



“THE BIRTHPLACE OF THE STATE OF NEW YORK”  
OFFICE OF THE MAYOR

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**For Immediate Release:**

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**WHITE PLAINS COMMON COUNCIL PASSES  
OVERHAUL OF CITY’S TAXI ORDINANCE**  
*Update Aimed at Enhancing the Customer Experience*

**WHITE PLAINS, NY – April 5, 2016.** The White Plains Common Council approved an overhaul of the City’s Taxi Ordinance at their April meeting yesterday evening. The changes had been sought by Mayor Tom Roach. “This legislation comprehensively updates the City’s Taxicab Ordinance to better meet the needs of our growing city,” said Mayor Roach. “We focused on the customer experience and have included a broad range of changes that I believe will make for a better overall experience for passengers.”

In particular, this ordinance:

- Authorizes five (5) additional White Plains taxicab medallions to be assigned to accessible vehicles only. White Plains will be the first Westchester municipality to incentivize the inclusion of accessible vehicles as part of its taxicab fleet;
- Allows hailing within a defined ‘Hail Zone’ located in the downtown area;
- Replaces the Zone Map, which currently governs fares, with a requirement that all White Plains taxicabs utilize taximeters. The Hail Zone Map is largely regarded as confusing and has been a frequent source of customer complaints. All White Plains licensed taxicabs are required to install a taximeter within 3 months from the enactment of the ordinance;

(More)



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- Requires that all White Plains licensed taxicabs be painted a uniform color (white) and attach a White Plains taxicab medallion sticker (to be provided by the WPPD) to the vehicle so that the riding public as well as the Police Department can easily identify licensed White Plains taxicabs. The color requirement will take effect at the next annual medallion renewal. Medallions are generally renewed in November and December of each year;
- Requires that all White Plains licensed taxicab drivers submit to annual drug testing;
- Reduces the overall age and improves the condition of the City’s taxi fleet by requiring that cars be taken out of service when they reach 400,000 miles. This will ensure that the fleet is comprised of newer, more fuel efficient and lower-emission vehicles. The maximum vehicle mileage requirement will take effect 6 months from the enactment of the ordinance;
- Simplifies the rate structure and provides a modest rate increase for all White Plains licensed taxicabs. The last rate increase was approved 14 years ago; and
- Requires that owners and drivers of taxicabs maintain vehicles in a clean and safe condition.

These changes come on the heels of the installation of two Taxi Starters (Special Patrol Officers) at the White Plains Metro-North station. The starters, who began work at the station in September of last year, work Monday - Friday during the morning and evening rush hours (7:00 – 10:30 AM and 3:30 – 8:00 PM). They are there to assist commuters utilizing the station and to ensure the orderly and efficient operation of taxicabs. The utilization of starters at the train station had been sought by Mayor Roach as a means of improving the customer experience at the very busy White Plains station.

Taken together, these changes will enhance the customer experience and strengthen the value of the White Plains taxicab medallion.

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