



## TOWN OF NORWOOD

566 Washington Street  
Norwood, MA 02062

### HACKNEY BUSINESS REGULATIONS

#### SECTION 1 - DEFINITION OF TERMS

Whenever in these Regulations the following terms are used, they shall have the meaning respectively ascribed to them in this section:

- (a) Chief of Police - The Chief of Police of the Town of Norwood
- (b) Hackney Board - The Board of Selectmen (Board)
- (c) Hackney Vehicle - A motor vehicle transporting passengers for hire, and including taxicabs, and public automobiles, but excluding school vehicles.
- (d) Public Automobile - A vehicle for hire for livery purposes without a taximeter, such as Limousines.
- (e) Taximeter - A mechanical instrument or device by which charge for hire is mechanically calculated either for distance travelled or for waiting time or for both, and upon which such charges shall be clearly indicated by means of figures.
- (f) Convicted - the term "convicted" in Section V, para. (c) of these regulations, when used for determining the number of years that have expired since a criminal conviction occurred, shall mean the latter of the following; the date of conviction, the date of release from prison, or the date upon which the applicant's parole/probation terminates.

#### SECTION II – HACKNEY BUSINESS

Prior to an owner, either as an individual, partnership or corporation, starting or operating a Hackney Business in Norwood, the Board must receive a completed Hackney Business License Application (BOS Doc #8) to be acted upon. Once a business license is approved by the Board, appropriate vehicles and drivers may then be licensed in accordance with these Business Regulations. The Business License is an annual license ending 12/31 each year.

#### SECTION III – HACKNEY VEHICLES

- (a) Vehicle Licenses
  - i. The issuance of Hackney Vehicle Licenses, in accordance with these Regulations, are granted to suitable persons, firms and corporations. All Hackney Vehicle Licenses shall be for a term of not greater than one year and expire at the end of the calendar year. In addition to all other considerations mentioned in these Regulations, the issuance of a Hackney Vehicle License is granted based upon the public convenience, needs and welfare to be substantially served
  - ii. Applications for a Hackney Vehicle License must be submitted to the appropriate Town Departments using the form entitled "Hackney Vehicle License Application" (BOS Doc #9). Each vehicle to be licensed must have a separate form submitted for approval.
  - iii. No issued Vehicle License shall be sold, transferred or assigned without the prior written acknowledgement to the Board's Administrators by submitting a completed and signed-off form entitled "Hackney Vehicle License Application" (BOS Doc #9).
  - iv. Upon change in the Certificate of Registration of a Hackney Vehicle issued by the Registrar of Motor Vehicles of the Commonwealth of Massachusetts, the licensed owner shall within five (5) business days of such change present such certificate to the Chief of Police and the Board's office, together with his Hackney Vehicle License, for notation of such change,
  - v. No Public Automobiles shall resemble a taxicab which may mislead the public

- vi. Changes of address of a business and/or owner of a Hackney Vehicle shall be reported to the Chief of Police and the Board's office within five (5) business days of such a change.
- vii. Drivers of public automobiles shall not solicit passengers on public ways or from stands.
- viii. No smoking is permitted in any licensed Hackney Vehicle and a "No Smoking" sign shall be displayed in plain view of the rear passenger(s).

(b) Taximeters

- i. Taximeters are mechanical instruments or devices by which the charge for hire is mechanically calculated for distance travelled and/or for waiting time, which such charge(s) shall be clearly indicated by means of figures.
- ii. The size and design of every taximeter shall be approved by the Sealer of Weights and Measures of the Town of Norwood or his/her designee.
- iii. As part of the annual Hackney Vehicle inspection or when vehicles are licensed for the first time, every taximeter shall be inspected and sealed by the Norwood Sealer of Weights and Measures or his/her designee. All meters requiring repair and all new meters installed as replacement must be inspected and sealed prior to use. Taximeters shall also be subject to all Rules and Regulations prescribed by the Director of Standard of the Commonwealth of MA.
- iv. After sundown, the face of every taximeter shall be illuminated to throw a continuous steady light thereon.
- v. Every licensed taxicab driver shall place the taximeter flag in a recording position as soon as he/she service begins for a passenger and shall keep the flag in a recording position so long as the taxicab is engaged for service for that passenger.

(c) Vehicle Inspections

- i. On an annual basis and/or as part of an initial Hackney Vehicle License application, each owner shall cause their Hackney Vehicle to be inspected by the Chief of Police or his/her designee, in regard to mechanical condition, general appearance and safety.
- ii. All Hackney Vehicles must be kept in good condition, suitable for occupancy and mechanically fit for the safety of passengers. The exterior and interior shall always be clean and sanitary.
- iii. The Board or Chief of Police may revoke or suspend the license of any Hackney Vehicle found by it to be unfit or unsuited for public patronage.

## **SECTION IV - HACKNEY VEHICLE DRIVER'S**

(a) Qualifications / Suitability

- i. No person, including the owner, shall operate a licensed Hackney Vehicle for hire without first obtaining a Hackney Driver's License.
- ii. Each individual to drive a Hackney Licensed Vehicle must submit an application to the Chief of Police using the form entitled "Hackney Driver's License Application" (BOS Doc #10),
- iii. Each Applicant must also submit a signed "CORI Acknowledgement Form" (Doc #D-108) to the Board. The information will be shared with confidential individuals responsible for issuing a Hackney Driver's License.
- iv. The Norwood Chief of Police may issue Hackney Driver's Licenses to suitable persons. Hackney Driver's Licenses may be renewed by the Chief of Police and shall be valid for two (2) years. Each applicant shall submit a signed release authorizing access by the Board to the applicant's criminal history from the Criminal History Systems Board.
- v. Applicants shall be deemed unsuitable and will not qualify for a Hackney Driver's License, if any of the following disqualifying factors apply:
  - A. is under the age of 18 years of age or who has been driving for less than 6 months.

- B. is not able to read and understand basic English. As part of the process the Chief of Police or his/her designee shall speak with the applicant.
  - C. has been involved in five (5) or more incidents involving motor vehicle violations and/or motor vehicle accidents within the last five (5) years.
  - D. has been convicted of a criminal sexual offence or has been deemed a sexually dangerous person as categorized by the Sex Offender Registry Board.
  - E. does not possess a current, valid Massachusetts driver's license.
- (b) A Hackney Driver's License is good for two (2) years, expiring on the anniversary date of issue.
  - (c) A photograph of each applicant will be obtained by the Norwood Police Department through the Registry of Motor Vehicles database. Photographs will be required for new applicants, renewal applicants, and applicants requesting to replace a lost or damaged Hackney Driver's License. One (1) photo will be attached to the Hackney Driver's License, if approved, and one (1) will be electronically saved in the master record file. There is no fee to the applicant for the Norwood Police Department obtaining the required photo from the Registry of Motor Vehicles.
  - (d) Applicants must present, upon submission of their application, a valid driver's license issued by the Massachusetts Registrar of Motor Vehicles.
  - (e) When a licensed hackney driver changes his/her address or his/her employer, he/she shall notify the Norwood Chief of Police in writing within twenty-four (24) hours of such change.
  - (f) A lost, mislaid, or destroyed Hackney Driver's License shall be reported to the Norwood Chief of Police the next business day. A replacement license may be applied for, subject to the terms and conditions of this section.
  - (g) The Norwood Chief of Police may revoke or refuse to issue or renew a Hackney Driver's License if he/she is of the opinion that the licensee or prospective licensee is not a suitable person.
  - (h) Dress Code
    - i. All Hackney Licensed Drivers shall be hygienically clean, groomed, neat & clean in appearance, and suitably dressed, no overtly offensive clothing with markings or expressions, and no ripped clothing.
    - i. Any Hackney Licensed Driver who fails to comply with the dress code may lose his/her licensee to drive a Hackney Vehicle in the Town of Norwood.
  - (i) Conduct
    - i. Licensed taxicab drivers, awaiting the employment of passengers, shall not stand the same in any public street or place, other than at a stand. Licensed taxicab driver shall not seek employment by repeatedly and/or persistently driving his/her vehicle in a short space before, or by otherwise interfering with the proper and orderly access to or egress from any theatre, hall, hotel, public railroad station or other places of public drive through. Licensed taxicab drivers may accept employment while driving on any public street without stops other than those due to obstruction of traffic and at such speed as not to interfere with or impede traffic.
    - ii. Licensed taxicab drivers shall not refuse, unless previously under hire or unless the conditions are such as those described in this section, to carry any passenger lawfully entitled to be carried in a taxicab.
    - iii. Except as permitted by these Regulations, a taxicab driver shall not demand from any passenger more than the fare recorded on the taximeter, regardless of the number of passengers conveyed.
    - iv. Licensed taxicab drivers may pick-up other passengers for hire after the taxicab has been occupied or engaged by a prior passenger, before such prior passenger has discharged said taxicab, unless the prior passenger objects. Any such prior passenger shall not be obliged or requested to pay any extra fee or fare for objecting or not objecting to such request.

**SECTION V – FEES**

Fees associated with the licensing and operation of a licensed hackney business are indicated in BOS Doc #11 Chart A – Hackney Business Fees, which can be changed by the Board at any time, becoming effective the next calendar year.

**SECTION VI – FARE RATES**(a) Taxicabs

- i. Fare rates shall be uniform for all licensed taxicabs and are indicated on BOS Doc #11 Chart A – Hackney Business Fees.
- ii. All tolls (one way) for tunnels, bridges, roads, and turnpikes shall be assumed by the passenger or passengers.
- iii. Flat rates may be charged for trips beginning or ending outside the limits of Norwood. Proof of what may be an exorbitant rate charge for services will be regarded as reasonable grounds for the Board or Chief of Police to believe the owner or driver is not a suitable person to be licensed.
- iv. Waiting time shall include all time during which the vehicle is not in motion, beginning after its arrival at the place to which it has been called, and the party engaging same has been notified. A charge of forty cents (\$0.40) per minute of each hour of waiting time shall be made. No charge shall be made for time lost through the inefficiency of the vehicle or its driver, or for time between premature arrival in response to a call and the hour for which the vehicle was ordered.
- v. Hand baggage may be carried by passengers without charge. The carriage of luggage shall be optional with the person in charge of the vehicle. See BOS Doc #11 Chart A – Hackney Business Fees for details.
- vi. When more than one (1) passenger is picked up and not discharged at the same destination, the fare charged to the first passenger will be according to the taximeter at the destination of the first passenger. After the departure of the first passenger the taximeter flag will be dropped again, and the second passenger will then pay the fare according to the taximeter at the destination of the second passenger. The first passenger to be let off shall be the one whose destination is nearest to the point of departure. The same process is to be followed for each additional passenger in the taxicab.
- vii. When more than three (3) passengers engage a taxicab an additional fee may be charged for each passenger over three (3) in number, except that no charge will be made for children under twelve years of age, when accompanied by an adult. See BOS Doc #11 Chart A - Hackney Business Fees for details.

(b) Public Automobiles

The rate of fee of public automobiles shall be agreed upon between the person in charge of the automobile and the passenger(s). Proof of what shall appear to be an exorbitant charge for services will be regarded as reasonable grounds for believing that the owner, or driver so charging, is not a suitable person to be licensed.

(c) Interior Vehicle Displays

On the inside of each licensed Hackney Vehicle, in a clear view of the passengers, a card(s) indicating the current rate of fare, the Hackney Driver's License, and a Hackney Vehicle License, shall be displayed. For Public Vehicles, no rate card needs to be displayed.

**SECTION VII - WAYBILLS**

The driver of a licensed Hackney Vehicle must keep on a form approved by the Chief of Police and produce upon demand of any police officer, a record of all trips made by said vehicle and containing all information requested on the said approved form for each calendar day. Said forms are to be kept by the licensed owner for a minimum period of one hundred eighty (180) days.

**SECTION VIII – LOST PROPERTY**

Hackney Vehicle drivers shall, immediately after delivering any passenger, search said vehicle for any property which may have been left therein. Any property found therein shall be delivered by the finder to the Chief of Police within twenty-four (24) hours.

**SECTION X – TAXICAB SERVICE**

- (a) Norwood licensed taxicabs shall render an over-all service to the public desiring to use taxicabs.
- (b) Calls received for services inside the corporate limits of Norwood shall be answered as soon as possible. If service cannot be rendered within a reasonable time, the prospective passenger shall be notified how long it will be before the said call can be answered.
- (c) Any licensed owner who shall refuse to accept a call anywhere in the corporate limits of Norwood at any time when such owner has available taxicabs, or who shall fail or refuse to give over-all service, shall be deemed a violator of these Regulations and licenses granted to such owner may be revoked at the discretion of the Board.

**SECTION XI - OUT-OF-TOWN HACKNEY VEHICLES**

Hackney Licensed Vehicles, not licensed by the Town of Norwood, are not permitted to accept passengers for hire within the Town of Norwood by any means, even if licensed by another Town. Out of Town Licensed Hackney Vehicles can pass through the Town and/or deliver passengers that were first accepted outside the Town of Norwood.

**SECTION XII - HACKNEY VEHICLE SPACES**

- (a) Hackney vehicle parking spaces shall be assigned at the discretion of the Board. Prior to designating such spaces, the Board shall receive a written report from the Chief of Police or his/her designee and anyone else deemed by the Board to be affected by the request.
- (b) Granted spaces may be revoked by the Board if deemed in the public interest to do so. Changes of business and/or owner of Hackney Vehicles shall be sufficient cause to revoke a designated space.

**SECTION XIII – VIOLATIONS – PENALTIES - APPEALS**

- (a) Violations
  - i. All complaints and/or violations of these Regulations against Hackney Vehicle drivers and/or business owners shall be brought before the Chief of Police or his/her designee, who shall hear the facts and render a dated finding within fourteen (14) calendar days. The assessment of a fine shall be determined by the Chief of Police.
  - ii. If the Chief of Police believes the Hackney Vehicle driver or business owner should have their license suspended or revoked, a report shall be filed with the Board for further action.
- (b) Penalties

Any person or corporation violating any of the provisions of the foregoing sections shall forfeit and pay a fine not exceeding the penalty amount indicated on the Hackney Business Fees – Chart A for each violation, as determined by the Chief of Police or his/her designee.
- (c) Appeals and Hearings
  - i. Any Hackney Vehicle driver or owner or any person or persons claiming to be aggrieved by a finding of the Chief of Police, shall have the right to appeal to the Board, provided the appeal is filed in writing within five (5) days of the date of the finding. Pending a final determination of said appeal, no decision of the Chief of Police shall be put into effect.
  - ii. Hearings by the Board shall be held within fourteen (14) days of the filing of the appeal or to address a finding by the Chief of Police that a license should be suspended or revoked.

- iii. The appellant shall have the right to be represented by counsel at said hearing, to introduce evidence as he/she may desire, and to cross examine all witnesses.
- iv. Upon termination of the hearing the Board shall render its decision within seven (7) days and shall notify all parties of its decision within five (5) business days. The decision(s) of the Board shall be final and binding on all the parties.

#### SECTION XIV – PROVISIONS

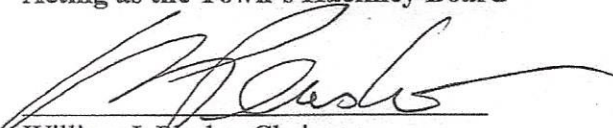
- (a) The Board reserves the right, at any time, to modify or amend these Regulations, including fees, or to adopt such other additional Regulations as the Board deems necessary.
- (b) If any part, section, or subdivision of these Regulations, or the application thereof, is held to be invalid, unconstitutional or inoperative as to any particular person(s) or conditions, such invalidity shall not affect other provisions or applications of these Regulations which can be given effect without the invalid provision or application, and to this end the provisions of these Regulations are declared to be severable.

#### SECTION XV – SENIOR TRANSFARE TICKET PROGRAM

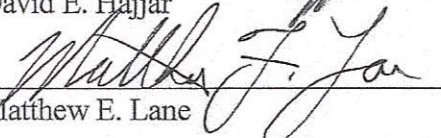
- (a) The Town of Norwood Senior Center provides Transfare Tickets to Norwood residents at least 60 years old or a disabled person regardless of age. Tickets may be used as cash towards the cost of a ride, excluding tip. Please review the attached sample document titled “Transfare Service Agreement”, which describes the program details and procedures.
- (b) Taxicab companies that are willing to be a participant in a Transfare Service Agreement will have their first-time application fee discounted by \$150. Participating companies must be willing to stay in the program for a minimum of three (3) years. Renewal license fees are not discounted.

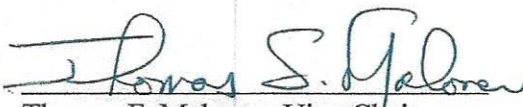
**The Norwood Board of Selectmen  
Acting as the Town’s Hackney Board**

**APPROVED:** 01/05/21

  
William J. Plasko, Chairman

  
David E. Hajjar

  
Matthew E. Lane

  
Thomas F. Maloney, Vice-Chairman

  
Helen Abdallah Donohue