

How is punishment determined?

Progressive discipline means that progressively stricter disciplinary action shall be taken against persons who persist in violations of the Rules and Procedures. These are ONLY guidelines and shall not prevent Hackney Officers from imposing GREATER OR LESSER discipline if in their judgment the totality of the circumstances warrants it. Offenses do not necessarily have to be of the same type, provided they are sufficiently related to indicate a pattern of behavior. Prior offenses older than 5 years shall not be counted against the driver unless they amount to criminal conduct or demonstrate a continuous pattern of behavior.

These are ONLY Guidelines

The following guidelines will be used when determining what discipline should be imposed for Non-equipment Hackney Violations and Complaints.

1 st offense	Warning
2 nd offense	1-day suspension
3 rd offense	3-day suspension
4 th offense	5-day suspension
5 th offense	30-day suspension
6 th offense	License revocation

Cell phone use with a passenger
Suspension / First Offense 1-day

Except for the following offenses, which are automatic minimum 3-day Suspensions:

Refusal (including credit card refusal)
Soliciting
Racial misconduct or remarks
Sexual misconduct or remarks

Violation of the Vehicle for Hire Ordinance shall be cause for a 1-year license suspension.

Any act of violence or threatened violence committed while operating a Boston Licensed Taxi is cause for an immediate license suspension and a hearing before the Inspector of Carriages for License Revocation.

How are complaints classified?

Sustained: investigation disclosed sufficient evidence to support the allegations

Not Sustained: Investigation failed to prove or disprove the allegations

Exonerated: investigation revealed the action complained of did occur but was proper, legal and reasonable.

Unfounded: the investigation revealed that the conduct did not occur.

Boston Police Hackney Carriage Unit

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WHAT ARE MY RIGHTS AT THE HACKNEY CARRIAGE UNIT?



Inspection Ready
Every Day

Hackney Carriage Rules for the 21st Century

You have been called in to the Hackney Carriage Unit for a Complaint Hearing.



Do I have to go in right away?

No, Unless the Police Officer tells you otherwise, you may make an appointment for a time that is convenient for both you and the investigating officer within the next 14 days

When can the Officer tell me to come in immediately?

If the Officer believes that the complaint is an emergency you can be ordered to report immediately.

Example #1: The passenger said you are drunk.

Example #2: Your Taxi is unsafe.

Can I bring someone with me?

Yes, you have the right to bring another person with you as an observer. That person may not participate without the investigating police officer's permission.



Do I have the right to an Attorney?

Yes, you have the right to be represented by an attorney at your own expense at any level of hearing. Your attorney may speak and participate fully in the hearing.



Do I have the right to an appeal?

Yes, you may appeal to the Inspector of Carriages personally. Your suspension will be stopped pending the outcome of this appeal. You should know that this is a "De Novo" appeal, which means that the Inspector of Carriages could impose greater or lesser punishment.

Can I appeal after that?

Yes, you can appeal non-equipment violations to a board of three Police Captains.



Does an appeal to the Board stop the suspension?

No, an appeal to a board of three Captains is only to determine if the violation should remain on your record.