



Minneapolis
City of Lakes

**Community Planning &
Economic Development**

**Licenses and Consumer
Services Division**

350 South 5th Street – Room 1C
Minneapolis MN 55415-1391

Office: 612-673-2080
Fax: 612-673-3399
TTY: 612-6736-2157

Request for participation

City of Minneapolis Wheelchair Accessible Taxicab Incentive Program

The purpose of this program is to provide high quality taxicab services to Minneapolis residents and visitors who use wheelchairs. To ensure program success, financial incentives will be provided to those for hire transportation companies who can provide 24 hour, 7 day a week taxicab services with wheelchair access taxicab vehicles. The financial incentives will be provided to taxicab companies in good standing based upon the following schedule:

1. Taxicab service companies that have six or more wheelchair access vehicles and staffed 24 hour dispatch service qualify for the following financial incentives:

- a. 24 hour dispatch services
\$1188.00 annually
- b. Medical transport license fee waiver
\$1000.00 annually
- c. Each wheelchair access vehicle
\$950.00 annually
- d. Taxicab wheelchair surcharge
\$20.00 per vehicle waived annually

2. Taxicab service companies that have one or more wheelchair access vehicles and have staffed 24 hour dispatch services, the vehicle owner may qualify for the following financial incentives:

- a. Each wheelchair access vehicle
\$475.00 annually

3. Taxicabs that are not wheelchair access taxicabs will be subject to a \$20.00 annual surcharge unless their taxicab service company has at least six qualifying wheelchair access taxicabs licensed in the City of Minneapolis. Transportation Network Companies that do not provide wheelchair access vehicles within their company will be subject to a \$10,000 annual surcharge.

Program Requirements

1. Financial incentives will be paid to participants in the form of City of Minneapolis business license fee account credits. Upon

successful implementation of a qualifying action, the License and Consumer Division will credit the applicant's license fee account with the appropriate financial incentive amount. These funds can be used for all annual taxicab related license fees that the participant may have.

2. In the case of non-performance, including failure to provide service in a timely manner, each participating taxicab company will be subject to an annual performance review to determine if they can continue to participate in the incentive program. (Neutral appeal hearing will be available).
3. All licensed taxicab service companies participating in the incentive program must endeavor to respond to a call for service within 30 minutes unless there are conditions that make such service time impossible. These conditions may include severe weather, road closures due to accidents, etc.
4. Provider shall offer all necessary assistance to the rider including, but not limited to, carrying groceries, baggage and other hand-carried items from door of place of origin to the vehicle, and from the vehicle to the door at the destination and make certain that the rider can get out of and into the place of origin and place of destination without difficulty or harm, door through door arrival.
5. All taxicab service companies participating in the incentive program who believe that they may not have a service vehicle available in a timely manner as requested for a particular ride shall immediately seek another participating service company to provide the service. Such service company shall stay in communication with the passenger seeking service until an available vehicle has been found.
6. All persons operating a wheelchair access taxicab shall have received training in the safe transportation of persons using a wheelchair. The training program used to meet this requirement shall be approved by the Licensing Official.
7. Taxicab service fares shall not exceed those fares as allowed by Chapter 341 of the Minneapolis Code of Ordinances.
8. All wheelchair access taxicabs must be in compliance with all current equipment specifications including but not limited to ADA standards for wheelchair access vehicles, MN. STS certification, vehicle safety inspection standards, and electronic credit card processing requirements.
9. Taxicab service companies participating in the wheelchair access incentive program shall actively advertise that they provide wheelchair access taxicab services.

To participate in the program please contact Grant Wilson, Manager, Department of Licenses and Consumer Services at 612-673-3902 or grant.wilson@minneapolismn.gov.

WHEELCHAIR ACCESSIBLE TAXICAB VEHICLE POLICY

All new wheelchair accessible vehicle licenses or wheelchair car to car transfers must meet the following criteria for approval:

- Meet minimum criteria for taxicab vehicles according to MCO Chapter 341
- Present valid inspection certificate from the Minnesota Department of Public Safety (State of MN 299A.14)
- Wheelchair ramp with a minimum of 30 inches in width
- When placed on vehicle, the ramp angle shall not exceed a 15° angle
- Rear door opening shall be a minimum height of 56 inches or
- Side door entrance shall be a minimum height of 54 inches
- Interior height shall be a minimum of 58 inches
- Show proof of completion of training for operating and maintaining vehicle accessible features and proper transporting of passengers with disabilities (MCO 341.960 (1)).

-Effective February 1, 2015