

Sec. 13b-96-28. Qualification and instruction of drivers

(a) Each certificate holder shall require that all taxicab drivers that operate a taxicab under its certificate shall effectively communicate with the patrons and properly comply with all record keeping requirements.

(b) Each taxicab certificate holder shall ensure that all taxicab drivers operating a taxicab under the holder's certificate comply with the following:

(1) Driver's clothing shall be clean and in good repair. Drivers shall wear long pants or skirts, shirts with sleeves and shoes. Drivers shall be hygienically clean, clean shaven except a beard or mustache may be worn if groomed and neatly trimmed;

(2) Drivers shall not use abusive language, be discourteous to passengers, solicit gratuities or engage in smoking without passenger consent;

(3) Drivers shall maintain a current map of taxi territory and be geographically familiar with the service area and the state of Connecticut;

(4) Upon request of a passenger, the driver shall load or unload a passenger's luggage, wheelchair, crutches or other property in or from the taxicab's interior or trunk compartment and shall secure such compartment;

(5) Drivers shall comply with all reasonable requests of the passenger, including but not limited to giving, upon request, their name, taxicab number and company name;

(6) Air conditioning and heat in a taxicab should be turned on or off at the direction of the passenger; and

(7) Each certificate holder shall obtain any prospective driver's driving record for the preceding three (3) years.

(c) Each certificate holder shall, at least once every twelve (12) months, review the driving record of each driver to determine whether that driver is qualified to drive a taxicab.

(d) Each certificate holder shall require that its drivers continue to meet minimum physical standards pursuant to section 14-44-1 of the Regulations of Connecticut State Agencies.

(Adopted effective November 3, 2000)