
<tr>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>HACKNEY ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHIFT AMOUNT</td>
<td>circle one: 12 HRS / 24 HRS / Weekly</td>
<td></td>
</tr>
<tr>
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<tr>
<td>SHIFT AMOUNT</td>
<td>circle one: 12 HRS / 24 HRS / Weekly</td>
<td></td>
</tr>
</tbody>
</table>

- New Lease Agreements Must Comply with 4 Model Year Rule
- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: ___________________ DATE: ____________

last name  first name
MEDALLION INFORMATION FORM
OWNER OPERATED

MEDALLION # ________________ DATE: ____________

• Owner of Medallion - and is The Primary Driver of Vehicle

ALL DRIVERS LISTED BELOW MUST HAVE AN ACTIVE HACKNEY DRIVERS LICENSE!

AVERAGE DAYS/WEEK IN SERVICE __________ AVERAGE HOURS PER DAY IN SERVICE __________

OWNERS LAST NAME ___________________________ FIRST NAME ___________________________

HACKNEY ID # ____________________________

PHONE NUMBER: __________________________
(must be available at this phone number 24 hours a day)

ONLY 4 ADDITIONAL DRIVERS ARE ALLOWED!

The Owner of the Medallion Must Come in to Add, Change or Delete Drivers

PLEASE LIST ALL OTHER DRIVERS BELOW:

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # ____________
SHIFT AMOUNT ____________________________

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # ____________
SHIFT AMOUNT ____________________________

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # ____________
SHIFT AMOUNT ____________________________

LAST NAME _______________ FIRST NAME _______________ HACKNEY ID # ____________
SHIFT AMOUNT ____________________________

• Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: ___________________________ DATE: ____________
Last name _______________ first name _______________

PLEASE PRINT NAME: ____________________________
Last name _______________ first name ________________
MEDALLION INFORMATION FORM
MANAGED

MEDALLION # _______________ DATE: __________

- Owner Supplies Medallion
- Manager Supplies Vehicle and - Shifts Vehicle to Drivers

"MANAGER" CAN NOT Drive this Vehicle!

Must Provide a Management Agreement

MANAGERS LAST NAME ____________________________ FIRST NAME ____________________________

Managers Mailing Address: ____________________________
Street, City, State, Zip

PHONE NUMBER
(Manager or his Agent must be available 24 hours a day at this phone number)

PLEASE FILL OUT ALL AMOUNTS /
What do you charge for each shift?

12 hr 24 hr weekly

$/ shift amount $/ shift amount $/ shift amount

- New Management Agreement must comply with 4 Model Year Rule
- Violation of the Conditions of the Set-Up Card Will Result in a Three (3) Day Suspension of Medallion

OWNERS SIGNATURE: _______________ DATE: __________
last name first name

PLEASE PRINT NAME: ____________________________
This certifies that VICKY'S CAB INC is duly licensed by the Police Commissioner for the City of Boston to set up and use one Hackney carriage to be garaged at 60 KILMARNOCK ST, BOSTON MA 02215 until the last day of June 2014, on the condition that the license shall comply with all existing Hackney Carriage regulation laws, and ordinances relating to Hackney Carriage.

MASS REG #: TA6507
V.I.N. #: 4T1BB3EK4BU137660
YEAR: 2011
ASSOCIATION: BOSTON CAB

SHIFTED:
Name: TUTUNJIAN EDWARD

Contact #: 6172664700

Hackney ID #: (curt)
Medallion Management Agreement

Medallion # ___________________________ Date: ___________________________

Lessor
Name: _________________________________
Address: _______________________________________
Contact #: ________________________________

Manager / Lessee
Name: _________________________________
Address: _______________________________________
Contact #: ________________________________
Hackney Lic. # ________________________________

Lessee
Name: _________________________________
Address: _______________________________________
Contact #: ________________________________
Hackney Lic. # ________________________________

Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:
Lessor shall rent Medallion No. ___________________________ to the Lessee for the term of:

PLEASE CHECK ONE:

☐ LIFE OF VEHICLE

VIN # ___________________________ Year of Vehicle ___________________________

☐ 1 YEAR TERM OR ☐ 2 YEAR TERM

COMMENCING ___________________________ ENDING ___________________________
Month / Day / Year Month / Day / Year

LESSOR INITIALS ___________________________ MANAGER INITIALS ___________________________
TERMINATION
Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

WEEKLY PAYMENT
Lessee shall pay the Lessor the sum of $___________ (not more than $500) per week rental fee for the use of said Medallion No.________________ in advance each week.

Lessee shall pay the Lessor the sum of $___________ Masse Sale Tax which the Lessor shall forward to the Massachusetts Department of Revenue as required by law.

The Medallion Owner Must Pay the Radio Dues
Lessee shall pay the Lessor $___________ in Radio Association dues which the Lessor will forward to the Radio Association as required.

PAYMENT ON SIGNING
The Lessee shall pay the Lessor the sum of $___________ on the date of the signing of this agreement $___________ to be applied to the first weeks rental $___________ Security Deposit (not to exceed two weeks rental)

LESSOR INITIALS _______  MANAGER INITIALS _______
RECEIPTS
The Lessor shall provide the Lessee with a receipt for all transactions. A cancelled check or bank deposit slip shall be an acceptable receipt.

SECURITY DEPOSIT ACCOUNTS
The Lessor shall return the full amount of the security deposit within 30 days of the completion of the lease provided all obligations under this Agreement have been met.

RADIO ASSOCIATION
The Lessee has the sole right to choose which Radio Association he shall belong to and the lease cannot be conditional on membership in a particular Radio Association. The Lessee shall maintain the Medallion and vehicle membership in a Radio Association authorized by the Boston Police Commissioner that the Lessee has chosen freely and voluntarily. The Lessee shall not change to another radio associations without proper notification to the Lessor and the Inspector of Carriages.

INSURANCE
The lessor and the lessee agree that the lessee will pay the lessor an additional, $ per in return for additional automobile insurance coverage not required by law or by an automobile loan lender.

ADVERTISING
Check One:
☐ The Lessor and Lessee agree that there shall be NO advertising material attached to the vehicle.
☐ The Lessee shall receive all fees from advertising attached to the vehicle.
☐ The Lessor and Lessee/Manager shall divide all fees from advertising attached to the vehicle in the following manner:

MOTOR VEHICLE MAINTENANCE COSTS
Lessee shall pay, and be responsible, for all operating costs of the vehicle, including but not limited to fuel, repairs and all periodic maintenance costs, as required, and shall indemnify and hold Lessor harmless from such operating costs.
AUTHORIZED DRIVERS

The Lessee agrees that only persons authorized by the Lessor in advance and in writing shall operate the vehicle used in connection with this lease. Any violation of this paragraph shall result in this lease being void for cause upon proper notice.

Authorized Drivers:

_________________________________  Hackney Lic#_____

_________________________________  Hackney Lic#_____

_________________________________  Hackney Lic#_____

_________________________________  Hackney Lic#_____

The lessee must submit copies of the required shift rental agreement to the Hackney Carriage Unit and to the lessor for each authorized driver prior to allowing operation.

NON-ASSIGNABLE COSTS

The Lessor is responsible for all:

Automobile Insurance costs  /  Local, State, and Federal Taxes (excluding sales tax)
State Registration and renewal Fees  and  City of Boston Medallion Fees

INSURANCE

The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000/$5,000. All funds received by the Lessor from an insurance company or other person or corporation in settlement of claims related to the vehicle shall be paid to the Lessee, minus those funds expended by the Lessor for legal expenses or other collection activities connected to that particular settlement.

NOTICE OF TRANSFER OF MEDALLION

Both parties understand that the Medallion Lease Agreement shall remain in effect through its complete term irrespective of the transfer of the Medallion. The agreement shall bind the new owner to the conditions of the agreement upon transfer for the remainder of the terms. The Lessor shall notify the Lessee upon transfer of the Medallion. The Lessor is responsible for ensuring that the new owner is familiar with the terms of this Agreement prior to the transfer.

LESSOR INITIALS  ___________________________  MANAGER INITIALS  ___________________________
IN VOLUNTARY TRANSFER

The Lessee understands that in the event of an Involuntary Transfer such as Foreclosure, Seizure, or Court Order this Agreement may be void depending upon the particular circumstances.

REPORTING

The Lessee shall, within 24 hours, report any accidents or related occurrences to appropriate insurance representatives, and the Lessor and shall give full and complete cooperation to investigating and defending against an accident claimed. Any monies received as a result of insurance accident claims or damage for which Lessee has paid shall be paid over to the Lessee, less attorney's fees or other expenses incurred by the lessor in connection with the settlement of the claim.

HACKNEY CARRIAGE RULES

Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee's violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

PRO-RATED PAYMENTS

In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessee shall deduct from the next payment the amount of lost time on a pro-rated basis.
FINES AND VIOLATIONS
Lessees shall be responsible for all and shall promptly pay all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessors failure to abide by rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

Independent Contractor

Both parties must initial if they wish to agree to this clause:
☐ Lessor  ☐ Lessee

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.
FREEDOM FROM CLAIMS
The Lessor acknowledges that he is the owner of the corporation bearing the Medallion Number set forth above, and further acknowledges that there are no claims, suits or judgments against the corporation arising out of the Lessor's use and operation of said Medallion, prior to the date of this agreement.

PURCHASE OF VEHICLE
At the end of this lease, Lessee shall have the right to purchase the vehicle used in connection with this agreement for the total sum of twenty dollars.

MODIFICATION
This Agreement may be modified or changed only by written agreement.

SEVERABILITY
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

ENTIRE AGREEMENT
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

LESSOR: _________________________ DATE: _______________________

MANAGER: _________________________ DATE: _______________________

LESSOR INITIALS ____________ MANAGER INITIALS ____________

City of Boston Hackney Carriage Medallion Management Agreement: rev 2012 Page 7
Medallion Lease Agreement

Medallion # ___________________________ Date: _________________________

Lessor
Name: ________________________________
Address: ______________________________
Contact #: ______________________________

Lessee
Name: ________________________________
Address: ______________________________
Contact #: ______________________________
Hackney Lic. # ________________________

Lessee
Name: ________________________________
Address: ______________________________
Contact #: ______________________________
Hackney Lic. # ________________________

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☐ LIFE OF VEHICLE

VIN # _______________________ Year of Vehicle ____________

☐ 1 YEAR TERM OR ☐ 2 YEAR TERM

COMMENCING _____________ Month / Day / Year ENDING _____________ Month / Day / Year

LESSOR INITIALS ___________________ LESSEE INITIALS ___________________
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WEEKLY PAYMENT
Lessee shall pay the Lessor the sum of $___________ (not more than $500) per week rental fee for the use of said Medallion No.________________ in advance each week.

Lessee shall pay the Lessor the sum of $___________ Mass Sale Tax which the Lessor shall forward to the Massachusetts Department of Revenue as required by law.

The Medallion Owner Must Pay the Radio Dues
Lessee shall pay the Lessor $___________ in Radio Association dues which the Lessor will forward to the Radio Association as required.

PAYMENT ON SIGNING
The Lessee shall pay the Lessor the sum of $___________ on the date of the signing of this agreement $___________ to be applied to the first weeks rental $_____________ Security Deposit (not to exceed two weeks rental)
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The Lessee agrees that only persons authorized by the Lessor in advance and in writing shall operate the vehicle used in connection with this lease. Any violation of this paragraph shall result in this lease being void for cause upon proper notice.

Authorized Drivers:

__________________________  Hackney Lic# __________

__________________________  Hackney Lic# __________

__________________________  Hackney Lic# __________

__________________________  Hackney Lic# __________

The lessee must submit copies of the required shift rental agreement to the Hackney Carriage Unit and to the lessor for each authorized driver prior to allowing operation.

NON-ASSIGNABLE COSTS

The Lessor is responsible for all:

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LESSOR INITIALS

LESSEE INITIALS

City of Boston Hackney Carriage Medallion Lease Agreement: rev 2012
IN VOLUNTARY TRANSFER
The Lessee understands that in the event of an Involuntary Transfer such as Foreclosure, Seizure, or Court Order this Agreement may be void depending upon the particular circumstances.

REPORTING
The Lessee shall, within 24 hours, report any accidents or related occurrences to appropriate insurance representatives, and the Lessor and shall give full and complete cooperation to investigating and defending against an accident claimed. Any monies received as a result of insurance accident claims or damage for which Lessee has paid shall be paid over to the Lessee, less attorney’s fees or other expenses incurred by the lessor in connection with the settlement of the claim.

HACKNEY CARRIAGE RULES
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

PRO-RATED PAYMENTS
In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessee shall deduct from the next payment the amount of lost time on a pro-rated basis.
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Both parties must initial if they wish to agree to this clause:

☐ Lessor  ☐ Lessee

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The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.
FREEDOM FROM CLAIMS
The Lessor acknowledges that he is the owner of the corporation bearing the Medallion Number set forth above, and further acknowledges that there are no claims, suits or judgments against the corporation arising out of the Lessor’s use and operation of said Medallion, prior to the date of this agreement.

PURCHASE OF VEHICLE
At the end of this lease, Lessee shall have the right to purchase the vehicle used in connection with this agreement for the total sum of twenty dollars.

MODIFICATION
This Agreement may be modified or changed only by written agreement.

SEVERABILITY
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

ENTIRE AGREEMENT
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

LESSOR: ___________________________ DATE: ________________

LESSEE: ___________________________ DATE: ________________

LESSOR INITIALS  __________  LESSEE INITIALS  __________
SUBJECT: 2010 Standard Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Shift Rentals (excluding annual shift rentals).

Inspector of Carriages Notice

Number: IOC-09-12
Date: December 30, 2009
Post/Mention: Indefinite

Captain Robert W. Ciccolo Jr.
Inspector of Carriages
City of Boston
Hackney Carriage
Shift Lease Agreement
2010 Version

Agreement made this __________ day of __________, __________ between:

Lessor
Name: __________________________
Address: ________________________
_______________________________
_______________________________
Tel: ____________________________

Lessee
Name: __________________________
Address: ________________________
_______________________________
_______________________________
Tel: ____________________________

Hackney Lic. # _________________

Lessee
Name: __________________________
Address: ________________________
_______________________________
_______________________________
Tel: ____________________________

Hackney Lic. # _________________

Lessor Initials __________________

Lessee Initials __________________

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**

Lessor shall rent said medallion and vehicle to the Lessee for the term of one (1) shift and from shift to shift hereafter; commencing __________, __________. Said lease shall automatically renew unless terminated by either party.

**Vehicle Condition**

Lessor shall provide a clean, inspection-ready City of Boston Hackney Carriage and Medallion at the beginning of each shift.

**Maximum Shift Payment**

The following chart denotes the Maximum shift payments authorized by the Police Commissioner.

<table>
<thead>
<tr>
<th>Maximum 12-hour Rental</th>
<th>$77.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum 24-hour Rental</td>
<td>$139.00</td>
</tr>
<tr>
<td>Maximum One Driver Weekly Rental</td>
<td>$700.00</td>
</tr>
<tr>
<td>Maximum Two Driver Weekly Rental</td>
<td>$800.00</td>
</tr>
</tbody>
</table>

In addition to the amounts above, the Lessor may charge a “New Car Premium” for the Lessee in addition to the following amounts:

<table>
<thead>
<tr>
<th>12-hour Shift</th>
<th>$1830.00</th>
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</thead>
<tbody>
<tr>
<td>24-hour Shift</td>
<td>$33.00</td>
</tr>
<tr>
<td>Weekly Shift</td>
<td>$170.00</td>
</tr>
</tbody>
</table>

Failure to return the vehicle at the end of the specified shift, without prior notification and agreement, shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $10.00 per hour.

The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/ or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as the result of a mechanical breakdown, provided that the Lessor is notified immediately.

**Payment on Signing**

The Lessee shall pay the Lessor the sum of $__________ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

<table>
<thead>
<tr>
<th>Lessor Initials</th>
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</table>

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Termination

This Agreement may be terminated without cause at any time with 24 hours notice, and may be terminated for cause without prior notice.

Receipts

The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance Costs

Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs, as required, and shall indemnify and save Lessee harmless from such maintenance costs.

Motor Vehicle Operating Costs

Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle

The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessee less reasonable wear. The Lessor will be responsible for compensating the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessor receives a copy.

Unless,

Check if applicable:

☐ The Lessee may from shift to shift choose to pay to the Lessor the amount per:

<table>
<thead>
<tr>
<th></th>
<th>12 Hour</th>
</tr>
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<tbody>
<tr>
<td>$</td>
<td></td>
</tr>
<tr>
<td>$</td>
<td>24 Hour</td>
</tr>
<tr>
<td>$</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

shift in return, for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle during that shift.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

**Insurance**

The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000

**Reporting**

The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

**Hackney Carriage Rules**

Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee's violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

**Pro-rated Payments**

In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages, or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the rental fee for the amount of lost time on that shift on a pro-rated basis.

**Fines and Violations**

Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessor's failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation.

Failure to abide by this clause shall be cause for termination of the Agreement without notice.

<table>
<thead>
<tr>
<th>Lessor Initials</th>
<th>Lessee Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

City of Boston Hackney Carriage Lease Agreement: Rev. 12/09
Independent Contractor

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

Modification
This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency or competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal
The Lessor may, at his option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal form or card which shall specify the time out time in, Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement
Their shall be two (2) originals of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one original.

Entire Agreement
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

Lessor: ______________________  Lessee: ______________________

Lessor Initials ______________________  Lessee Initials

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
SUBJECT: 2010 Annual Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Annual Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Annual Shift Rentals.
City of Boston
Hackney Carriage
Annual Shift Rental Agreement
2010 Version

Agreement made this ______ day of ______, ______ between:

Lessor

Name: __________________________
Address: ________________________

Tel: ________________________

Lessor

Name: __________________________
Address: ________________________

Tel: ________________________

Hackney Lic. # ________________

Lessee

Name: __________________________
Address: ________________________

Tel: ________________________

Hackney Lic. # ________________

Lessee

Name: __________________________
Address: ________________________

Tel: ________________________

Lessor Initials

__________________________

Lessee Initials

__________________________
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**

Lessor shall rent said medallion and vehicle to the Lessee for the term of one year commencing __________, __________

**Vehicle Condition**

Lessor shall provide a clean, inspection ready, City of Boston Hackney Carriage and Medallion for the duration of the agreement.

**Maximum Shift Payment**

The following chart denotes the maximum shift payments authorized by the Police Commissioner; parties are free to agree to lesser amounts. Please check box for which changes are to be utilized.

- One Driver Weekly Rental $700.00 Actual Charge
- Two Driver Weekly Rental $800.00 Actual Charge

In addition to the amounts above, the Lessor may charge the following amounts weekly:

- New Car Premium $170.00 Actual Charge
- Annual Shift Rental Premium $10.00 Actual Charge
- Optional Collision Damage Waiver* Actual Charge

*See Page

**TOTAL DUE WEEKLY:**

Failure to return the vehicle at the end of the specified term, without prior notification and agreement shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $50.00 per day over and above the weekly payment. The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as a result of a mechanical breakdown, provided that the Lessor is notified immediately.

**Payment on Signing**

The Lessee shall pay the Lessor the sum of $__________ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

**Termination**

Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

<table>
<thead>
<tr>
<th>Lessor Initials</th>
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<tbody>
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</tbody>
</table>

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Receipts
The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance
Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs, as required, and shall indemnify and save Lessee harmless from such maintenance costs. The Lessee shall make the vehicle available for such maintenance as required. Provided that if such vehicle is unavailable for use for any period over 24 hours that the Lessor shall provide a refund of the rental fee for the amount of lost time on a pro-rated basis.

Motor Vehicle Operating Costs
Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle
The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessee for reasonable wear. The Lessee will be responsible for compensating the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessor receives a copy.

Unless,
The Lessee may choose to pay the Lessor the additional amount of per week, in return for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle. The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

Insurance
The Lessor shall pay the cost of all liability and other insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000.

Reporting
The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

Hackney Carriage Rules
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
**Pro-rated Payments**

In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the rental fee for the amount of lost time on that shift on a pro-rated basis.

**Fines and Violations**

Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations; and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessor's failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation. Failure to abide by this clause shall be cause for termination of the Agreement without notice.

**Independent Contractor**

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his solatium to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

---

**Lessor Initials**

________________

**Lessee Initials**

________________

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev, 12/09
Modification

This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability

The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal

The Lessor may, at his option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal form or card which shall specify the time out time in, Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement

There shall be two (2) originals of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one original.

Entire Agreement

This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day and year written above.

Lessor: ________________________ Lessee: ________________________

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Medallion Lease Agreement

Medallion # __________________________ Date: __________________________

Lessor

Name: __________________________________________
Address: __________________________________________
Contact #: __________________________________________

Lessee

Name: __________________________________________
Address: __________________________________________
Contact #: __________________________________________
Hackney Lic. #: __________________________________________

Lessee

Name: __________________________________________
Address: __________________________________________
Contact #: __________________________________________
Hackney Lic. #: __________________________________________

Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:
Lessor shall rent Medallion No. __________________________ to the Lessee for the term of:

PLEASE CHECK ONE:

☐ LIFE OF VEHICLE

VIN # __________________________ Year of Vehicle __________________________

☐ 1 YEAR TERM OR ☐ 2 YEAR TERM

COMMENCING __________________________ ENDING __________________________

Month / Day / Year Month / Day / Year

LESEOR INITIALS __________________________ LESSEE INITIALS __________________________
TERMINATION
Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

WEEKLY PAYMENT
Lessee shall pay the Lessor the sum of $___________ (not more than $500) per week rental fee for the use of said Medallion No.___________________ in advance each week.

Lessee shall pay the Lessor the sum of $___________ Mass Sale Tax which the Lessor shall forward to the Massachusetts Department of Revenue as required by law.

The Medallion Owner Must Pay the Radio Dues
Lessee shall pay the Lessor $___________ in Radio Association dues which the Lessor will forward to the Radio Association as required.

PAYMENT ON SIGNING
The Lessee shall pay the Lessor the sum of $___________ on the date of the signing of this agreement $___________ to be applied to the first weeks rental $___________ Security Deposit (not to exceed two weeks rental)

LESSOR INITIALS ____________________ LESSEE INITIALS ____________________

City of Boston Hackney Carriage Medallion Lease Agreement: rev 2012
RECEIPTS
The Lessor shall provide the Lessee with a receipt for all transactions. A cancelled check or bank deposit slip shall be an acceptable receipt.

SECURITY DEPOSIT ACCOUNTS
The Lessor shall return the full amount of the security deposit within 30 days of the completion of the lease provided all obligations under this Agreement have been met.

RADIO ASSOCIATION
The Lessee has the sole right to choose which Radio Association he shall belong to and the lease cannot be conditional on membership in a particular Radio Association. The Lessee shall maintain the Medallion and vehicle membership in a Radio Association authorized by the Boston Police Commissioner that the Lessee has chosen freely and voluntarily. The Lessee shall not change to another radio associations without proper notification to the Lessor and the Inspector of Carriages.

INSURANCE
The lessor and the lessee agree that the lessee will pay the lessor an additional, $__________ per __________ in return for additional automobile insurance coverage not required by law or by an automobile loan lender.

ADVERTISING
Check One:

☐ The Lessor and Lessee agree that there shall be NO advertising material attached to the vehicle.

☐ The Lessee shall receive all fees from advertising attached to the vehicle.

☐ The Lessor and Lessee/Manager shall divide all fees from advertising attached to the vehicle in the following manner:

MOTOR VEHICLE MAINTENANCE COSTS
Lessee shall pay, and be responsible, for all operating costs of the vehicle, including but not limited to fuel, repairs and all periodic maintenance costs, as required, and shall indemnify and hold Lessor harmless from such operating costs.
AUTHORIZED DRIVERS
The Lessee agrees that only persons authorized by the Lessor in advance and in writing shall operate the vehicle used in connection with this lease. Any violation of this paragraph shall result in this lease being void for cause upon proper notice.

Authorized Drivers:


The lessee must submit copies of the required shift rental agreement to the Hackney Carriage Unit and to the lessor for each authorized driver prior to allowing operation.

NON-ASSIGNABLE COSTS
The Lessor is responsible for all:
- Automobile Insurance costs / Local, State, and Federal Taxes (excluding sales tax)
- State Registration and renewal Fees and City of Boston Medallion Fees

INSURANCE
The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000/$5,000. All funds received by the Lessor from an insurance company or other person or corporation in settlement of claims related to the vehicle shall be paid to the Lessee, minus those funds expended by the Lessor for legal expenses or other collection activities connected to that particular settlement.

NOTICE OF TRANSFER OF MEDALLION
Both parties understand that the Medallion Lease Agreement shall remain in effect through its complete term irrespective of the transfer of the Medallion. The agreement shall bind the new owner to the conditions of the agreement upon transfer for the remainder of the terms. The Lessor shall notify the Lessee upon transfer of the Medallion. The Lessor is responsible for ensuring that the new owner is familiar with the terms of this Agreement prior to the transfer.
IN Voluntary transfer

The Lessee understands that in the event of an Involuntary Transfer such as Foreclosure, Seizure, or Court Order this Agreement may be void depending upon the particular circumstances.

Reporting

The Lessee shall, within 24 hours, report any accidents or related occurrences to appropriate insurance representatives, and the Lessor and shall give full and complete cooperation to investigating and defending against an accident claimed. Any monies received as a result of insurance accident claims or damage for which Lessee has paid shall be paid over to the Lessee, less attorney’s fees or other expenses incurred by the lessor in connection with the settlement of the claim.

Hackney Carriage Rules

Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

Pro-rated Payments

In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessee shall deduct from the next payment the amount of lost time on a pro-rated basis.
FINES AND VIOLATIONS
Lessee shall be responsible for all and shall promptly pay all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessors failure to abide by rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

Independent Contractor

Both parties must initial if they wish to agree to this clause:

☐ Lessor      ☐ Lessee

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.
FREEDOM FROM CLAIMS
The Lessor acknowledges that he is the owner of the corporation bearing the Medallion Number set forth above, and further acknowledges that there are no claims, suits or judgments against the corporation arising out of the Lessor's use and operation of said Medallion, prior to the date of this agreement.

PURCHASE OF VEHICLE
At the end of this lease, Lessee shall have the right to purchase the vehicle used in connection with this agreement for the total sum of twenty dollars.

MODIFICATION
This Agreement may be modified or changed only by written agreement.

SEVERABILITY
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

ENTIRE AGREEMENT
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

LESSOR: __________________________ DATE: __________________________

LESSEE: __________________________ DATE: __________________________

LESSOR INITIALS [ ] LESSEE INITIALS [ ]
SUBJECT: 2010 Standard Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Shift Rentals (excluding annual shift rentals).

Inspector of Carriages Notice

Number: IOC-09-12
Date: December 30, 2009
Post/Mention: Indefinite

Captain Robert W. Ciccolo Jr.
Inspector of Carriages
City of Boston
Hackney Carriage
Shift Lease Agreement
2010 Version

Agreement made this _______ day of _________, _______ between:

Lessor

Name: ____________________________

Address: __________________________

Tel: ______________________________

Lessee

Name: ____________________________

Address: __________________________

Tel: ______________________________

Hackney Lic. # ____________________

Lessee

Name: ____________________________

Address: __________________________

Tel: ______________________________

Hackney Lic. # ____________________

Lessor Initials

__________________________

Lessee Initials

__________________________

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**

Lessor shall rent said carriage and vehicle to the Lessee for the term of one (1) shift and from shift to shift hereafter; commencing __________, ________. Said lease shall automatically renew unless terminated by either party.

**Vehicle Condition**

Lessor shall provide clean, inspection ready City of Boston Carriage and Medallion at the beginning of each shift.

**Maximum Shift Payment**

The following chart denotes the maximum shift payments authorized by the Police Commissioner.

<table>
<thead>
<tr>
<th>Shift Type</th>
<th>Maximum Payment</th>
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<tbody>
<tr>
<td>Maximum 12-hour Rental</td>
<td>$77.00</td>
</tr>
<tr>
<td>Maximum 24-hour Rental</td>
<td>$139.00</td>
</tr>
<tr>
<td>Maximum One Driver Weekly Rental</td>
<td>$700.00</td>
</tr>
<tr>
<td>Maximum Two Driver Weekly Rental</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the amounts above, the Lessor may charge a “New Car Premium” for 12-hour and 24-hour shifts in the following amounts:

- 12-hour Shift: $18.00
- 24-hour Shift: $33.00
- Weekly Shift: $170.00

**Failure to Return**

Failure to return the vehicle at the end of the specified shift without prior notification and agreement shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $10.00 per hour.

The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as the result of a mechanical breakdown, provided that the Lessor is notified immediately.

**Payment on Signing**

The Lessee shall pay the Lessor the sum of $______ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

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City of Boston Carriage Shift Lease Agreement: Rev. 12/09
Termination

This Agreement may be terminated without cause at any time with 24 hours notice, and may be terminated for cause without prior notice.

Receipts

The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance Costs

Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs, as required, and shall indemnify and save Lessee harmless from such maintenance costs.

Motor Vehicle Operating Costs

Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle

The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessee less reasonable wear. The Lessee will be responsible for indemnifying the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessor receives a copy.

Unless:

Check if applicable:

☐ The Lessee may from shift to shift choose to pay to the Lessor the amount per:

<table>
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<tr>
<th>$</th>
<th>12 Hour</th>
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<tr>
<td>$</td>
<td>24 Hour</td>
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<td>$</td>
<td>Weekly</td>
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</table>

shift in return, for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle during that shift.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

Insurance

The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000

Reporting

The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

Hackney Carriage Rules

Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee's violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

Pro-rated Payments

In the event any act of omission by the Lessor results in the Medallion being seized by the Inspector of Carriages, or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the initial fee for the amount of lost time on that shift on a pro-rated basis.

Fines and Violations

Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessor's failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation.

Failure to abide by this clause shall be cause for termination of the Agreement without notice.

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City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Independent Contractor

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employer/employee relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be its volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

Modification

This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability

The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal

The Lessor may, at his option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal Form or card which shall specify the time and date in Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement

There shall be two (2) originals of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one original.

Entire Agreement

This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day and year written above.

Lessor: ___________________ Lessee: ___________________

Lessor Initials ___________________ Lessee Initials ___________________

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
SUBJECT: 2010 Annual Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Annual Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Annual Shift Rentals.
City of Boston
Hackney Carriage
Annual Shift Rental Agreement
2010 Version

Agreement made this ______ day of ________, ________ between:

Lessor

Name: ____________________________

Address: ____________________________

__________________________________________

Tel: ____________________________

Lessee

Name: ____________________________

Address: ____________________________

__________________________________________

Tel: ____________________________

Hackney Lic. # ____________________________

Lessee

Name: ____________________________

Address: ____________________________

__________________________________________

Tel: ____________________________

Hackney Lic. # ____________________________

Lessor Initials

__________________________

Lessee Initials

__________________________

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**

Lessor shall rent said medallion and vehicle to the Lessee for the term of one year commencing ____________, ________

**Vehicle Condition**

Lessor shall provide a clean, inspection ready, City of Boston Hackney Carriage and Medallion for the duration of the agreement.

**Maximum Shift Payment**

The following chart denotes the maximum shift payments authorized by the Police Commissioner; parties are free to agree to lesser amounts. Please check box for which charges are to be utilized.

- **One Driver Weekly Rental** $700.00 Actual Charge
- **Two Driver Weekly Rental** $800.00 Actual Charge

In addition to the amounts above, the Lessor may charge the following amounts weekly:

- **New Car Premium** $170.00 Actual Charge
- **Annual Shift Rental Premium** $10.00 Actual Charge
- **Optional Collision Damage Waiver* Actual Charge**

*See Page

**TOTAL DUE WEEKLY:**

**Failure to Return**

Failure to return the vehicle at the end of the specified term, without prior notice and agreement shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $50.00 per day over and above the weekly payment. The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as the result of a mechanical breakdown, provided that the Lessor is notified immediately.

**Payment on Signing**

The Lessee shall pay the Lessor the sum of $__________ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

**Termination**

Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

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City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Receipts
The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance
Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs, as required, and shall indemnify and save Lessee harmless from such maintenance costs. The Lessee shall make the vehicle available for such maintenance as required. Provided that if such vehicle is unavailable for use for any period over 24 hours that the Lessor shall provide a refund of the rental fee for the amount of lost time on a pro-rated basis.

Motor Vehicle Operating Costs
Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle
The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessor less reasonable wear. The Lessee will be responsible for compensating the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessee receives a copy.

Unless:
Check if applicable: □

The Lessee may choose to pay to the Lessor the additional amount of:
per week, in return for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle. The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

Insurance
The Lessor shall pay the cost of all liability and other insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000

Reporting
The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

Hackney Carriage Rules
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

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City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Pro-rated Payments
In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the rental fee for the amount of lost time on that shift on a pro-rated basis.

Fines and Violations
Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessor’s failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation. Failure to abide by this clause shall cause for termination of the Agreement without notice.

Independent Contractor
The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept, and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Modification

This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability

The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal

The Lessor may, at his option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal form or card which shall specify the time out time in, Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement

There shall be two (2) original copies of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one copy.

Entire Agreement

This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

Lessor: ___________________  Lessee: ___________________

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City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
In accordance with Boston Police Department Rule 403 the Inspector of Carriage establishes the following list of required documents for Boston Licensed Hackney Carriage Medallion transfers.

Captain Robert W. Ciccolo Jr.
Inspector of Carriages
For "Regular Transfers", "Foreclosure Sales", "Court Order Transfers"

Buyer (New Owner) needs to provide the Hackney Carriage Unit with the following information:

1. Hackney Carriage Unit Application filled out completely
2. Copy of the Registration
3. Insurance Verification Form – Signed and Stamped
4. Radio Association Form
5. Copy of the Title Policy (signed and approved by a Police Officer)
6. Copy of the lease (if leased)
7. New owner pays $250.00
   $100 to The City of Boston and
   $150 to Boston Taxi Industry Elderly Program, B.T.I.E.P
REGULAR TRANSFER

☐ Corporation Information Form

☐ BOP / Registry Check / KQ - History

☐ Cover Letter from Attorney

☐ Copy of the Purchase and Sale Agreement

☐ Clerk Certificate / Corporate Authority

☐ Copy of Articles of Organization / OR (from Seller and Buyer)
   Certificate of Legal Existence (Certificate by the Commonwealth of State House)

☐ Affidavit Certificate

☐ Source of Funds Document

☐ Copies of Loan Documents / (bank lender)

☐ Lease Agreement Questionnaire / Signed / and filled out by the Seller

☐ Sellers Transfer Fee- $250.00 / Made out to the "City of Boston."

☐ Request for Transfer Documents (blue form – 2) given by Hackney Carriage Unit
   Seller is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Request for Recognition of New Corporation (pink forms – 2) - given by Hackney Carriage Unit
   Buyer is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Approval Letter Signed by Captain and Mark Cohen
MEDALLION TRANSFER CHECKLIST

STOCK TRANSFER
New Officers / New Stock Holder - not listed currently on Medallion
No Changes to the Corporation
The Purchase and Sale agreement states $1.00 and other consideration.

☐ Corporation Information Form

☐ BOP / Registry Check / KQ - History

☐ Cover Letter form Attorney

☐ Copy of the Purchase and Sale Agreement

☐ Clerk Certificate / Corporate Authority

☐ Copy of Articles of Organization / OR (from Seller and Buyer)
  - Certificate of Legal Existence (Certificate by the Commonwealth of State House)

☐ Affidavit Certificate

☐ Source of Funds Document

☐ Copies of Loan Documents / (bank lender)

☐ Lease Agreement Questionnaire / Signed / and filled out by the Seller

☐ Sellers Transfer Fee- $250.00 / Made out to the "City of Boston."

☐ Request for Transfer Documents (blue form – 2) given by Hackney Carriage Unit
  Seller is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Request for Recognition of New Corporation (pink forms – 2) - given by Hackney Carriage Unit
  Buyer is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Approval Letter Signed by Captain and Mark Cohen
MEDALLION TRANSFER CHECKLIST

INTERNAL CHANGES
When there are internal corporate changes, i.e.
Adding a Spouse, a Child, Relative or Friend

☐ Cover Letter explaining the change

☐ BOP / Registry Check / KQ - History

☐ The Pink Form (Request for New Corporation / stock change) is created to show a new structure of the corporation.

☐ Clerk Certificate

☐ Copy of Articles of Organization

☐ $20.00 Fee

☐ Approval Letter Signed by Captain and Mark Cohen

☐ **** One stockholder is removed - NO FEE
MEDALLION TRANSFER CHECKLIST

TRANSFER – COURT ORDER/ ESTATE SALE
Court Order is substituted for the purchase and sales agreement.

☐ Corporation Information Form

☐ BOP / Registry Check / KQ - History

☐ Cover Letter from Attorney

☐ Copies of Court Ordered / Estate / Will Paperwork

☐ Copy of the Purchase and Sale Agreement

☐ Clerk Certificate / Corporate Authority

☐ Copy of Articles of Organization / OR (from Seller and Buyer)
  • Certificate of Legal Existence (Certificate by the Commonwealth of State House)

☐ Affidavit Certificate

☐ Source of Funds Document

☐ Copies of Loan Documents / (bank lender)

☐ Lease Agreement Questionnaire / Signed / and filled out by the Seller

☐ Sellers Transfer Fee- $250.00 / Made out to the “City of Boston.”

☐ Request for Transfer Documents (blue form – 2) given by Hackney Carriage Unit
  • Seller is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Request for Recognition of New Corporation (pink forms – 2) - given by Hackney Carriage Unit
  • Buyer is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Approval Letter Signed by Captain and Mark Cohen
MEDALLION TRANSFER CHECKLIST

FORCLOSURE SALE
Court Order is substituted for the purchase and sales agreement.

☐ Corporation Information Form

☐ BOP / Registry Check / KQ - History

☐ Cover Letter form Attorney

☐ Copies of notices of default and Foreclosure

☐ Copies of notice of auction sale

☐ Auctioneer sales statement

☐ Copy of the Purchase and Sale Agreement

☐ Clerk Certificate / Corporate Authority

☐ Copy of Articles of Organization / OR (from Seller and Buyer)
  • Certificate of Legal Existence (Certificate by the Commonwealth of State House)

☐ Affidavit Certificate

☐ Source of Funds Document

☐ Copies of Loan Documents / (bank lender)

☐ Lease Agreement Questionnaire / Signed / and filled out by the Seller

☐ Sellers Transfer Fee- $250.00 / Made out to the "City of Boston."

☐ Request for Transfer Documents (blue form – 2) given by Hackney Carriage Unit
  • Seller is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Request for Recognition of New Corporation (pink forms – 2) - given by Hackney Carriage Unit
  • Buyer is to sign these documents as his/her title to the corporation eg. President/ Vice/ etc.

☐ Approval Letter Signed by Captain and Mark Cohen
CORPORATION INFORMATION FORM

DATE: __________________

MEDALLION #:________________________________________________________

DATE SOLD: _________________________________________________________

BUYER: ___________________________________________________________

D.O.B.: ____________________________________________________________

SS #: ______________________________________________________________

LICENSE #: _________________________________________________________

ADDRESS: _________________________________________________________

HOME PHONE #: ____________________________________________________

CORPORATION NAME: _______________________________________________

*PURCHASE PRICE: ____________________________________________________

LIEN HOLDER AT CLOSING: __________________________________________

INTEREST RATE: ____________________________________________________

PAYMENT AMOUNT: _________________________________________________

(MONTHLY, OR WEEKLY)

ATTORNEY SIGNATURE: ______________________________________________

* The purchase price is NOT to include the price of the vehicle if sold with the medallion.
CITY OF BOSTON
POLICE DEPARTMENT

Date: _______________ 20__

To the Police Commissioner for the City of Boston

Sir:

The undersigned respectfully requests permission **Sell / Transfer** a Hackney Carriage

Medallion # __________________ Corporation Name: ________________________________

With principle place of business at: ________________________________________________

TO:

Corporation Name: ____________________________________________________________

Address: ____________________________________________________________________

Reason for Transfer:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

Signature: __________________________ Title: ________________________________

________________________  ______________________
Approved:                  Disapproved

_________________________  ________
Inspector of Carriages                      Date

________________________  __________________
Approved:                  Disapproved:

_________________________
Directory, Licensing Division     Date

_________________________
Director, Licensing Division     Date
CITY OF BOSTON
POLICE DEPARTMENT

Date: _______________ 20___

To the Police Commissioner for the City of Boston

The undersigned respectfully requests permission to Form a Taxicab Corporation to be known as

With principle place of business at

Officers, stockholders, and shares of stock held are as follows:

<table>
<thead>
<tr>
<th>Office</th>
<th>Name</th>
<th>Address</th>
<th>Shares Held</th>
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<tbody>
<tr>
<td>D.O.B.</td>
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It is my understanding that failure to notify the Police Commissioner, in advance, of any change in the officers or stockholders of the above corporation will be sufficient cause for revocation of the hackney carriage license issued in the name of the corporation.

Signature: ___________________________ Title: ___________________________

Approved: [ ] Disapproved: [ ]

Inspector of Carriages ___________________________ Date ___________________________

Approved: [ ] Disapproved: [ ]

Director, Licensing Division ___________________________ Date ___________________________
Clearance Agreement

The Medallion Seller understands that it is his/her responsibility to provide The Office of the Inspector of Carriage this document, with proper information and authorized signature(s) along with the medallion itself at time of closing in order to complete the transfer process.

**Dispatch Association Clearance**

The owner of medallion ______________ herein referred to as the Medallion Seller has fulfilled all obligations, including payment of any outstanding monies owed and return of any equipment belonging to:

______________________________
Name of Dispatch Association

______________________________  __________________________
Agent Signature               Date

**Credit Card System Provider Clearance**

The owner of medallion ______________ herein referred to as the Medallion Seller has returned all equipment and is relieved of any contractual obligations to:

______________________________
Name of Credit Card System provider

______________________________  __________________________
Agent Signature               Date
B3 Agreements
SUBJECT: Medallion Lease Agreement

In accordance with Rule 403, Section 6 the following Medallion Lease Agreement shall be the only agreement used for all City of Boston Hackney Carriage Medallion Leases.

No Lease agreement may be altered without the express written permission of the Inspector of Carriages.

All lease agreements in force as of this date shall remain in effect for the duration of the agreement.

Captain Paul Barry O’Connor
Inspector of Carriages
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

Lessor shall rent Medallion No.__________________ to the Lessee for the term of:

PLEASE CHECK ONE:

☐ LIFE OF VEHICLE

VIN # ___________________________ Year of Vehicle ____________

☐ 1 YEAR TERM OR ☐ 2 YEAR TERM

COMMENCING _______________ ENDING ____________________

Month / Day / Year Month / Day / Year
TERMINATION
Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

WEEKLY PAYMENT
Lessee shall pay the Lessor the sum of $____________ (not more than $500) per week rental fee for the use of said Medallion No.________________________ in advance each week.

Lessee shall pay the Lessor the sum of $____________ Mass Sale Tax which the Lessor shall forward to the Massachusetts Department of Revenue as required by law.

The Medallion Owner Must Pay the Radio Dues
Lessee shall pay the Lessor $____________ in Radio Association dues which the Lessor will forward to the Radio Association as required.

PAYMENT ON SIGNING
The Lessee shall pay the Lessor the sum of $____________ on the date of the signing of this agreement $____________ to be applied to the first weeks rental $______________ Security Deposit (not to exceed two weeks rental)
RECEIPTS
The Lessor shall provide the Lessee with a receipt for all transactions. A cancelled check or bank deposit slip shall be an acceptable receipt.

SECURITY DEPOSIT ACCOUNTS
The Lessor shall return the full amount of the security deposit within 30 days of the completion of the lease provided all obligations under this Agreement have been met.

RADIO ASSOCIATION
The Lessee has the sole right to choose which Radio Association he shall belong to and the lease cannot be conditional on membership in a particular Radio Association. The Lessee shall maintain the Medallion and vehicle membership in a Radio Association authorized by the Boston Police Commissioner that the Lessee has chosen freely and voluntarily. The Lessee shall not change to another radio associations without proper notification to the Lessor and the Inspector of Carriages.

INSURANCE
The lessor and the lessee agree that the lessee will pay the lessor an additional, $__________ per __________ in return for additional automobile insurance coverage not required by law or by an automobile loan lender.

ADVERTISING
Check One:
☐ The Lessor and Lessee agree that there shall be NO advertising material attached to the vehicle.
☐ The Lessee shall receive all fees from advertising attached to the vehicle.
☐ The Lessor and Lessee/Manager shall divide all fees from advertising attached to the vehicle in the following manner:

MOTOR VEHICLE MAINTENANCE COSTS
Lessee shall pay, and be responsible, for all operating costs of the vehicle, including but not limited to fuel, repairs and all periodic maintenance costs, as required, and shall indemnify and hold Lessor harmless from such operating costs.
AUTHORIZED DRIVERS

The Lessee agrees that only persons authorized by the Lessor in advance and in writing shall operate the vehicle used in connection with this lease. Any violation of this paragraph shall result in this lease being void for cause upon proper notice.

Authorized Drivers:

_____________________________ Hackney Lic#__________
_____________________________ Hackney Lic#__________
_____________________________ Hackney Lic#__________
_____________________________ Hackney Lic#__________

The lessee must submit copies of the required shift rental agreement to the Hackney Carriage Unit and to the lessor for each authorized driver prior to allowing operation.

NON-ASSIGNABLE COSTS

The Lessor is responsible for all:

- Automobile Insurance costs / Local, State, and Federal Taxes (excluding sales tax)
- State Registration and renewal Fees and City of Boston Medallion Fees

INSURANCE

The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000/$5,000. All funds received by the Lessor from an insurance company or other person or corporation in settlement of claims related to the vehicle shall be paid to the Lessee, minus those funds expended by the Lessor for legal expenses or other collection activities connected to that particular settlement.

NOTICE OF TRANSFER OF MEDALLION

Both parties understand that the Medallion Lease Agreement shall remain in effect through its complete term irrespective of the transfer of the Medallion. The agreement shall bind the new owner to the conditions of the agreement upon transfer for the remainder of the terms. The Lessor shall notify the Lessee upon transfer of the Medallion. The Lessor is responsible for ensuring that the new owner is familiar with the terms of this Agreement prior to the transfer.
IN VOLUNTARY TRANSFER
The Lessee understands that in the event of an Involuntary Transfer such as Foreclosure, Seizure, or Court Order this Agreement may be void depending upon the particular circumstances.

REPORTING
The Lessee shall, within 24 hours, report any accidents or related occurrences to appropriate insurance representatives, and the Lessor and shall give full and complete cooperation to investigating and defending against an accident claimed. Any monies received as a result of insurance accident claims or damage for which Lessee has paid shall be paid over to the Lessee, less attorney’s fees or other expenses incurred by the lessor in connection with the settlement of the claim.

HACKNEY CARRIAGE RULES
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

PRO-RATED PAYMENTS
In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessee shall deduct from the next payment the amount of lost time on a pro-rated basis.
FINES AND VIOLATIONS
Lessee shall be responsible for all and shall promptly pay all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessors failure to abide by rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

Both parties must initial if they wish to agree to this clause:

☐ Lessor ☐ Lessee

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.
FREEDOM FROM CLAIMS
The Lessor acknowledges that he is the owner of the corporation bearing the Medallion Number set forth above, and further acknowledges that there are no claims, suits or judgments against the corporation arising out of the Lessor's use and operation of said Medallion, prior to the date of this agreement.

PURCHASE OF VEHICLE
At the end of this lease, Lessee shall have the right to purchase the vehicle used in connection with this agreement for the total sum of twenty dollars.

MODIFICATION
This Agreement may be modified or changed only by written agreement.

SEVERABILITY
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

ENTIRE AGREEMENT
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

LESSOR: ___________________________ DATE: _________________

LESSEE: ___________________________ DATE: _________________

LESSOR INITIALS ___________ LESSEE INITIALS ___________
SUBJECT: Medallion Management Agreement

In accordance with Rule 403, Section 6 the following Medallion Management Agreement shall be the only agreement used for all City of Boston Hackney Carriage Medallion Leases.

No Lease agreement may be altered without the express written permission of the Inspector of Carriages.

All lease agreements in force as of this date shall remain in effect for the duration of the agreement.

Captain Paul Barry O’Connor
Inspector of Carriages
Medallion Management Agreement

Medallion #_________________________ Date: ________________

Lessor
Name:________________________________
Address:________________________________
Contact #:____________________________

Manager / Lessee
Name:________________________________
Address:________________________________
Contact #:____________________________
Hackney Lic. #________________________

Lessee
Name:________________________________
Address:________________________________
Contact #:____________________________
Hackney Lic. #________________________

Now therefore, inconsideration of the mutual covenants herein, it is agreed as follows:

Lessor shall rent Medallion No._________________________ to the Lessee for the term of:

PLEASE CHECK ONE:

☐ LIFE OF VEHICLE

VIN #________________________________ Year of Vehicle ____________

☐ 1 YEAR TERM OR ☐ 2 YEAR TERM

COMMENCING ________________ ENDING ________________
Month / Day / Year Month / Day / Year

LESSOR INITIALS ___________________ MANAGER INITIALS ___________________
TERMINATION
Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

WEEKLY PAYMENT
Lessee shall pay the Lessor the sum of $____________ (not more than $500) per week rental fee for the use of said Medallion No.________________________ in advance each week.

Lessee shall pay the Lessor the sum of $____________ Mass Sale Tax which the Lessor shall forward to the Massachusetts Department of Revenue as required by law.

The Medallion Owner Must Pay the Radio Dues
Lessee shall pay the Lessor $____________ in Radio Association dues which the Lessor will forward to the Radio Association as required.

PAYMENT ON SIGNING
The Lessee shall pay the Lessor the sum of $____________ on the date of the signing of this agreement $____________ to be applied to the first weeks rental $____________ Security Deposit (not to exceed two weeks rental)
RECEIPTS
The Lessor shall provide the Lessee with a receipt for all transactions. A cancelled check or bank deposit slip shall be an acceptable receipt.

SECURITY DEPOSIT ACCOUNTS
The Lessor shall return the full amount of the security deposit within 30 days of the completion of the lease provided all obligations under this Agreement have been met.

RADIO ASSOCIATION
The Lessee has the sole right to choose which Radio Association he shall belong to and the lease cannot be conditional on membership in a particular Radio Association. The Lessee shall maintain the Medallion and vehicle membership in a Radio Association authorized by the Boston Police Commissioner that the Lessee has chosen freely and voluntarily. The Lessee shall not change to another radio associations without proper notification to the Lessor and the Inspector of Carriages.

INSURANCE
The lessor and the lessee agree that the lessee will pay the lessor an additional, $___________ per ____________in return for additional automobile insurance coverage not required by law or by an automobile loan lender.

ADVERTISING
Check One:

☐ The Lessor and Lessee agree that there shall be NO advertising material attached to the vehicle.

☐ The Lessee shall receive all fees from advertising attached to the vehicle.

☐ The Lessor and Lessee/Manager shall divide all fees from advertising attached to the vehicle in the following manner:

MOTOR VEHICLE MAINTENANCE COSTS
Lessee shall pay, and be responsible, for all operating costs of the vehicle, including but not limited to fuel, repairs and all periodic maintenance costs, as required, and shall indemnify and hold Lessor harmless from such operating costs.
AUTHORIZED DRIVERS
The Lessee agrees that only persons authorized by the Lessor in advance and in writing shall operate the vehicle used in connection with this lease. Any violation of this paragraph shall result in this lease being void for cause upon proper notice.

Authorized Drivers:

_____________________________    Hackney Lic#__________

_____________________________    Hackney Lic#__________

_____________________________    Hackney Lic#__________

_____________________________    Hackney Lic#__________

The lessee must submit copies of the required shift rental agreement to the Hackney Carriage Unit and to the lessor for each authorized driver prior to allowing operation.

NON-ASSIGNABLE COSTS
The Lessor is responsible for all:

Automobile Insurance costs / Local, State, and Federal Taxes (excluding sales tax)
State Registration and renewal Fees and City of Boston Medallion Fees

INSURANCE
The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000/$5,000. All funds received by the Lessor from an insurance company or other person or corporation in settlement of claims related to the vehicle shall be paid to the Lessee, minus those funds expended by the Lessor for legal expenses or other collection activities connected to that particular settlement.

NOTICE OF TRANSFER OF MEDALLION
Both parties understand that the Medallion Lease Agreement shall remain in effect through its complete term irrespective of the transfer of the Medallion. The agreement shall bind the new owner to the conditions of the agreement upon transfer for the remainder of the terms. The Lessor shall notify the Lessee upon transfer of the Medallion. The Lessor is responsible for ensuring that the new owner is familiar with the terms of this Agreement prior to the transfer.
IN VOLUNTARY TRANSFER
The Lessee understands that in the event of an Involuntary Transfer such as Foreclosure, Seizure, or Court Order this Agreement may be void depending upon the particular circumstances.

REPORTING
The Lessee shall, within 24 hours, report any accidents or related occurrences to appropriate insurance representatives, and the Lessor and shall give full and complete cooperation to investigating and defending against an accident claimed. Any monies received as a result of insurance accident claims or damage for which Lessee has paid shall be paid over to the Lessee, less attorney’s fees or other expenses incurred by the lessor in connection with the settlement of the claim.

HACKNEY CARRIAGE RULES
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

PRO-RATED PAYMENTS
In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessee shall deduct from the next payment the amount of lost time on a pro-rated basis.
FINES AND VIOLATIONS

Lessee shall be responsible for all and shall promptly pay all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessors failure to abide by rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

<table>
<thead>
<tr>
<th>Independent Contractor</th>
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<tbody>
<tr>
<td><strong>Both parties must initial if they wish to agree to this clause:</strong></td>
</tr>
<tr>
<td>☐ Lessor</td>
</tr>
</tbody>
</table>

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.
FREEDOM FROM CLAIMS
The Lessor acknowledges that he is the owner of the corporation bearing the Medallion Number set forth above, and further acknowledges that there are no claims, suits or judgments against the corporation arising out of the Lessor’s use and operation of said Medallion, prior to the date of this agreement.

PURCHASE OF VEHICLE
At the end of this lease, Lessee shall have the right to purchase the vehicle used in connection with this agreement for the total sum of twenty dollars.

MODIFICATION
This Agreement may be modified or changed only by written agreement.

SEVERABILITY
The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

ENTIRE AGREEMENT
This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

LESSOR: _______________________________   DATE: __________________

MANAGER: _______________________________   DATE: ________________
SUBJECT: 2010 Standard Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Shift Rentals (excluding annual shift rentals).
City of Boston
Hackney Carriage
Shift Lease Agreement
2010 Version

Agreement made this _____ day of _____________, ______ between:

[Box for Lessor]

Name: ____________________________
Address: __________________________________________
________________________________________________________________________
Tel: ___________________________

[Box for Lessee]

Name: ____________________________
Address: __________________________________________
________________________________________________________________________
Tel: ___________________________

[Box for Lessee]

Name: ____________________________
Address: __________________________________________
________________________________________________________________________
Tel: ___________________________

[Box for Lessee]

Name: ____________________________
Address: __________________________________________
________________________________________________________________________
Tel: ___________________________

Hackney Lic. # ______________

Lessor Initials
____________________

Lessee Initials
____________________

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**

Lessor shall rent said medallion and vehicle to the Lessee for the term of one (1) shift and from shift to shift hereafter; commencing ____________, _______. Said lease shall automatically renew unless terminated by either party.

**Vehicle Condition**

Lessor shall provide a clean, inspection ready City of Boston Hackney Carriage and Medallion at the beginning of each shift.

**Maximum Shift Payment**

The following chart denotes the Maximum shift payments authorized by the Police Commissioner:

<table>
<thead>
<tr>
<th>Shift Type</th>
<th>Maximum Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum 12-hour Rental</td>
<td>$77.00</td>
</tr>
<tr>
<td>Maximum 24-hour Rental</td>
<td>$139.00</td>
</tr>
<tr>
<td>Maximum One Driver Weekly Rental</td>
<td>$700.00</td>
</tr>
<tr>
<td>Maximum Two Driver Weekly Rental</td>
<td></td>
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</tbody>
</table>

In addition to the amounts above, the Lessor may charge a “New Car Premium” for each shift, in excess of the amounts above the following amounts:

- 12-hour Shift: $18.00
- 24-hour Shift: $33.00
- Weekly Shift: $170.00

**Failure to Return**

Failure to return the vehicle at the end of the specified shift without prior notification and agreement shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $10.00 per hour.

The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as the result of a mechanical breakdown, provided that the Lessor is notified immediately.

**Payment on Signing**

The Lessee shall pay the Lessor the sum of $_________ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

<table>
<thead>
<tr>
<th>Lessor Initials</th>
<th>Lessee Initials</th>
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</thead>
<tbody>
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</tbody>
</table>

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
Termination

This Agreement may be terminated without cause at any time with 24 hours notice, and may be terminated for cause without prior notice.

Receipts

The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance Costs

Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs as required, and shall indemnify and save Lessee harmless from such maintenance costs.

Motor Vehicle Operating Costs

Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle

The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessee with reasonable wear. The Lessee will be responsible for compensating the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessor receives a copy.

Unless:

☐ The Lessee may from shift to shift choose to pay to the Lessor the amount per:

<table>
<thead>
<tr>
<th>$</th>
<th>12 Hour</th>
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</thead>
<tbody>
<tr>
<td>$</td>
<td>24 Hour</td>
</tr>
<tr>
<td>$</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

shift in return, for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle during that shift.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

Insurance

The Lessor shall pay the cost of liability and other mandatory insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000

Reporting

The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

Hackney Carriage Rules

Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee’s violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

Pro-rated Payments

In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the initial fee for the amount of lost time on that shift on a pro-rated basis.

Fines and Violations

Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessee’s failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation.

Failure to abide by this clause shall be cause for termination of the Agreement without notice.

Lessor Initials

Lessee Initials
Independent Contractor

The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

Modification

This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability

The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal

The Lessor may, at its option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal form or card which shall specify the time and time in Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement

There shall be two (2) originals of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one original.

Entire Agreement

This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day and year written above.

_______  ______
Lessor:  Lessee:

Lessor Initials  Lessee Initials

City of Boston Hackney Carriage Shift Lease Agreement: Rev. 12/09
SUBJECT: 2010 Annual Shift Rental Agreement

In accordance with Boston Police Department Rule 403, Section 6, the following Annual Shift Rental Agreement shall be the only agreement used for all City of Boston Hackney Carriage Annual Shift Rentals.

Inspector of Carriages Notice

Number: IOC-09-13
Date: December 30, 2009
Post/Mention: Indefinite

Captain Robert W. Ciccolo Jr.
Inspector of Carriages
City of Boston
Hackney Carriage
Annual Shift Rental Agreement
2010 Version

Agreement made this ___ day of __________, ______ between:

Lessor

Name:

Address:

Tel:

Lessees

Name:

Address:

Tel:

Hackney Lic. #

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Now therefore, in consideration of the mutual covenants herein, it is agreed as follows:

**Duration**
Lessor shall rent said medallion and vehicle to the Lessee for the term of one year commencing __________, ________

**Vehicle Condition**
Lessor shall provide a clean, inspection ready, City of Boston Hackney Carriage and Medallion for the duration of the agreement.

**Maximum Shift Payment**
The following chart denotes the maximum shift payments authorized by the Police Commissioner; parties are free to agree to lesser amounts. Please check box for which charges are to be utilized.

- [ ] One Driver Weekly Rental $700.00 Actual Charge __________
- [ ] Two Driver Weekly Rental $800.00 Actual Charge __________

In addition to the amounts above, the Lessor may charge the following amounts weekly:

- [ ] New Car Premium $170.00 Actual Charge __________
- [ ] Annual Shift Rental Premium $10.00 Actual Charge __________
- [ ] Optional Collision Damage Waiver* Actual Charge __________
  *(See Page)

**TOTAL DUE WEEKLY:** __________

**Failure to Return**
Failure to return the vehicle at the end of the specified term without prior notification and agreement shall be cause for termination without notice, and in any case shall be cause for a Late Fee of $50.00 per day over and above the weekly payment. The Lessee shall compensate the Lessor for any legal fees or other expenses incurred collecting non-payment and/or recovery of an abandoned vehicle. This section shall not apply to vehicles which need to be towed as a result of a mechanical breakdown, provided that the Lessee is notified immediately.

**Payment on Signing**
The Lessee shall pay the Lessor the sum of $ __________ as a Security Deposit on the date of the signing of this agreement. The Lessor will maintain all Security Deposits in an account set aside for that purpose and will return to the Lessee the full amount within 30 days upon completion of the lease, provided all obligations under this Agreement have been met.

**Termination**
Termination for cause shall require 30 days written notice except for non-payment. Non-payment shall be defined as more than 7 days late, 3 times within any 12 month period. Termination for non-payment shall require 14 days written notice. The 14 days shall commence upon receipt of certified mail or in-hand delivery. Termination for cause whether for non-payment or otherwise shall require prior written notice and prior approval from the Inspector of Carriages.

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<tr>
<th>Lessor Initials</th>
<th>Lessee Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________</td>
<td>__________</td>
</tr>
</tbody>
</table>

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Receipts
The Lessor shall provide the Lessee with an itemized receipt identifying all charges within 24 hours for all transactions.

Motor Vehicle Maintenance
Lessor shall pay and be responsible for all maintenance costs of the vehicle, including but not limited to repairs and all periodic maintenance costs, as required, and shall indemnify and save Lessee harmless from such maintenance costs. The Lessee shall make the vehicle available for such maintenance as required. Provided that if such vehicle is unavailable for use for any period over 24 hours that the Lessor shall provide a refund of the rental fee for the amount of lost time on a pro-rated basis.

Motor Vehicle Operating Costs
Lessee shall pay and be responsible for all operating costs of the vehicle during the shift, including but not limited to, fuel, tolls and airport fees.

Damage to Vehicle
The Lessee shall be responsible for returning the vehicle to the Lessor in the same condition as when delivered to the Lessor less reasonable wear. The Lessee will be responsible for compensating the Lessor for any damage sustained to the vehicle during the shift period. In the event of such damage incurred as the result of a criminal act by a person other than the Lessee, the Lessee shall be responsible for filing a police report and ensuring that the Lessor receives a copy.

Unless,

The Lessee may choose to pay to the Lessor the additional amount of

Check if applicable: ☐

per week, in return for which the Lessor shall hold the Lessee harmless for all but deliberate damage to the vehicle. The Lessee understands that his acceptance of the damage waiver above is strictly voluntary, and may not be made a condition of the lease now or in the future, and the Lessor may not demand acceptance of this damage waiver as a condition of the Agreement.

Insurance
The Lessor shall pay the cost of all liability and other insurance. Said insurance shall be in the minimum coverage of $20,000/$40,000.

Reporting
The Lessee shall within 24 hours report any accidents or related occurrences to appropriate insurance representatives and the Lessor, and shall give full and complete cooperation to investigating and defending against an accident claimed.

Hackney Carriage Rules
Lessee shall abide by, conform to, and comply with any and all rules and regulations of the Boston Police Commissioner or his designee applied to Licensed Hackney Carriages during the term of this agreement, whether previously or subsequently promulgated, and Lessee shall indemnify Lessor from any and all costs and expenses caused by Lessee's violation of said rules and regulations. In the event the Police Commissioner at any time adopts any rules or regulations, which preclude the Lessor and Lessee from engaging in the taxicab business as contemplated, this Agreement shall automatically terminate without further obligation or liability to either party.

<table>
<thead>
<tr>
<th>Lessor Initials</th>
<th>Lessee Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Pro-rated Payments
In the event any act of commission or omission by the Lessor results in the Medallion being seized by the Inspector of Carriages; or any act of commission or omission by the Lessor results in the Lessee being otherwise unable to conduct the business of operating the designated Hackney Carriage, the Lessor shall provide a refund of the rental fee for the amount of lost time on that shift on a pro-rated basis.

Fines and Violations
Lessee shall be responsible for, and shall promptly pay, all fines, penalties or assessments arising out of the use and operation of the Hackney Carriage during the term of this Agreement, including but not limited to traffic and parking violations and Hackney Violations, and shall indemnify and hold harmless the Lessor from such fines, penalties or assessments. Provided however that the Lessee shall not be responsible for fines, penalties or assessments levied as a result of the Lessor's failure to abide by the laws of the Commonwealth of Massachusetts or the rules and regulations of the Boston Police Commissioner or his designee as applied to Licensed Hackney Carriages.

In the event the Lessee receives a Hackney Carriage Violation, the Lessee shall notify the Lessor within eight (8) hours and shall cooperate in clearing the violation.

Failure to abide by this clause shall be cause for termination of the Agreement without notice.

Independent Contractor
The Lessee specifically acknowledges that he is an independent contractor and the Lessor and Lessee are separate entities. This Agreement shall not be construed to form a partnership, limited partnership, general partnership, joint venture, principal agent or employee/employer relationship of any kind whatsoever. Neither the Lessor nor the Lessee shall have any power to obligate or bind the other. Lessee shall at all times be free from control or direction of the Lessor in the manner of operation of the Hackney Carriage. The Lessee shall not be required to accept any radio dispatch call other than those which it may be his volition to accept; and further, Lessee shall not be restricted in any manner as to the area in which he may operate said Hackney Carriage, nor shall he be required to remain in any specific place, as long as he adheres to the laws and ordinances of the municipality in which said vehicle may be operated and the rules and regulations governing Hackney Carriages. Lessee shall not be required to account to the Lessor in any manner for the fares or other amounts received by the Lessee in connection with the operation of said Hackney Carriage, except will turn over to the Lessor at the end of the rental period any records required to be kept by any laws, ordinances or regulations pertaining to the operation of the Hackney Carriage.

The Lessor and Lessee specifically acknowledge that the inclusion of this optional clause in the Agreement does not indicate or imply any endorsement, approval or judgment as to the legal standing of the clause by the City of Boston, the Police Commissioner or the Hackney Unit.

Lessor Initials

Lessee Initials

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
Modification

This Agreement may be modified or changed only by written agreement with the prior approval of the Inspector of Carriages.

Severability

The various provisions of this Agreement are severable from each other and from the rest of this Agreement, and in the event that any part of this Agreement shall be held to be invalid or unenforceable by a court or an administrative agency of competent jurisdiction, the remainder of this Agreement shall be fully effective, operative and enforceable.

Shift Lease Renewal

The Lessor may, at his option, require the Lessee to renew this Agreement by means of a Shift Lease Renewal form or card which shall specify the time of time in, Medallion Number, Hackney License Number and such other information as the Lessor shall require, provided that the Lessee shall be offered the opportunity at the beginning of each shift to decline or accept the Damage Waiver mentioned above.

Copies of Agreement

There shall be two (2) original of this document provided by the Lessor and executed this date. The Lessor shall hold one original and the Lessee shall hold one copy.

Entire Agreement

This Agreement constitutes the entire Agreement between the parties with regard to the lease of the above-mentioned Hackney Carriage and Medallion.

IN WITNESS WHEREFORE, the parties hereto have executed this Agreement on the day and year written above.

Lessor: ___________________________ Lessee: ___________________________

Lessor Initials ___________________________ Lessee Initials ___________________________

City of Boston Hackney Carriage Annual Shift Rental Agreement: Rev. 12/09
B4 For Drivers
What can the Owner charge me?

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum 12-hour Rental</td>
<td>$77.00</td>
</tr>
<tr>
<td>Maximum 24-hour Rental</td>
<td>$139.00</td>
</tr>
</tbody>
</table>

When a Driver works seven (7) consecutive twenty-four hour shifts he shall be charged the weekly rental rate.

When a Driver works fourteen (14) consecutive twelve hour shifts, he shall be charged the weekly rental rate.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum 1-Driver Weekly Rental</td>
<td>$700</td>
</tr>
<tr>
<td>Maximum 2-Driver Weekly Rental</td>
<td>$800</td>
</tr>
</tbody>
</table>

Hybrid Premiums:
- Maximum 12-hour $18.00
- Maximum 24-hour $33.00
- Maximum Weekly $170.00

Violation Assessment of 30 cents @ 12-hour shift.

Sales Tax:
(owner choice, but the owner must pay the State)

Collision Damage Waiver: (Driver Choice)
- Maximum 12-hour $5.00
- Maximum 24-hour $9.00
- Maximum Weekly $45.00

Annual Shift Rental $520

Owners are free to charge LESS than the maximum.
Hackney Carriage Rules for the 21st Century

The Vehicle Owner Must:

- Pay to clean the vehicle
  The exterior of all Taxicabs shall be washed daily.
  The interior (Driver’s compartment, rear seat area and trunk) shall be vacuumed; the windows and partition washed, and seats wiped daily.
  No Shift Driver shall be made to pay for washing or cleaning of the vehicle exterior or interior.
  No Shift Driver shall be made to hand wash a vehicle.

- Give the Driver an IMMEDIATE receipt for every transaction.
  *Do not pay the owner unless he gives you an itemized receipt for the full amount.*

- Pay the Radio dues
  Medallion Lessee’s must pay the Medallion owner for the radio dues. Then the Medallion Owner pays the Association.
  Shift Drivers should never pay radio dues.

What if the Vehicle Owner is breaking the rules?

Drivers should complain to the Hackney Carriage Unit.

The complaint will be investigated and the Medallion suspended if the complaint is sustained.

Won’t I lose money if the Medallion I drive is suspended?

No. If the Medallion is suspended due to Owner misconduct the Driver will be paid for his lost time at the waiting time rate of $28.00 per hour.

What if the Vehicle Owner retaliates against me for complaining?

No Vehicle Owner may retaliate in any way against a Hackney Carriage 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 Medallion.

The owner could be forced to sell the Medallion.

Can I make an anonymous complaint against an owner?

**YES.**

Anyone can make an anonymous complaint by calling,
(617) 536-TAXI or
Email: T201@bpd.com
<table>
<thead>
<tr>
<th>COMPANY NAME</th>
<th>Total Received</th>
<th>Date</th>
<th>For: ( ) 12 Hr. Shift(s) ( ) 24 Hr. Shift(s) ( ) Week(s) ( ) Month(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>STREET ADDRESS</td>
<td>Shift Start Date</td>
<td>Time</td>
<td>am / pm</td>
</tr>
<tr>
<td>CITY, STATE, ZIP CODE</td>
<td>From (Lessee)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONE</td>
<td>Med. #</td>
<td>Plate #</td>
<td>Year</td>
</tr>
</tbody>
</table>

**AUTHORIZED CHARGES ONLY**

<table>
<thead>
<tr>
<th>DRIVER: READ HACKNEY RATE INFORMATION SHEET BEFORE MAKING PAYMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DEDUCTIONS FROM AMOUNT DUE</strong></td>
</tr>
<tr>
<td>Radio Due $</td>
</tr>
<tr>
<td>Taxi Lease $</td>
</tr>
<tr>
<td>New Car Premium $</td>
</tr>
<tr>
<td>Gas $</td>
</tr>
<tr>
<td>Parking/E-Z Pass Viol. $</td>
</tr>
<tr>
<td>Medallion Lease $</td>
</tr>
<tr>
<td>Insurance* (Optional) $</td>
</tr>
<tr>
<td>8% Voucher Fee $</td>
</tr>
<tr>
<td>Deposit (describe) $</td>
</tr>
<tr>
<td>Previous Balance $</td>
</tr>
<tr>
<td>Other $</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>EXPLANATION OF CHARGES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voucher Value After 8% Fee</td>
</tr>
<tr>
<td>Elderly/HP Coupons</td>
</tr>
<tr>
<td>Advertising Coupons</td>
</tr>
<tr>
<td>Previous Credit</td>
</tr>
<tr>
<td>Car Wash, etc, Receipts</td>
</tr>
</tbody>
</table>

| **SUB TOTAL $** |
| **AMOUNT DUE $** |

| **TOTAL DUE $** |
| **TOTAL PAID $** |

**RECEIVED BY (print) **

**RECEIVED BY (signature) **
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Out</td>
<td>✔</td>
<td>Cab Number</td>
<td>Year</td>
</tr>
<tr>
<td>Date Time In</td>
<td>✔</td>
<td>Lease Number</td>
<td></td>
</tr>
<tr>
<td>12:24 WK MH</td>
<td>✔</td>
<td>Hackney Number</td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>✔</td>
<td>Driver Name</td>
<td></td>
</tr>
<tr>
<td>Credit/Debit Card</td>
<td>✔</td>
<td>Lease</td>
<td></td>
</tr>
<tr>
<td>Check/Money Order</td>
<td>✔</td>
<td>New Car Premium</td>
<td></td>
</tr>
<tr>
<td>Voucher Total (do not add to total)</td>
<td>Extra Hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly Fee on Voucher Fare (do not add to total)</td>
<td>City of Boston Parking</td>
<td>$0.30</td>
<td></td>
</tr>
<tr>
<td>Voucher Fare Less 8%</td>
<td>Mass Tax 6.25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voucher Tips</td>
<td>Insurance $0, $5, $10, $60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voucher Tolls</td>
<td>Previous Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elderly/Old Age</td>
<td>EZ Pass/Parking Violations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td>Gas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>Parking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print Name</td>
<td>Other (describe)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Captain McLaughlin,

These will be w/carbon copies so the exact receipt is with the owner and driver.

The pink areas are just information and do not get added to total. The 2 yellow areas have to match.

Bret
SUBJECT: Authorized Waybill for Boston Licensed Hackney Carriages

In accordance with Boston Police Department Rule 403 the attached “Waybill” shall be recommended for use in all Boston Licensed Hackney.

Radio Associations may distribute a Waybill produced by them provided it is substantially similar to the attached

Captain Robert W. Ciccolo Jr.
Inspector of Carriages
# City of Boston Licensed Hackney Carriage Waybill

**Date:**

<table>
<thead>
<tr>
<th>Time In:</th>
<th>Mileage In:</th>
<th>Hack License #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Out:</td>
<td>Mileage Out:</td>
<td>Total # Trips:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pick-up Time</th>
<th>Drop-off Time</th>
<th>From</th>
<th>To</th>
<th>Fare Amount</th>
<th>Payment Type:</th>
<th>Call Type:</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>Radio</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Credit</td>
<td>Street MLB</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Voucher</td>
<td>Airport</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Elderly Coupon</td>
<td>Cellphone</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WAV</td>
<td></td>
</tr>
</tbody>
</table>

Safety Refusals must be entered in correct time-order to be valid.

Driver Signature___________________________
Directions

• Where would you like to go Sir?
• Do you know the address?
• Is there a particular route you would like me to take?

• I don’t know how to get there sir, can you wait one minute while I look it up?
• C
• Please wait one minute while I contact my dispatcher.

Guess what? The passenger thinks you have a GPS in your head!

Make sure you know the destination before you start driving.

Make sure you know the route the customer wants to take.

If you do not know how to get there, ask!

If the passenger doesn’t know, find out!

Don’t just drive around; the customer will get angry.

Angry customers equal no tip!

Speaking Professionally

• Speak Slowly
• Avoid Slang
• Avoid Foul Language
• Please / Thank You
• Sir / Ma’am
• Phrase things as a request!!
  – “Would you mind.”
  – “If it is all right with you”

Many customers come from other parts of the country or other parts of the world. Their English may not be the best, so be considerate.

Speak slowly and repeat if necessary.

Even if the customer speaks English well, slang terms are different from region to region. Be careful, you could offend the customer without knowing it.

Example: In England a “fag” is a slang term for a cigarette. In America it is a derogatory term for a homosexual man.

You should never use foul language.

Always say “please” and “thank you.”

Use “Sir” or “Ma’am,” not “buddy” or “honey.”

Always phrase things as a request: “Would you mind if I open the window?” and “If it is alright with you, I will put your luggage in the trunk.”
Stay Off the PHONE!

One of the most common customer complaints is about the driver talking on the cell phone.

*It is rude!* Don’t do it!

It practically guarantees no tip.

Keep the Taxi clean.

Would you want to get in this cab?

Customers comment on the cleanliness.

Also, if the customers’ clothes get dirty, they will not tip, and sometimes even want the driver to pay for cleaning.
Credit Cards Tip Better

Would you like to leave a tip?

Statistics from other cities show that even after processing expenses, drivers make more on credit card transactions.

When paying in cash, most customers give a 10-15% tip.

The way most machines are set up, the passenger has a choice of 15-20-25%. Most will pick 20%!

Violence in the Workplace

- Taxi drivers are 60 times more likely to be assaulted at work than the average person.

<table>
<thead>
<tr>
<th>Gender of Driver</th>
<th>Physical Attack</th>
<th>Verbal Abuse</th>
<th>Sexual Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>65%</td>
<td>73%</td>
<td>73%</td>
</tr>
<tr>
<td>Male</td>
<td>46%</td>
<td>87%</td>
<td>14%</td>
</tr>
</tbody>
</table>

You have picked a very dangerous profession.

Read and review.
Women and Taxis

- Movie

Taxis and the Elderly

- Movie
Chapter 392 of the Acts of 1930

- Authorizes the Police Commissioner to regulate Hackney Carriages in the City of Boston
- To license "Suitable" persons and vehicles.

Rule 403

Hackney Carriage Rules for the 21st Century

Chapter 392 of the Acts of 1930 is the State Law that give the Boston Police Commissioner the authority to regulate the taxi industry in the City.

The law gives the Commissioner very broad powers to make whatever rules he sees fit.

Rule 403 was issued August 29, 2008 and is the first complete revision of the rules governing Hackney Carriages since 1950.

You should all be very careful when listening to older drivers tell you what the rules are, many of them have changed!
Driver Standards Appeals

- Written Appeal to the Director of Licensing
  - Within 14 days
- Forwarded with a recommendation to PC
  - Within 7 days
- Police Commissioner issues decision
  - Within 30 days

One of the effects of the new rules are an emphasis on the rights of the driver.

Every driver has the right make an appeal directly to the Police Commissioner if he or she feels that they have been unjustly denied a license.

Vehicle Standards

When the public looks at your vehicle, they see you! Therefore it is important to make sure your taxi is the best it can be. If you are a medallion owner or lessee it is your responsibility to have the vehicle ready for inspection every day.

The industry is in the process of converting its old fleet of Ford Crown Victoria's to newer, cleaner and more efficient vehicles. In the long run this will mean increased business for all.
Replacement of unfit vehicles

- Vehicles which become permanently unfit for service as a Boston Licensed Hackney Carriage prior to their scheduled replacement date under Rule 403, Section 3:
  - A non-Clean Taxi replacement vehicle (i.e.: Ford Crown Victoria) may be placed into service to replace the unfit vehicle.
  - The non-Clean Taxi replacement may not be of a model year older than the vehicle being replaced.
  - The non-Clean Taxi replacement will be required to be removed from service on the date at which the original vehicle would have been removed from service per the model year rule.

We recognize that new hybrid vehicles take time to order and therefore we have put in place a policy for replacing vehicles which become unfit unexpectedly.

Review and explain.

Inspection

You should inspect your vehicle before every shift and report any damage to the owner.

If anything makes the vehicle unsafe you should refuse to take the vehicle until it is repaired.

Let's look a some things you should be checking.
Nose Piece & Front Bumper

Air Dam
Door Fit

Hood Fit
Asphalt Stains

Push Bumpers
Door Locks

Door Panels
Rot and Rust

Partition
Inspection Sticker

Seats
Administrative Procedures

Surrender of a Hackney Carriage License for Lack of Use, Travel or when at Hackney Carriage Unit:

- Hackney Carriage Drivers must surrender their Hackney Driver’s License upon demand of any Boston Police Officer.
- All Hackney Carriage Drivers must surrender their Hackney Driver’s License to the Hackney Carriage Unit while conducting any business at the Hackney Carriage Unit.
- Hackney Carriage Drivers must surrender their Hackney Carriage Driver’s Licenses to the Hackney Carriage Unit immediately when they no longer wish to continue operating as Hackney Drivers.
- Hackney Carriage Drivers must turn in their Hackney Carriage Driver’s license to the Hackney Carriage Unit when they leave the country for more than thirty (30) days.

Review and explain.
Set-up Card

- SHIFT
- MANAGED
  - No Names
- OR
- OWNER OPERATED
- LEASED
  - MUST LIST DRIVERS NAME
- If your name is not on the Set-up Card then Hackney will take the Medallion for 3-days!

Discuss types of business structure and how it affects the driver

Leased
Up to 4 other drivers
Must List Drivers on Set-up
Must report sub-lease amounts

Managed
Manager cannot drive
Manager name on Set-up
Must report sub-lease amounts
Must provide 24 hr Tel Number to ID driver

Owner Operated
Up to 4 other drivers
Must List Drivers on Set-up
Must report shift amounts

Shifted
Owner cannot Drive
Owner name on Set-up
Must provide 24 hr Tel Number to ID driver

Driver Conduct
Waybills

- Every Hackney Carriage Driver is strongly encouraged to keep a Waybill of all trips made, together with a list of any articles found in the Hackney Carriage.
  - Defense against refusals
  - Defense against complaints

The next thing you should do is start your waybill.
Go over waybill in manual.
Do you have money for change?
Do you have your mapbook?
Your Street Guide?
Your Flat Rate Book?

Mandatory Meter Receipt

- You must give the passenger a automated, printed meter receipt when they ask for it!
  - NO BLANK RECEIPTS
  - Flat Rates are now printed by the METER!

Review and explain.
Driver Appearance

- Neat and Clean
- No Ripped Clothing
- No Offensive
  - Language
  - Images

Outer Clothing Not Allowed

- T-shirts;
- underwear;
- tank tops;
- body shirts;
- swimwear;
- jogging suits or similar types of attire;
- bathing trunks; or
- jogging shorts.
No Discrimination

- Race
- Religion
- Gender
- Disability
- Sexual Orientation
- National Origin
- Location of pick-up or drop-off.

- Automatic 3-day Suspension (FIRST OFFENSE)

Review and explain.

This means you cannot impose your religious beliefs on the passenger.

For example some religions prohibit alcohol, you cannot refuse to carry a passenger because they are carrying closed containers of alcoholic beverages.

Some religions have negative opinions of dogs, you cannot impose you beliefs and refuse to carry a guide dog or service dog.

Refusals

- A passenger may NOT be refused merely because they are intoxicated.

- A Refusal Entry on the Waybill shall be an affirmative defense for a refusal complaint

- Driver may ONLY refuse
  - If there is a justifiable fear for his safety.
  - If the passenger has an OPEN container of alcohol
  - If the passenger refuses to stop smoking before entry.

- Automatic 3-day Suspension (FIRST OFFENSE)

This is the Cardinal Sin!

Review and explain.
Taxi Stands (cont.)

- As soon as any Hackney Carriage leaves a public stand, all other Hackney Carriages shall immediately move up in line so that the only vacant space shall be to the rear of the last Hackney Carriage;

- No Hackney Carriage Driver shall make, or permit anyone else to make, any repairs to his vehicle while on a public stand;

- The Hackney Carriage Driver may solicit passengers from inside the vehicle by motion of the hand; and

- A Driver may perform small cleaning tasks while on a public stand.

Soliciting

- No Hackney Carriage Driver shall pick-up any passengers within one hundred (100) feet of an established public stand when there are Hackney Carriages at the public stand. This shall not be interpreted so as to prevent a Driver from picking up a passenger that has properly hailed the Driver.

- No individual shall solicit on behalf of a Hackney Carriage while in a public way or place.

- Automatic 3-day Suspension (FIRST OFFENSE)
Seating

- Drivers shall allow passengers to sit in the front passenger seat unless the Driver has a reasonable fear for his/her safety.

- The Driver should document any such reasonable fear in the waybill.

- The driver does not have to accept more passengers than there are seatbelts in the taxi.

---

Found Property

- Check the backseat and trunk after EVERY passenger

- Bring found property to Police Headquarters

- Immediately

- Charging the passenger to return property is a CRIME!
Credit Card Processing

- Medallion Owner (or Lessee in a Medallion-only lease) may not charge any fee for that portion of the fare due to tolls, tips, or airport fees.

- Medallion Owner (or Lessee in a Medallion-only lease) may only charge the driver for actual costs of processing and in no event more than 6%

Vouchers

- Effective January 1, 2009 no Boston Licensed Hackney Carriage may belong to a Radio Association or Dispatch Service which charges more than 8% processing fee for vouchers.

What are vouchers? How do they work?

Why 8% instead of 6%? The radio Association worked for this money.

No charge for tolls, tips and fees.
Meter Rates

- Flag Drop
  - $2.60 for the first 1/7 mile

- Mileage rate
  - $.40 per 1/7 mile thereafter

- Wait Time
  - $28.00 per hour

Flat Rate

- Meter Zone
  - 20 miles

- Mileage Charge
  - $3.20 per mile
Multiple Loading

Multiple Loading will be permitted, upon determination by Massport, Amtrak, or Convention Center Management that a shortage of taxis exists.

Each separate party shall be charged the fare recorded on the meter, including extras, at the time of arrival at their destination MINUS $2.00

The driver cannot decide himself.

Driver decided multiple loading will be disciplined as overcharging.

Each party can be charged the portion of the toll and airport pool fee.

ie: Two parties, they split the toll and fee.

Three parties, three way split.

Drivers Rights and Rates

Review and explain.
Don't get Cheated!!

- Two consecutive 12-hour shifts must be charged at the 24-hour shift rate
- 7 consecutive 24-hour shifts must be charged at the Weekly shift rate
- The owner MUST give you an immediate receipt for every transaction

Yearly Shift Rental

- $520 per year Annual Premium
  - Only if 1 year written contract with weekly payments
Owner Receipts

Owner must give Driver an IMMEDIATE receipt for every transaction.

Lost Time 12 & 24 Hour Shifts

- Time lost in excess of one hour on 12 and 24 hour shifts, to maintenance, repair, cleaning, or administration shall be refunded to the Hackney Carriage Driver at the rate of $8.00 per hour.

- Time lost in excess of one (1) hour on 12 and 24 hour shifts due to Owner, Manager or Lessee misconduct shall be refunded to the Hackney Carriage Driver at the rate of $28.00 per hour for a maximum of up to sixteen (16) hours per twenty-four (24) hour period.
Retaliation Clause

- No Medallion Owner (or Lessee in a Medallion-only lease) may retaliate in any way against a Hackney Carriage 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 Medallion.

Logan Airport

massport
Intermediate Appeals

- 5 days to file.
- *De Novo* Hearing within 7 days.
- Right to an Attorney if requested.
- Not Formal.
- Can take place at the same time as violation.
- Rule of Evidence do not apply.
- Written decision within 7 days

Final Appeal

- 14 days to file with Director of Licensing
  - Forwards within 2 days

- Appeal Board of 3 Police Captains
  - Hearing recommendation within 60 days

- Police Commissioners decision
  - within 7 days
Map Reading

North
Legend
Scale
Using the Index
Localities
Grid
Class Exercises

North:
Point out Compass Rose to drivers.

Legend:
Bottom Right Corner
Explain items

Scale:
Explain measuring on map for mileage

Index:
Table of Contents, Page 1
Map Indexes
Localities Index, Page 263

Open map book to Page 3.

Map Exercise #1

From Logan Airport

To Meadow Glen Mall
3859 Mystic Valley Parkway
Medford, MA

Passenger doesn’t know the address; only the name!

Call your dispatcher for the address!

Table of Contents
Find Medford, Page 146

- Use index to locate street grid coordinates: c2-d5
- Use grid coordinates to locate street on map
- Locate closest major route: I-93
- Use Flat Rate Book for directions from Boston
- Go to page 2 and locate Medford along I-93: North of Boston

So, what route would you take?

I-90 /Ted Williams Tunnel to I-93
North to exit 31 to Mystic valley Parkway
Map Exercise #4

From Forest Hill MBTA Station

To Boston Common

- Check Public Transportation Index: Page 264, Jamaica Plain
- Check Index for Jamaica Plain map: Page 14-15
- Look at Rapid Transit Stations index for Boston: Page 23
- Rte 203 and Washington St.
- Find Boston Common: Page 12

What Route should you take?

Route 28 to Washington St.

Using the Street Guide

Page 11
Boston’s Neighborhoods
  Colleges and Universities
  Hospitals
  Hotels and Motels
  Museums and Attractions
  Theatres and Performance Centers
Know by Heart!!!
  Police and Fire Stations
Class Exercises
Know how to look up

- Colleges and Universities
- Hospitals
- Hotels and Motels
- Museums and Attractions
- Theatres and Performance Centers

Know by Heart  !!!!!!!

Boston Police and Fire Stations

Every driver should have memorized the location of every Boston Police and Fire Station.

This is about driver safety!

This is where you can go when you or a passenger need help!
B5 Complaints
How is punishment determined?

**Progressive discipline** means that progressively stricter disciplinary action shall be taken against persons who persist in violations of the Rules and Procedures. These are ONLY guidelines and shall not prevent Hackney Officers from imposing GREATER OR LESSER discipline if in their judgment the totality of the circumstances warrants it. Offenses do not necessarily have to be of the same type, provided they are sufficiently related to indicate a pattern of behavior. Prior offenses older than 5 years shall not be counted against the driver unless they amount to criminal conduct or demonstrate a continuous pattern of behavior.

**These are ONLY Guidelines**

The following guidelines will be used when determining what discipline should be imposed for Non-equipment Hackney Violations and Complaints.

1st offense: Warning
2nd offense: 1-day suspension
3rd offense: 3-day suspension
4th offense: 5-day suspension
5th offense: 30-day suspension
6th offense: License revocation

Cell phone use with a passenger: 1-day Suspension / First Offense

Except for the following offenses, which are automatic minimum 3-day Suspensions:

- Refusal (including credit card refusal)
- Soliciting
- Racial misconduct or remarks
- Sexual misconduct or remarks

Violation of the Vehicle for Hire Ordinance shall be cause for a 1-year license suspension.

- Any act of violence or threatened violence committed while operating a Boston Licensed Taxi is cause for an immediate license suspension and a hearing before the Inspector of Carriages for License Revocation.

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How are complaints classified?

**Sustained:** investigation disclosed sufficient evidence to support the allegations

**Not Sustained:** Investigation failed to prove or disprove the allegations

**Exonerated:** investigation revealed the action complained of did occur but was proper, legal and reasonable.

**Unfounded:** the investigation revealed that the conduct did not occur.

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**WHAT ARE MY RIGHTS AT THE HACKNEY CARRIAGE UNIT?**

Boston Police
Hackney Carriage Unit

1 Schroeder Plaza
Boston, MA 02120
Phone: (617) 343-4475
Fax: (617) 343-5909
Taxi.bpd@cityofboston.gov

Inspection Ready
Every Day

www.cityofboston.gov/police/hackney
Hackney Carriage Rules for the 21st Century

You have been called in to the Hackney Carriage Unit for a Complaint Hearing.

Can I bring someone with me?
Yes, you have the right to bring another person with you as an observer. That person may not participate without the investigating police officer’s permission.

Do I have to go in right away?
No, Unless the Police Officer tells you otherwise, you may make an appointment for a time that is convenient for both you and the investigating officer within the next 14 days.

When can the Officer tell me to come in immediately?
If the Officer believes that the complaint is an emergency you can be ordered to report immediately.

Example #1: The passenger said you are drunk.
Example #2: Your Taxi is unsafe.

Do I have the right to an Attorney?
Yes, you have the right to be represented by an attorney at your own expense at any level of hearing. Your attorney may speak and participate fully in the hearing.

Do I have the right to an appeal?
Yes, you may appeal to the Inspector of Carriages personally. Your suspension will be stopped pending the outcome of this appeal. You should know that this is a “De Novo” appeal, which means that the Inspector of Carriages could impose greater or lesser punishment.

Can I appeal after that?
Yes, you can appeal non-equipment violations to a board of three Police Captains.

Does an appeal to the Board stop the suspension?
No, an appeal to a board of three Captains is only to determine if the violation should remain on your record.
HACKNEY CARRIAGE COMPLAINT FORM

Complaint #__________

INTAKE DATE: __________________________

Type: 536-TAXI Taxi.bpd Mail Phone Other

Complainant

Name: _______________________________________________________________________

Address: _____________________________________________________________________

Tel.#’s: _____________________________ ________________________________

E-mail: _____________________________________________________________________

Incident Date: ______________________ Incident Time: __________________________

Driver Name: __________________________________________________________________Driver #: ______________________________

Owner Name: _________________________ Medallion #: __________________________

Complaint:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Complaint Taken by PO ID#____________________________

Complaint Assigned to PO ID#________________________
HACKNEY CARRIAGE COMPLAINT CLOSE FORM

Complaint #__________

Disposition: Sustained Not-Sustained Exonerated Unfounded Not Identified

Persons Interviewed:

Name:__________________________ Address:_____________________________________
Tel: #_________________________ Email:__________________________________________

Name:__________________________ Address:_____________________________________
Tel: #_________________________ Email:__________________________________________

Name:__________________________ Address:_____________________________________
Tel: #_________________________ Email:__________________________________________

Other Evidence:

Findings:

___________________________________________________________________________________________

___________________________________________________________________________________________

Penalty: Warning 1 Day 3 Day 5 Day
Refund, etc?
_____________________________________________________

Sgt. Approval: ________________________

30 Day Revoked (Must be approved by Captain _________________)

______________________________________________________
B6 Wheelchair Accessible Vehicles (WAVs)
The Americans with Disabilities Act and You: Frequently Asked Questions on Taxicab Service

Presented by Easter Seals Project ACTION and the Taxicab, Limousine & Paratransit Association

Taxis play a critical role in helping to move America. Last year, taxis safely and efficiently delivered 2 billion passengers to offices, homes, airports, shopping malls, churches, hotels, stadiums and many other community destinations.

As much as 10 percent of the customer base for taxi service consists of people with a disability affecting mobility, hearing, vision, thinking and other physical and mental processes. In fact, 54 million people in America live with disabilities, and they have the same needs and interests as everybody else. They have jobs, families, classes, meetings, travel plans, and other activities to keep them on the move, and they need transportation, including taxicabs, to help them get where they are going.

The rights of people with disabilities to access transportation are guaranteed under federal law, the landmark Americans with Disabilities Act (ADA). With this document, Easter Seals Project ACTION and the Taxicab, Limousine & Paratransit Association seek to answer several important questions about taxi service for customers with disabilities.

What is the ADA and why are taxicabs affected?

On July 26, 1990, the Americans with Disabilities Act became law, paving the way to accessible public and private transportation for people with a variety of disabilities. The ADA protects the civil rights of people with disabilities and ensures their access to employment, public accommodations (such as restaurants, hotels, theaters, doctors’ offices, pharmacies, retail stores, museums, libraries, parks, private schools, and day care centers), telecommunications – and public and private transportation.

It is commonly recognized that the law affects public transit systems, such as bus and rail lines. Taxi services must comply with ADA requirements as private companies, primarily engaged in the business of transporting people, that provide demand-responsive transportation.

What is meant by ‘demand-responsive transportation’?

With demand-responsive service, the customer takes action to initiate transportation. In the case of using taxi service, the customer must make a telephone call, send an email, fax a request, or make a Web-based reservation to schedule a ride.

In addition, other services that involve calling for a car and a driver, such as limousine or sedan transportation, fall within ADA requirements the same as taxicab services. So too do taxi companies that contract with hotels to provide airport shuttle service.
How does the ADA affect operations?

Under the law, each taxi service shall ensure that personnel are trained to proficiency. Not only does this relate to safe operation of vehicles and equipment, drivers must be able to properly assist and treat customers with disabilities in a respectful and courteous way. As stated in Appendix D to the ADA, training and retraining are just as necessary for the driver of a taxicab, a hotel shuttle, or a tour bus as they are for an operator of a transit bus.

What else does the ADA say about proficiency and training?

Appendix D to the ADA states that every transportation provider who serves people with disabilities must have been trained so that he or she knows how to provide the service in the right way. When it comes to providing service to people with disabilities, ignorance is no excuse for failure. This requirement pertains to taxicab company employees and drivers alike.

An employee or driver who has forgotten what he was told in past training sessions, resulting in a lack of knowledge about what needs to be done to serve people with disabilities, does not meet the standard of being trained to proficiency.

Training must be appropriate to the duties of each employee. A dispatcher must know how to use a TDD\(^1\) and enough about various disabilities to dispatch the appropriate vehicle. A driver must know how to operate lifts and securement devices properly.

The requirements address both technical tasks and interacting with customers. Drivers need to know how to run equipment the right way. Every person who has contact with the public also has to understand the necessity and details of treating people with disabilities courteously and respectfully. This requirement pertains to both company employees and drivers.

One of the best sources of information on how best to train personnel to interact appropriately with individuals with disabilities is the disability community itself. Consequently, the ADA urges public and private transportation providers to consult with disability organizations concerning how to train their personnel. Involving these groups in the process of establishing training programs, in addition to providing useful information, should help to establish or improve long-term working relationships.

Taxi companies and drivers must provide service in a manner that does not discriminate against people with disabilities. Examples of discriminatory service include:

- the company or the driver denying service to individuals with disabilities who can use taxi vehicles
- the company or the driver charging higher fares or fees to passengers with disabilities
- the company or the driver denying a ride to a customer using a service animal. Service animals are discussed in greater detail below.
- the driver refusing to assist with stowing wheelchairs or other mobility devices

Although state, county and local policy varies, such practices may also violate applicable taxi rules, subjecting the operator to a fine or suspension of operating privileges. Customers who are discriminated against also have the right to file a complaint with the U.S. Department of Justice, Civil Rights Division, Disability Rights Section. Customers have both ADA and local recourse.

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\(^1\) A **TDD** (Telecommunications Display Device), also known as a text telephone or **TTY**, is a telephone equipped with a keyboard and display to allow people who have hearing and speech disabilities to send and receive typed messages using its keyboard.
“Can you explain non-discriminatory service in more detail?”

A taxi service and driver cannot deny a ride to an individual because of her disability if she is able to use a taxi. If the person is using a wheelchair or other mobility aid that can be stowed in the cab, and the passenger can transfer from a wheelchair to a vehicle seat, the company and the driver must provide service. Neither the company nor the driver can require the passenger to wait for a lift-equipped van.

Drivers also cannot refuse to assist with stowing a wheelchair in the trunk (since taxi drivers routinely assist passengers without disabilities with stowing luggage). Drivers cannot charge a higher fee or fare for serving a person with a disability, nor charge a higher fee for stowing a wheelchair. (Charging the same fee for stowing a wheelchair as for stowing a suitcase would be proper, however.) It may take a particular driver more time and effort to serve a person with a disability, but that is not justification for discriminatory conduct.

“I am aware that some people with disabilities travel with service animals. What exactly is a ‘service animal’?”

Dogs are the most common service animals, but other animals can also be trained to assist customers with disabilities. Service animals are individually trained to assist a customer with a disability and are allowed to ride in the passenger compartment of taxicabs. People with various types of disabilities use service animals.

Certification or identification is not required for the animal. Some, but not all service animals wear identification such as a tag, vest or harness.

“But my company has a ‘no pets’ policy. Are my drivers required to serve passengers traveling with service animals?”

Yes. A service animal is not a pet. The ADA requires a company to modify “no pets” policies to allow the use of a service animal by a person with a disability. This does not mean that a company must abandon its “no pets” policy altogether, but simply that an exception must be made to the general rule to accommodate service animals for people with disabilities. A customer is not required to indicate that he or she will be traveling with a service animal when calling to request a ride.

“What other policies does the ADA require me to modify?

Overall, all policies should ensure that people with disabilities have the same opportunity to use the service as do customers without disabilities. Consequently, any reasonable request for modification of policy made by a person with a disability who wants to use your service should be considered.

Let’s say that a company has a policy that all luggage be stored in the trunk of the cab. An exception to this policy should be made to accommodate luggage for a passenger using a wheelchair or other mobility aid who needs the trunk space to store their mobility device. In this instance, the luggage could be stored on the floor in the cab or on the seat next to the customer. The customer should not have to choose between traveling with his mobility device and luggage.

What about the amount of fare that can be charged to passengers when taxi companies provide ADA complementary paratransit service to eligible individuals under an agreement with a transit authority?

Fares paid by the passenger for complementary paratransit service are restricted to double the fixed-route bus fare. There is no limit on what the sponsoring agency (e.g., transit authorities) may pay to the taxicab company for providing complementary ADA paratransit service. Companies can’t charge the regular taxi fare to the customer, because the mode through which paratransit is provided does not change the fare calculation. If ADA
complementary paratransit is provided via user-side subsidy taxi service rather than publicly operated dial-a-ride van service, the customer’s fare can still be only twice the applicable fixed-route fare. The system operates the same for the passenger regardless of whether the paratransit trip is being provided in place of a bus or a rail trip for a customer who cannot use the fixed-route system. For example, if the applicable fixed-route fare is $1.00, then the cost to the customer to utilize taxi service cannot exceed $2.00.

“Are companies required to purchase specially equipped vehicles with lifts and other devices?”

A taxi service is not required to purchase vehicles other than sedan–type automobiles in order to add accessible vehicles to its fleet and it is not required to purchase vehicles other than sedan-type automobiles in order to have a number of accessible vehicles in its fleet. Under the ADA, no private company entity is required to purchase an accessible sedan-type automobile.

“I’m considering purchasing some vans for our fleet. What ADA-related considerations should I keep in mind?”

If a taxi company purchases or leases a new vehicle (other than a sedan-type automobile), such as a van with a seating capacity of fewer than eight persons (including the driver), the acquired vehicle must be accessible, unless the company is already providing “equivalent service” (described below).

According to the ADA’s requirements, private companies primarily engaged in the business of transporting people (including taxicab companies) are not required to acquire accessible vehicles when they purchase or lease used vehicles. See Appendix D Section 37.105 of the Regulations for a discussion of this issue.

“What do you mean by accessible? Does this entail special equipment and if so, what?”

Accessible means meeting the requirements for transportation vehicles and service under the ADA. In terms of size and space, here are some dimensions to keep in mind:

- For vehicles **in excess of 22 feet in length**, the overhead clearance between the top of the door opening and the raised lift platform, or highest point of a ramp, shall be a minimum of 68 inches.
- For vehicles **of 22 feet in length or less**, the overhead clearance between the top of the door opening and the raised lift platform, or highest point of a ramp, shall be a minimum of 56 inches.

All of the accessibility requirements for vans, including the draft of the updated guidelines for vans, can be found by visiting the United States Access Board’s Web site at [http://www.access-board.gov/transit/index.htm](http://www.access-board.gov/transit/index.htm)

Public and private transportation providers need to maintain in working condition the vehicle features that make the vehicles and service accessible to and usable by people with disabilities. These features include, but are not limited to, lifts, ramps, securement devices, signage, and systems to facilitate communication with customers with visual and hearing disabilities. These accessibility features must be repaired promptly when they are damaged or out of order. When they are out of order, companies must take reasonable steps to accommodate customers with disabilities who would otherwise use the features.

“What else should I know about accessibility for customers with disabilities?”

There are things companies need to do to make service accessible, regardless of whether the service is provided in a sedan or a van. Companies probably communicate information to the public about policies, fares, telephone numbers and other kinds of customer service details. Such communications and information must be available in accessible ways (meaning for people with disabilities who communicate and gather information in a way other than
Some examples of accessible formats are Braille, large print, audiotapes, TDD devices, email, and accessible Web sites. These and other formats allow people with disabilities to obtain information about transportation services. Customers are the best source of information about the specific formats that they as individuals can use, so please ask. This requirement to provide accessible information applies to both public and private transportation providers.

**What is ‘equivalent service’?**

A demand-responsive system, when viewed in its entirety, shall be deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most integrated setting appropriate to the needs of the individual. An integrated setting enables individuals with disabilities to interact with people without disabilities to the fullest extent possible.

Elements to address in equivalent service:

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Availability of information
- Reservations capability
- Any constraints on capacity or service availability
- Restrictions priorities based on trip purpose (if the system is demand responsive)

The equivalency requirements do not dictate a particular response time. If the taxi company operates both sedans and vans and gets a sedan to a person without a disability in 30 minutes after a call for service, the system must get an accessible van to a person with a disability in 30 minutes.

“So I have to consider the rules for providing equivalent service when my company purchases a vehicle other than a sedan-type automobile?”

The following question must be asked every time a company purchases or leases a new vehicle other than a sedan-type automobile, such as a van with a seating capacity of fewer than eight persons (including the driver):

Does the present service meet the equivalent service standard, (not counting the vehicle to be pur-chased) for the next potential customer who needs accessible service?

If the answer is no, a company must acquire an accessible vehicle. If the answer is yes, a company may acquire an accessible or an inaccessible vehicle.

In asking the question, it doesn’t matter whether or not requests for accessible service have been received in the past.

Given changes in the mixes of both customers and vehicles, the answer to the question about equivalent service will probably not be the same every time.

Since the ADA motorcoach regulations went into effect in 2000-2002, small fixed-route operators are the only operators who can choose between providing equivalent service to people with disabilities and providing service in an accessible vehicle with 48-hour advance notice.
If a small fixed-route operator chooses not to purchase any new motorcoaches and/or has no accessible motorcoaches in its fleet for service with 48-hour advance notice, the company is required to provide equivalent service.

If a small fixed-route company purchases or leases a new motorcoach after October 2001 for the fixed-route portion of its fleet, the vehicle must be accessible.

Charter/tour companies and large fixed-route companies have different obligations for acquiring accessible vehicles and providing accessible service. Please see Part 37 Subpart H of the ADA transportation regulations for these requirements.

“Can I contract with another company to provide equivalent service?”

The ADA allows contracting with another company to provide equivalent service if the company that is contracted with is actually able to provide the equivalent service.

What kinds of securement equipment must be provided in an accessible vehicle?

ADA regulations require all ADA-compliant vehicles to have a two-part securement system, one to secure the common wheelchair, and a seatbelt and shoulder harness for the customer using a wheelchair. Vehicles over 22 feet in length must have enough securement locations and devices to secure two common wheelchairs, while vehicles 22 feet and under must be able to accommodate at least one common wheelchair.

There must also be enough room inside the vehicle to permit the customer using a mobility aid to reach the securement location. The customer can either wheel themselves into the securement location or ask the driver for assistance.

If the customer asks for assistance in getting to the securement location and/or securing a wheelchair or mobility aid, the driver must provide it.

While securement systems vary from manufacturer to manufacturer, most of today’s systems are based on a four-point tie-down – meaning that each of the four corners of the chair are restrained by a belt to a permanently mounted floor bracket. Research continues on improvements for securement systems. When the wheelchair or mobility aid is secured, it should move no more than 2 inches in any direction under normal vehicle operating conditions. All manufacturers provide specific instructions in the form of videotapes, handbooks, brochures, and driver instruction cards. A company should ensure that drivers are always trained to safely use equipment they operate.

What is a ‘common wheelchair’?

A “common wheelchair” is a mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” does not exceed 30 inches in width and 48 inches in length measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied. Power scooters and any other mobility devices that meet the physical specifications of a common wheelchair must be considered a common wheelchair.

Is side door or rear door entry preferred to board accessible vehicles?

Both options have advantages and disadvantages. Some customers using wheelchairs or other mobility aids may prefer a side door entry, since they can sit closer to the driver and can exit the vehicle onto the sidewalk. The
extended ramp from a side entry vehicle may block the path of travel on the sidewalk for other people, including those who have visual disabilities.

Some drivers may prefer side-entry vehicles when there is sufficient space at the back of the vehicle. Others may prefer a rear-door entry vehicle if they find the boarding and de-boarding process is faster than a side-entry door.

**How are customers who use wheelchairs supposed to position themselves once on the vehicle?**

The U.S. Access Board's standards for accessible transportation vehicles require that in vehicles over 22 feet in length, at least one securement device or system shall secure the wheelchair or mobility aid facing toward the front of the vehicle. In vehicles 22 feet in length or less, the required securement device may secure the wheelchair or mobility aid either facing toward the front of the vehicle or rearward.

Additional securement devices or systems shall secure the wheelchair or mobility aid facing forward or rearward. Where the wheelchair or mobility aid is secured facing the rear of the vehicle, a padded barrier shall be provided. The padded barrier shall extend from a height of 38 inches from the vehicle floor to a height of 56 inches from the vehicle floor with a width of 18 inches, laterally centered immediately in back of the seated individual. Such barriers need not be solid provided equivalent protection is afforded.

Side-facing securement is not permitted under any circumstances in vehicles less than 22 feet in length, based on results of crash tests and sudden stop conditions under which the wheels of a side-facing wheelchair in contact with the vehicle floor experience a force that they are not intended to support. Three-wheeled scooters have a higher center of gravity and will tend to tip under sideward forces.

Side-facing securement subjects the customer to potentially dangerous force, even in normal situations, let alone a panic stop. The smaller the vehicle, the worse the problem is, since the g-forces are greater for a smaller vehicle. If a 40-foot transit bus slams on its brakes, its own mass keeps it moving, decelerating slower, and transfers less of the force to the securement system and the customer. In contrast, if a small van slams on its brakes, it decelerates much more quickly, and transfers higher force to the wheelchair, securement system, and the customer. As a result, the securement requirements in the ADA are greater for small vehicles.

**Can a company require that common wheelchairs be secured to the accessible vehicle?**

Yes, provided that a company has established such a policy. The ADA regulations allow public and private transportation providers to establish a policy that requires all riders to have their common wheelchairs secured while aboard a vehicle. Therefore, the driver may decline to provide service to a rider who refuses to allow his common wheelchair to be secured. Alternatively, a company may adopt a policy that allows common wheelchairs to ride unsecured. If the rider wishes his wheelchair to be secured, however, the driver must provide the requested assistance.

**“What other kinds of assistance must be provided?”**

- A company’s policy must require drivers to assist people with disabilities with the use of securement systems, ramps and lifts, when necessary or upon request. If it is necessary for the driver to leave her seat to provide the required assistance, she should do so.

- A company’s policy and drivers must permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle.

- Customers using wheelchairs may have a preference for boarding a vehicle facing forward or backing on the lift or ramp. A company’s policy and drivers should respect the passenger’s preference.
Can a company or a driver deny boarding to a rider whose common wheelchair is difficult to secure?

No. If a company has a policy that requires securement, or if a rider asks that the wheelchair be secured, the ADA requires drivers to use their best efforts to secure any mobility device, including a scooter that meets the definition of a common wheelchair.

Drivers cannot refuse to accommodate a common wheelchair or mobility aid because the device cannot be secured to the driver’s satisfaction. Given the diversity of common wheelchairs, companies and drivers should ask the owner of the wheelchair as well as the manufacturers of securement devices and wheelchairs, to determine the best means of securement.

Three- or four-wheeled power scooters will be more difficult to secure than wheelchairs, since most wheelchair restraint systems are based on the four-point tie-down system.

If drivers have questions about how to secure a customer’s wheelchair, scooter, or mobility aid, they should ask the customer. In most cases, customers will appreciate the desire to secure the mobility aid properly. Everyone wants a ride. In some situations, the driver and the customer will need to work together and do their best to come up with a solution.

Does a person using a wheelchair in an accessible vehicle have to use the lap belt and shoulder harness?

Under the broad non-discrimination provisions in Section 37.5 of the U.S. Department of Transportation’s ADA regulations, a company or driver cannot require a person using a wheelchair to use seatbelts and shoulder harnesses unless the company’s policy requires the use of these devices by all passengers, including those sitting in vehicle seats. For example, if passengers without disabilities are not required to wear shoulder belts then passengers using mobility devices cannot be required to use them.

A company may establish a policy that requires all riders to use the seatbelt and shoulder harness, if they are provided at all seating locations. In some cases, state law could require a company to adopt such a policy.

“Where can I get more information about accessible taxi services?”

Taxicab, Limousine & Paratransit Association
3849 Farragut Avenue
Kensington, MD 20895
(301) 946-5700
(301) 946-4641 (Fax)
Web site: www.tlpa.org
Email: info@tlpa.org

Easter Seals Project ACTION
1425 K Street, NW Suite 200
Washington, DC 20005.
(800)659-6428 (toll free)
(202)347-3066
(202)737-7914 (Fax)
Web site: www.projectaction.org
Email: projectaction@easterseals.com

Assistance for Easter Seals Project ACTION is derived through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration. The Project is administered by Easter Seals, Inc.

August 2007
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<th>WHEELCHAIR ACCESSIBLE VEHICLES</th>
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<tbody>
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<tr>
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Captain Steven McLaughlin
Commander, Hackney Carriage Unit
RADIO DISPATCH OBLIGATION

- All taxi radio dispatch services operating in Boston are obligated to create procedures within the operation of their services as may be necessary to provide for the timely and dependable dispatch of wheelchair accessible taxi cabs for patrons who use wheelchairs.

- The obligation to provide such dispatch services shall specifically include and require all radio dispatchers to contact other firms and dispatch services to make available taxi service from any available wheelchair accessible vehicle, whether or not in his specific fleet or radio company, if the need arises.
Boston Police Department  
Hackney Carriage Rules  
Rule 403/ Section 5

cc. Passengers requiring WAV vehicles: All available operators of Hackney Carriages shall follow the special procedure set forth herein in order to ensure timely service to any and all patrons using a wheelchair.

i. If a Hackney Carriage Driver is not carrying a passenger and is not on call, he shall stop and inquire of the patron using a wheelchair whether the patron wishes to ride in that Hackney Carriage or would prefer to have a wheelchair-accessible taxi radio dispatched. If the latter, the hackney Carriage Driver shall immediately notify the dispatcher.

ii. If a Hackney carriage Driver has a passenger, or is on a radio call to pick up a passenger, the hackney Carriage Driver shall immediately notify his dispatcher of time, location, and identity of the handicapped passenger.

iii. Upon notification by any Hackney Carriage Driver, a radio dispatcher shall forthwith dispatch a WAV taxi to the handicapped passenger on a priority basis. If a dispatcher has no available WAV taxi for immediate dispatch, he shall forthwith inquire of other taxi companies and other radio dispatch services to find an available WAV taxi for dispatch. The dispatcher shall be obligated to continue such inquiries until a WAV taxi is dispatched.

iv. Notwithstanding any provision in this order, every licensed Hackney Carriage Driver, upon becoming aware of a request for service from a person using a wheelchair, shall be under an affirmative obligation to use any available means of communication to assure that a WAV taxi is dispatched to such person as soon as possible.

Remember: Operating a taxi cab within the City of Boston is a privilege, not a right. Your constituency has these rights. You have this responsibility.

“Do the right thing.”
Radio Dispatch Obligation:

All taxi radio dispatch services operating in Boston are obligated to create procedures within the operation of their services as may be necessary to provide for the timely and dependable dispatch of wheelchair accessible taxi cabs for patrons who use wheelchairs. The obligation to provide such dispatch services shall specifically include and require all radio dispatchers to contact other firms and dispatch services to make available taxi service from any available wheelchair accessible vehicle, whether or not in his specific fleet or radio company, if the need arises.

"Do the right thing."
In the event that you feel that you have been denied service because of your disability, please contact the **Hackney Carriage Unit** at **617-343-4475** and ask to speak to **Officer Steven Howard**. Should Officer Howard not be available, please ask for assistance from any Officer assigned to the Hackney Carriage Unit. Your inquiry should be addressed forthwith.

The Hackney Carriage Unit also utilizes a website should you wish to forward information in this manner. The website is **cityofboston.gov/police/hackney**.

Please address any issues to this website to Officer Steven Howard.
**L Track Lengthwise Orientation**

**Recommended Installation:**
For lengthwise installation, use a minimum of four fasteners or fasteners at 4" intervals, whichever provides the greater number of fasteners.

Use socket head cap screws per ASTM F835 or equivalent. Minimum size is 1/4" with 82° flathead.

The FE200762 and FE200765 mount with 3/8" grade 5 hexhead bolts on 8" centers. When properly mounted lengthwise in vehicle, these comply with 30mph/20g requirements.

Use appropriate back-up washers as needed to comply with local and/or Federal requirements.

**L Track Widthwise Orientation**

**Recommended Installation:**
For widthwise installation, use a minimum of four fasteners or fasteners at 2" intervals, whichever provides the greater number of fasteners.

Use socket head cap screws per ASTM F835 or equivalent. Minimum size is 1/4" with 82° flathead.

The FE200762 and FE200765 mounted widthwise are suitable for ADA rated installations only. Use grade 5 hexhead bolts on 8" centers.

Use appropriate back-up washers as needed to comply with local and/or Federal requirements.

**NOTE:** The recommended installation, except as noted, when properly done, will comply with 49 CFR Part 571.222 (FMVSS 222) for School Bus Passenger Seating and Crash Protection and 30mph/20g requirements. These recommendations are not all inclusive and may not cover every system installation. Each Wheelchair Tie-Down and Occupant Restraint System shall be carefully reviewed and tested by the installer to provide maximum protection for the end user. Refer to applicable ADA, CSA, FMVSS, ISO, SAE and vehicle manufacturers standards for additional information.

**NOTE:** The use of stainless steel fasteners to secure L Track is not recommended due to galvanic corrosion potential, which is set up by the use of dissimilar metals.
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Revere, MA 02151
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Taxi Service for People with Disabilities
In the City of Boston

Accessibility Report

Kristen McCosh, Disability Commissioner
June 24, 2013

Need for Taxi Service

Taxis provide an essential transportation service in the City of Boston. Together with MBTA buses, subways, and commuter rail, taxis transport residents, commuters, and visitors in and around the City every day. There are approximately 80,000 Boston residents with physical disabilities, and an estimated half million annual visitors to the City who have mobility limitations. Additionally, nearly 30,000 people commute into Boston for work on a daily basis, approximately 25% of whom are physically disabled.

Legal Requirements

The Americans with Disabilities Act (ADA) is a federal law that prohibits discrimination against persons with disabilities. The ADA was passed into law in 1990, and its governing regulations were implemented in 1993.

The ADA is comprised of five Titles covering different areas, which are: I. Employment; II. Local Government; III. Public accommodations; IV. Transportation; V. Communication. Title IV of the ADA, which covers Transportation, specifically does not include Taxi Service. However, the City of Boston’s obligation to provide equal access to taxis for persons with disabilities falls under Title II of the ADA as a local government entity that regulates taxi services. As such, the City has the following obligations:

Requirements for Taxi “Vehicles”:

The ADA does not expressly require municipalities to provide accessible taxi vehicles. However, if a municipality does provide or regulate taxi service, then 5% of the vehicles it owns, operates or regulates must comply with the Americans with Disabilities Accessibility Guidelines (ADAAG) specifications. These specific vehicles are called WAVs (Wheelchair Accessible Vehicles).

Requirements for Taxi “Services”:

Title III of the ADA requires all taxis (including non-WAV vehicles) to provide service for people with disabilities because taxis serve the general public. This requirement specifically states that taxis who are not presently on a radio call must stop for anyone hailing a cab who can be obviously identified as disabled (wheelchair, crutches, blind / white cane, service animal, etc.). Drivers are required to pick up all such passengers, and must treat mobility devices in the same manner as luggage: they must stow wheelchairs, crutches, canes, etc. in the rear / trunk of their vehicle and may not charge passengers for stowage. Drivers are not required to lift or assist passengers in any way, but they cannot refuse to take any disabled passengers who can get in and out of the taxi independently. For passengers who cannot independently get into a non-WAV taxi, drivers are required to call radio dispatch and notify them of the location of the street hail passenger needing WAV service.

The City of Boston's BPD Hackney Carriage Unit has been obligated to provide accessible taxis since 1993. BPD adopted the ADAAG specifications for WAV taxis in 1993 to meet its obligation of having 5% of the City’s taxis accessible to persons with disabilities (see attachment for ADAAG / BPD Hackney specs).
**Current Status**

The City of Boston currently has a total of 1825 taxi medallions. In 1993, the City issued 100 new taxi medallions, designated specifically for WAVs, to meet the requirement of having 5% of its taxi vehicles accessible for people with disabilities. WAV taxis are regulated and inspected by the Boston Police Department Hackney Carriage Unit, and can be dispatched by radio or hailed on-street.

These 100 WAV taxis have been operating in the City for 20 years; however people with disabilities have consistently expressed frustration over not being able to use taxis in Boston. Complaints have come in from residents, commuters, and tourists to the Mayor’s Commission for Persons with Disabilities, as well as from disability service agencies and advocacy groups. I have identified the following barriers from complaints I’ve received, my personal lived experience, and interactions with disability organizations.

**Barriers to Using Taxis for People with Disabilities**

1. **Accessible Vehicles** – the majority of WAV vehicles are not large enough to accommodate most types of wheelchairs, except for small, manual chairs, and do not meet compliance in regards to entrance height, seating height, seating depth, ramp slope, and seat-belts
2. **Radio Dispatch** – The process of getting WAVs to pick up a disabled passenger through radio dispatch has been extremely difficult. Radio operators are often impatient, tell passengers WAVs are unavailable, and usually do not fill passenger requests for WAVs
3. **Street Hails** – WAVs and/or regular taxi sedans often avoid stopping for street-hails when the passengers are in wheelchairs or have guide dogs
4. **Enforcing Violations** – Enforcing violations of radio dispatchers and taxi drivers for not picking up disabled passengers has been difficult for the BPD Hackney Unit because there is no easy, set way to “catch” drivers who do not comply with the law, or Radio Dispatchers who do not follow the required procedures to connect disabled passengers to WAV taxis
5. **Dispersed Locations** – WAV taxis often situate themselves at the airport in order to acquire a longer, more profitable fare, so they are typically unavailable when disabled passengers request one. Often times, WAVs take much longer to arrive than regular sedans, and many WAV drivers find ways to ignore calls from Radio Dispatch altogether
6. **Driver Training** – WAV Drivers are required by BPD to be certified to drive WAV taxis by attending a specific class on passengers with disabilities, which is not very comprehensive. Drivers of typical sedan taxis receive little training on the requirements for serving people with disabilities
7. **Sensory Access** – WAV taxis and regular sedans have failed to provide technology for mapping trips or paying fares for people with visual disabilities, such as audio components for people who are blind
8. **Overall Experience** – General availability, reliability, affordability, and ease of use in taking cabs by people with disabilities is consistently rated as extremely poor

**Research**

The Mayor’s Commission for Persons with Disabilities has been working with the BPD Hackney Unit for the past two years to improve taxi service for people with disabilities in the City. The Hackney Division has been responsive and interested in working with the disability community. Together, our departments have completed the following research regarding accessible taxis in Boston:
1. **Inspections** – BPD has allowed the Disability Commissioner to inspect all 100 WAV vehicles licensed by BPD to measure vehicle specs for compliance. Out of the 100 WAV taxis, a total of 98 taxis were inspected in June, 2013.

2. **Surveys** – Completed 75 surveys of WAV taxi drivers to find out what works and what doesn’t work for them as WAV drivers in terms of equipment, procedures, finances, and interactions with disabled passengers.

3. **Modifications** – We have identified the two automotive shops / garages that complete modifications of 99% of Boston’s WAV vehicles.

4. **Training** – Allowed the Disability Commissioner to attend a WAV Driver training to assess the content and curriculum of the training program.

5. **New Vehicles** – Assessed new vehicles for potential use in the City’s taxi fleet, including the MV-1 and the Nissan purpose-built vehicle being proposed for implementation in NYC’s taxi fleet.

6. **Consumer Input** – Had interactions with the disability community, including holding focus groups to test communication technology in taxis.

7. **Agency Collaboration** – Met with staff from MBTA and other City departments to look at transportation options for people with disabilities.

8. **Investigated National Models** – Had conversations with Disability Commissioners from across the country about WAV service.

**Results**

The results of this two-year research culminated this month with the inspection of 98 (out of a possible 100) WAV taxis. These inspections were completed personally by the Disability Commissioner and Architectural Access Specialist from the Mayor’s Commission for Persons with Disabilities. The results were dismal, and combined with the results from the other areas of research, show that the City of Boston’s WAV program needs a to make significant changes in its policies and practices moving forward. Some of the research results are as follows:

- Only 1 WAV taxi vehicle out of 98 WAVs that were examined was compliant with BPD Hackney / ADAAG Regulations.
- Variations in the measurements of WAV taxis were extreme and random, with some specs being off by over one foot.
- Accessibility of WAVs varied from close to compliance (approximately 10) to completely unusable (approximately 10) to somewhere in the middle (approximately 80).
- There are two automotive shops who are doing 99% of the WAV modifications, and they have not been using correct specs – also, their modifications are not consistent from one vehicle to the next, as exemplified by two vehicles of the same make/model/year, modified in the same month, having completely different measurements (both of which were non-compliant).
- No one has been inspecting any WAV vehicles for compliance with BPD / ADAAG specs after they are modified by the automotive garages (allowing 96 out of 100 vehicles to be put into service while being out of compliance with BPD / ADAAG specs).
- WAV driver training is not comprehensive and contains inaccurate information – also, WAV drivers are not required to be recertified at any point.
- Driver training for non-WAV taxis does not include sufficient information on service to passengers with disabilities.

**Outcomes**
The BPD Hackney Unit has made several immediate improvements to the WAV taxi service that were easily achievable and able to be completed quickly. These improvements include:

- Mandated and implemented basic safety improvements during inspections of 100 WAV vehicles by requiring seatbelts be installed and ramp surfaces be in compliance with having a smooth surface
- Installed audible payment systems in 75% of Boston taxis so people with visual disabilities can independently track their route and pay for their trip
- Partnered with Hail-O, a company who developed an app for calling taxis, which has the potential to significantly improve the likelihood of people with disabilities getting responses from WAV taxis

Longer-term solutions have also been discussed, including:

- Adding more Hackney medallions for WAV taxis only
- Choosing limited, authorized automotive shops / garages to do WAV vehicle modifications
- Possibility of offering financial incentives to encourage drivers to pick up disabled passengers (possible subsidy that would pay for loading/unloading time)
- Begin doing more outreach to distribute Taxi Coupons and improve interdepartmental collaboration (such as collaborating with the City’s Senior Shuttle for trips to hospitals and supermarkets)

Assessment

Currently, the City is not in compliance with its obligation to provide accessible taxis under the ADA, or its own stated requirements in the BPD Hackney Regulations. The City is vulnerable to a class action law suit such as the one that was recently launched by advocates in NYC (advocates initially won the lawsuit, but the decision was reversed on appeal). As troubling as this is, just as troubling is the fact that taxi service is basically unusable by people with disabilities in the City of Boston. This has the potential to affect our reputation as a national leader in accessibility and creates unnecessary limitations in commuting options for people with disabilities,

I am currently in the process of writing up recommendations for a 5-year transition plan to bring Boston taxi service into compliance with regulations and become usable by people with disabilities.
B7 Vehicle Inspections
VEHICLE STANDARDS FOR INSPECTION

MEDALLION #: _______________________

DOCUMENTATION
Owners must possess the following documents at time of inspection:

- Valid Massachusetts Registration
- Valid Massachusetts Inspection Sticker
- Set-Up Card

BODY
- Clean and Waxed
- Factory White Paint
- No Damage and/or Rust
- Paint In Good Condition
- Medallion Number To Appear On Trunk and Front Fenders, Both Left And Right (3” HIGH BLOCK LETTERS)
- Boston Licensed Taxi Decal
- Molding And Bumpers Properly Attached and In Good Condition

LIGHTS
(No bulbs out, broken lenses and/or tape)
- Headlights, Both High And Low Beams
- Directional/Both Front And Rear
- Brake And Back Up Lights
- Trouble Lights (amber flashing)
- Massachusetts License Plates (two plates)
- Dome Light (secure and functional)
- Taxi Top Light (damage free and functional)

VEHICLE EXTERIOR

GLASS
- No Cracked Or Broken Windows
- Clean Both Inside And Out
- Free Of All Decals/ Stickers
- No Tinted Glass

VEHICLE INTERIOR

TAXIMETER
- Receipt Dispensing Meter
- Sealed (valid year)
- Well Lit (able to be viewed from rear seat)

CREDIT CARD MACHINE
- Secure
- In working order

PARTITION
Boston Police Department approved Lexan / Marguard (All other types will be rejected)
- Clean And Clear Of All Decal Or Stickers
- Secured And Braced With No Gaps
- Money Changer With Spring In Place
  - Boston Police Department / approved Lexan/ Marguard

SEATS
- All Upholstery Must Be The Same Color
- Leather or Vinyl
- No Torn, Stained Or Soiled Upholstery
- No Protruding Spring Or Wires
- Seat Belts
  - (Appropriate number, clean and in working order)
- No Debris Under seats

Police Officer Signature: ________________________ Date: ________________________