

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.