Disability Access

Taxicab drivers in the City of Minneapolis welcome individuals with disabilities. Every <u>taxicab</u> is required to have a Braille card, service animals are always welcome, and wheelchair accessible taxis are available upon request. The City of Minneapolis is working collaboratively with taxi companies to increase the number of accessible vehicles.

If you have comments about the service you received or would like to file a complaint, complete this <u>comment card</u>. There should also be one located in each Minneapolis licensed taxicab. You may also call 311 or 612-673-3000, or email us at <u>Minneapolis311@ci.minneapolis.mn.us</u>.

Minneapolis Code of Ordinances Chapter 341.175. Duty to accept and convey wheelchair users. An operator of a taxicab must accept any passenger and convey any passenger where directed upon dispatch or request, unless the operator is previously engaged or prohibited by this chapter to do so. Consistent with the practical operation thereof, taxicab service companies providing wheelchair accessible taxicabs shall grant priority to requests for service from wheelchair users. Upon a request for wheelchair accessible service, the service company shall immediately dispatch the first available wheelchair accessible taxicab prior to responding to a request for standard service. All requests for wheelchair accessible taxicab service shall be provided with no additional charge or deposit required.