ATLANTA AMBASSADORS

FOR-HIRE DRIVER TRAINING MANUAL

ATLANTA
BUREAU OF TAXICABS
AND
VEHICLES FOR HIRE

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CLASS OUTLINE

Session One
Introduction to The Role & Responsibility of Bureau of Taxicabs and Vehicle for Hire and Industry Regulations

Session Two
Documents, Equipment and Inspections

Session Three
Maps, Money and Manners

Session Four
Driving Safe, and Safe Driving
Chapter 162

Bureau of Taxicabs and Vehicles for Hire

1. 162-26 - Definitions
2. 162-29 – Hearing Officers
3. 162-33 – Schedule of Fees
4. 162-34 - Inspections
5. 162-36 – Information to be Displayed
6. 162-38 Interior Requirements
8. 162-40 – Driver Training
9. 162-41 – Map of Metropolitan Area
10. 162-42 Miscellaneous Requirements and Penalties
11. 162-43 – Table of Violations
12. 162-58 – Insurance Requirements
   • $15,000 – per person
   • $30,000 – per accident
   • $10,000 – property damage
Responsibility of the Bureau of Taxicabs and Vehicles for Hire

- Certify drivers, CPNC holders, and companies

- Issue Certificate of Public Necessity & Convenience (CPNC) Numbers

- Conduct semi-annual or, random inspections of Taxis, and Horse Carriages

- Enforce code and ordinance regulations of Vehicle for Hire

- Issue citations for code violation

- Convene Administrative Hearing Panel

- Conduct Ambassador Training

- Collect Fines and moneys from driver, companies and CPNC holders

- Investigate complaints

- Maintain drivers’ records
ATLANTA POLICE DEPARTMENT
BUREAU OF TAXICABS AND VEHICLES FOR HIRE
COMPLAINT FORM

NAME OF COMPLAINT ____________________________  TELEPHONE NUMBER ____________

COMPLAINT ADDRESS ____________________________  CITY __________________________________  STATE _______________  ZIP CODE __________

DATE (S) OF INCIDENT: __/__/____  APROXIMATE TIME: ________ AM  PM

THIS INCIDENT INVOLVED:  □ TAXICAB  □ CARRIAGE

NATURE OF COMPLAINT:

□ OVERCHARGED  □ DRIVE DID NOT KNOW DESTINATION
□ IMPROPER OR INDIRECT ROUTE  □ IMPROPER OR HAZARDOUS DRIVING
□ FARE REFUSAL  □ VEHICLE CONDITION
□ DISCOURAGING OF A PASSENGER  □ DRIVER SOLICITED PASSENGER
□ RUDE OR ABUSIVE PASSENGER  □ LOST ARTICLE
□ OTHER (SPECIFY): __________________________________________

GIN OF TRIP/LOCATION OF INCIDENT (IF AIRPORT, WHICH TERMINAL?) ______________________________________________

________________________________________________________________________________________

DESTINATION OF TRIP (FARE PAID IF ANY) _____________________________________________________________

________________________________________________________________________________________

NAME & NUMBER OF CAB/VEHICLE, COLOR & DESCRIPTION: ________________________________________________

________________________________________________________________________________________

WHAT DID COMPLAINANT DIRECT DRIVER TO DO (IF APPLICABLE)? __________________________________________

________________________________________________________________________________________

WHAT DID THE DRIVER DO OR SAY (IF APPLICABLE)? _________________________________________________

________________________________________________________________________________________

IS THE COMPLAINANT WILLING TO TESTIFY AT A HEARING IF NECESSARY?  □ YES  □ NO

ADDITIONAL COMMENTS:

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

__________________________________________  __/__/____ AM  PM

RECORDER'S NAME ____________________________  DATE RECORDED ____________________________  TIME ____________
As a passenger in a City of Atlanta Taxicab, you should note the four digit number of this taxicab and be aware that you are entitled to the following:

An air conditioned ride.

Adequate trunk space.

The most direct or preferred route.

A noise free (radio, tapes, etc.) environment.

A smoke free environment.

A clean vehicle.

A courteous driver.

A driver who adheres to a proper dress code.

An explanation of any fare charged.

A receipt upon request with company name and phone number and driver's name.

Any **COMPLAINTS** should be referred to the Taxi Bureau at **658-7600**.
Requirements to Maintain Taxicab Drivers Permit

162-78-A-1  Maintain a daily Trip Sheet
162-78-A-2  Wear proper dress
162-78-A-3  Maintain Items C1 through C10. This means all the items we just discussed.
162-78-A-4  Not smoke or play loud music
162-78-A-5  Notify the Bureau of address change
162-78-B    Hold companies responsible for drivers
162-80      Renew permits annually
AN ORDINANCE

BY COUNCILMEMBER C.T. MARTIN

AN ORDINANCE TO AMEND THE CODE OF ORDINANCES, CITY OF ATLANTA, GEORGIA SECTION 162-78(a)(2) PERTAINING TO DUTIES OF DRIVER TO MAINTAIN PERMIT, DRESS CODE PROVISIONS IN THE CITY OF ATLANTA BUREAU OF VEHICLES FOR HIRE CODE SECTION; AND FOR OTHER PURPOSES.

WHEREAS, the regulation of the vehicle for hire industry includes a provision regulating the attire of taxicab drivers;

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY ORDAINS:

Section 1. That the language contained in Section 162-78(a)(2) delete the words "nor fabricated using denim material" so that the new language shall read as follows:

"Wear proper dress while providing or offering to provide "vehicle for hire services". As used herein, the term "proper dress" shall mean the following: shoes which cover the foot (no sandals); pants to ankle length or a skirt or dress not shorter than knee length; pants shall not be noticeably torn; shirts or blouses must have sleeves, but need not have collars; the term "shirts or blouses" does not include tee shirts; shirts will not be required to be tucked in if they are finished at the bottom; clothing shall not be visibly soiled".

Section 2. That all ordinances and parts of ordinances in conflict herewith are hereby repealed.
CONSENT FORM

BUREAU OF TAXICABS AND VEHICLES FOR HIRE

I hereby authorize the Bureau of Taxicabs and Vehicles for Hire to receive any criminal history record information pertaining to me which may be in the files of any state or local criminal justice agency.

Full Name Printed

Street Address

City, State Zip

Date of Birth Social Security Number

Sex Race

Emergency Name Street Address City, State Zip Phone

Signature

Notary Date

33-TC-1 4/98