



For-Hire Dispatch Records

Tacoma Municipal Code (TMC) 6B.220.180 requires For-Hire Transportation Services Companies to maintain a dispatch service. TMC 6B.220.160 allows the Director to examine any records related to the compliance of for-hire transportation services.

Dispatch Service

Each for-hire transportation services company shall submit the name of the dispatch service, application or platform in which the dispatch service records will be maintained at time of application. If at any time there is a change to the method or provider of dispatch service, the for-hire transportation services company shall notify the City within 14 days of the change.

Dispatch Service Records

Dispatch records that are generated in their original format from the dispatch system providing specific record information and assignment of orders to affiliated for-hire vehicles and drivers for all service requests received by telephone or any other form of communication.

Dispatch Service Record Information

Each for-hire transportation services company or dispatch service shall maintain the ability to provide the Director upon request dispatch records generated in their original format with the following information for each service request:

- a. Name of for-hire company responding;
- b. Date and time of service request;
- c. Location of service request pickup;
- d. Identification of for-hire vehicle and driver dispatched (if the driver is identified by an ID #, a separate record must also be provided that links the ID# and driver name and;
- e. Date and time vehicle/drivers signed on and off duty.
- f. Type of pickup (i.e. package, person)

Timely submittal of reports

Each for-hire transportation services company shall timely submit all reports, required by the City. Submitting any standard, scheduled or routine report late is a violation of this Rule. For purposes of this Rule, each day a report is late is a new violation and subject to a civil penalty in the amount of \$250 for each day the violation occurs per TMC 6B.10.260.

Adopted: December 2018, Revised: November 2019