

## Frequently Asked Questions

**Can drivers use a cell phone while driving?** No. Drivers are prohibited from talking on a cell phone when a passenger is in the taxi except in the case of an emergency. This includes hands-free equipment.

**Are drivers required to know how to get to any destination?** Yes. Every taxicab driver shall carry a current detailed street map of the metropolitan area in his/her taxicab at all times and shall contact his/her dispatcher when in doubt of the most direct route.

**Are there any extra charges for luggage?** No. Taxicabs licensed in the City of Minneapolis shall not charge any surcharges.

**Are there any flat fares in Minneapolis?** There are no established flat fares but riders may negotiate a fixed rate with the driver.

**Are there extra charges for groups?** Passengers who have separate destinations may be charged individual fares.

**Can I schedule a taxicab in advance for a specific pick up time?** In Minneapolis call a licensed taxicab company to make arrangements in advance.

**Can a passenger sit in the front seat?** Yes. Passengers may sit in the front seat at anytime.

**How many people fit in a taxicab?** Minneapolis State law authorizes six passengers plus a driver in a taxicab.

**Can a driver refuse to give a passenger a ride?** It is a violation of local ordinance to "Refuse to convey an orderly passenger". This means that drivers may refuse individuals who are overly-intoxicated or violent.

**May I pay by cash?** Yes. Drivers are not required to provide more than \$20 in change, however drivers are required to provide a maximum of \$20 in change to a passenger at all times.

**May I pay by credit card?** Effective June 1, 2012, all taxi drivers are required to accept all valid major credit cards and provide electronic processing of credit card transactions.

**May I pay by personal check?** A driver must accept your personal check unless there is a sign posted in the vehicle "No checks accepted".

**How do I get a receipt?** Receipts are required upon request.

**Are seatbelts required?** Seatbelts are required in both the front and back seats for each passenger.

**Are car seats required in taxicabs?** Car seats are not required.

**May I eat in a taxicab?** There are no prohibitions on eating in taxicabs.

**May I smoke in a taxicab?** No. Minnesota Clean Indoor Air Act prohibits smoking in taxicabs.

**Are drivers allowed to smoke in a taxicab?** Drivers may smoke in their vehicles if they are out of service and a sign is posted inside the taxicab.

**What if the taxi is dirty?** Every taxicab driver is required to remove debris and make sure the taxi is clean both inside and outside.

**How do I file a complaint with a City Taxi Inspector?** Call 311 or 612-673-3000 or [Minneapolis311@ci.minneapolis.mn.us](mailto:Minneapolis311@ci.minneapolis.mn.us).

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