



## PUBLIC PASSENGER VEHICLE (OWNER) PERMIT SUPPLEMENTAL INFORMATION

OFFICE OF THE CITY CLERK LICENSE DIVISION  
200 E. WELLS ST. ROOM 105, MILWAUKEE, WI 53202  
(414) 286-2238 EMAIL: [LICENSE@MILWAUKEE.GOV](mailto:LICENSE@MILWAUKEE.GOV)

### Public Passenger Vehicle Permit Required

A Public Passenger Vehicle Permit is required of every public passenger vehicle used for transportation of passengers for hire, including limousines, horse and surrey livery, pedicabs, taxicabs, shuttles, motorcycles used for tours, and human service vehicles operating on the streets of the city of Milwaukee.

**LIMOUSINE** means a category of for-hire, unmetered, unmarked, chauffeur-driven, ground transportation vehicles solely engaged in the business of carrying passengers on a pre-reserved or contract service basis only.

**HORSE & SURREY LIVERY** means a horse-drawn surrey for hire.

**PEDICAB** means a multiwheeled hooded or unhooded passenger vehicle that is moved by human power, or rickshaw-type vehicle pulled or propelled by any person which is used in the movement of passengers for hire on the public highways.

**PEDICAB, COMMERCIAL QUADRICYCLE** means a vehicle with fully operational pedals for propulsion entirely by human power, that has 4 wheels and is operated in a manner similar to a bicycle, that is equipped with at least 12 seats for passengers, that is designed to be occupied by a driver and passengers providing pedal power to the drive train of the vehicle, that is used for commercial purposes, and that is operated by the vehicle owner or an employee of the owner.

A recent ordinance allows for the possession and consumption of fermented malt beverages upon commercial quadricycles. A Pedicab Plan of Operation (ccl-ppvpedi) must be submitted and approved by the Licenses Committee and Common Council. See Milwaukee Code of Ordinances Chapter 100 for regulations and restrictions.

**METERED FARE TAXICAB** means a public passenger vehicle with 3 or more doors which operates without a fixed route or schedule and which is available for hire upon demand for service including by hail on the street, or upon telephonic or other electronic request, and is equipped with a taximeter.

No new or renewal permit for taxicabs may be issued for motor vehicles of model years greater than 10 years old at the time of application and vehicles must provide passenger leg room of not less than 32 inches measured from the back of the seated passenger forward.

**SHUTTLE** means a privately owned vehicle which is solely engaged in the business of carrying passengers in either:

- **SHARED RIDE SERVICE** for hire on a fixed schedule to and from predetermined locations
- **GROUP TRAVEL SERVICE** for hire on a prereserved basis only, provided that the vehicle has a passenger-carrying capacity of 5 or more persons, excluding the driver.

**MOTORCYCLE (USED FOR TOURS)** means a vehicle as defined in s. 340.01(32) Wis. Stats, and is used on a for-hire or contractual basis.

### License Period

Each permit is valid for 2 years from date of issuance.

### License Fee

\$284 per vehicle

### Application Forms

- ▶ Business License Application (ccl-busapp)
- ▶ Public Passenger Vehicle Permit Supplemental Application (ccl-ppvapp)
- ▶ Weights & Measures License Supplemental Application (ccl-wm) (required for metered taxicabs only)

### Exempt from Fingerprinting

Fingerprinting is not required for this license. However, a background check will be done by the Milwaukee Police Department.

NOTE: If you are applying for other licenses at this time, they may require fingerprinting.

### Exemptions (license not required)

- Network transportation companies
- No licenses are required for vehicles licensed by the Wisconsin Department of Transportation as human service vehicles as described in Ch. Trans 301, Adm. Code; and shuttle vehicles authorized by Milwaukee County to provide in-county shuttle service for General Mitchell International Airport under s. 4.05(4), Milwaukee County Code. See s. 100-50-1-a, MCO.
- No licenses are required for network transportation companies which operate similar to taxicabs, use an online, digital or electronic platform to connect passengers, and are not equipped with a taximeter.
- A vehicle operated on fixed routes pursuant to authority granted by the county, state or federal government.
- A rented vehicle to be driven by the renter or an agent.
- A vehicle operated solely as a funeral car.
- A vehicle used in a carpool operated by private individuals.
- A commercial motor vehicle as defined under s. 340.01(8), Wis. Statutes:
  - The vehicle is a single vehicle with a gross vehicle weight rating of 26,001 or more pounds or the vehicle's registered weight or actual gross weight is more than 26,000 pounds.
  - The vehicle is a combination vehicle with a gross combination weight rating, registered weight or actual gross weight of 26,001 or more pounds inclusive of a towed unit with a gross vehicle weight rating, registered weight or actual gross weight of more than 10,000 pounds. 340.01(8)(c)
  - The vehicle is designed to transport or is actually transporting the driver and 15 or more passengers. If the vehicle is equipped with bench type seats intended to seat more than one person, the passenger carrying capacity shall be determined under s. 340.01 (31) or, if the vehicle is a school bus, by dividing total seating space measured in inches by 13.

The vehicle is transporting hazardous materials requiring placarding or any quantity of a material listed as a select agent or toxin under 42 CFR 73.

- The Wisconsin Department of Health Services (DHS), Division of Children and Family Services, Bureau of Regulation and Licensing is responsible for the licensing and regulation of child care programs, which includes the regulation of center-provided and center-contracted transportation.

## **Documents Required:**

**The following must be submitted with the application:**

### **Certificate of Insurance**

Pursuant to s. 100-53-1, MCO, proof of financial responsibility is required and must be approved by the License Division. Insurance Requirements:

- The insurance company must be licensed with the Wisconsin Commissioner of Insurance.
- The certificate of insurance must be issued for a minimum of one year.
- The certificate must be in the sum of minimum limits of \$50,000/100,000/10,000. A certificate showing a CSL of \$110,000 or more is also acceptable.
- Certificates must include a policy number. Documents showing the policy number as "Pending" or "TBD" are not acceptable.
- The insured's name on the certificate must be exactly the same as the legal entity filing for the license.
- If filing as an individual or partnership, then the documents must be issued in the applicant's first name, middle initial, and last name.
- Certificates must be signed by an Authorized Representative of the insurance company.
- The City of Milwaukee, 200 E. Wells Street, Room 105, Milwaukee, WI 53202 must be listed as the Certificate Holder.

In the event of a cancellation or nonrenewal of the certificate of insurance, the license shall be automatically suspended. If a license is suspended due to cancellation, expiration or nonrenewal of a certificate of insurance required by this section, the licensee shall pay a \$25 reinstatement fee.

### **Copy of Current Vehicle Registration:**

Registration must be issued in the same legal entity name as that which is applying for the license.

### **Copy of the Lease (if applicable):**

The lease must meet all requirements in MCO 100-50-12b.

- The vehicle must be leased from an automobile dealer, motorcycle or vehicle leasing company and not from an individual or other type of corporation.
- The lease must provide that the City Clerk be notified by the lessor within 10 calendar days of the cancellation of the lease.
- The lease must state the type of passenger service for which the vehicle is leased.
- The lease must include permission for the placement of stickers and other identification.

### **Letter of Intent:**

If applicant cannot provide an approved Certificate of Insurance, current Vehicle Registration, and a copy of the Weights & Measures License at time of application, a letter addressed to the Public Works Committee outlining the applicant's intentions of satisfying all the requirements prior to issuance of the permit may be submitted with the application instead.

## **Wisconsin Seller's Permit Exemption**

A seller's permit is not required for public passenger vehicles only providing the service of transportation.

Limousine services may be subject to a State of Wisconsin limousine fee. Contact the Department of Revenue for information.

## **Inspections**

Your vehicle and meter will be inspected during the license period rather than before putting the vehicle into service or during an annual inspection period. You will be notified by mail if and when you are required to appear for an inspection. Inspections are conducted at the Department of Public Works, Southwest Shop located at 2657 S. 31st St.

## **Issuance of Permit**

After we receive a police report, approval from committee and council (if needed), a valid certificate of insurance, and a copy of current vehicle registration the permit will be issued.

## **Permit Disqualification**

If the Common Council denies an application based on the background investigation, then the same applicant is disqualified from applying for a new permit for a period of 12 months from the denial date.

## **Public Passenger Vehicle Driver License**

A Public Passenger Vehicle Driver's license is required of every person driving a public passenger vehicle, as defined under s. 100-3-21, MCO, including any person driving a vehicle used for the transportation of elderly or handicapped persons, regardless of whether the vehicle is licensed or otherwise regulated by the state of Wisconsin as a human service vehicle for the transportation of elderly or handicapped persons. See s. 100-54-1-a, MCO.

## **Provisional Public Passenger Vehicle Permit**

An applicant may apply for a provisional permit if they:

- Have a completed Public Passenger Vehicle application on file
- Paid the regular Public Passenger Vehicle Permit fee of \$284
- Submitted a copy of current vehicle registration
- Submitted a valid approved certificate of insurance
- Provided evidence of possessing a valid motor vehicle driver's license, excluding occupational licenses, issued by the state of Wisconsin
- Are not subject to the disqualification provisions provided under s. 85-13.

Provisional licenses expire 60 days from the date of issuance, or upon issuance of the regular permit. The City Clerk may revoke a provisional license without further Common Council action if it is determined that the applicant provided false information on the license application or upon denial of a regular permit by the Common Council.

## **Complaint Information**

Metered fare taxicabs and shared ride shuttles must post a rate and service complaint placard meeting the requirements of 100-51.5 in a conspicuous place in the passenger compartment of all vehicles.

Limousines and group travel shuttles shall provide to passengers, at the time the service is contracted for hire, the information as required on the rate and service complaint placard required in 100-51.5.

## **Milwaukee Code of Ordinances**

Chapter 100: Available at [www.milwaukee.gov/ordinances](http://www.milwaukee.gov/ordinances)

## Non-Cash Payment Acceptance Policy for Metered Fare Taxicabs

On or after July 1, 2014, each permit holder replacing a metered fare taxicab or placing a new vehicle into service shall install rear seat swipe credit and debit card-processing equipment subject to policy or rule established by the city clerk and approved by the licensing committee. (Section 100-51.5-3, Milwaukee Code of Ordinances (MCO)).

- 1. Acceptance of Non-Cash Payment Required.** All metered fare taxicab permit holders and drivers shall accept the following credit and debit cards for payment of taxicab fares:

Credit cards: Visa, MasterCard, American Express, and Discover.

Debit cards: Signature-based Visa and MasterCard.

Service shall not be refused or discontinued to any person on the grounds of the person using a credit or debit card to pay a fare.

- 2. No Surcharge Permitted.** No surcharge, convenience fee, tax, mandatory gratuity, or other additional fee shall be imposed for processing credit or debit card transactions.
- 3. No Minimum Distance or Fare Required.** Service shall not be refused or discontinued to any person on the grounds that the trip will not exceed a minimum distance or generate a minimum fare. No minimum transaction amount shall be required for the use of a credit or debit card to pay a fare.
- 4. Passenger Operates Processing Equipment.** Credit and debit card processing equipment shall be installed in the rear seat of the taxicab for use by the passenger. A metered fare taxicab driver shall not swipe or otherwise handle the debit or credit card of the passenger.
- 5. Receipt Required.** A receipt containing at least the name and permit number of the vehicle, the driver's name and city license number, and the amount and date of payment must be provided upon request.
- 6. Vehicle Out of Service if Processing Equipment Inoperative.** No metered fare taxicab shall be in service during any period of time the debit and credit card processing equipment is **not operational**, unless the inoperative equipment has first been reported to the License Division at [license@milwaukee.gov](mailto:license@milwaukee.gov), in which case the metered fare taxicab may operate up to 48 hours while awaiting repair of the processing equipment.
- 7. Passenger Rights to be Posted.** All metered fare taxicab permit holders and drivers shall post and maintain the "Non-cash Payment Passenger Usage Guide" in a conspicuous place in the rear of the taxicab near the credit and debit card processing equipment.
- 8. Penalty.** Violations of the non-cash payment acceptance policy and repeated or prolonged occurrences of inoperative processing equipment may be subject to the penalty provision of ch. 100, MCO, and may be grounds for non-renewal, suspension or revocation of the metered fare taxicab vehicle permit or driver's license.

# Passenger Rights

## Operating Regulations

- **Display of License Required.**  
The license of your driver -- with photograph -- must be displayed in a clearly visible location and illuminated at night.
- **Service to Disabled Passengers Required.**  
No vehicle owner or driver may refuse service to you on the basis of disability, your use of a service animal, or your use of a wheelchair.
- **Response Time.**  
A taxicab driver must respond to your call for service within 30 minutes.
- **Rate and Passenger Rights List Required.**  
Each vehicle must have this passenger rights list and rate placard posted.
- **Complaint Information Required.**  
Cards containing information on how to file a complaint must be available for passengers at all times.

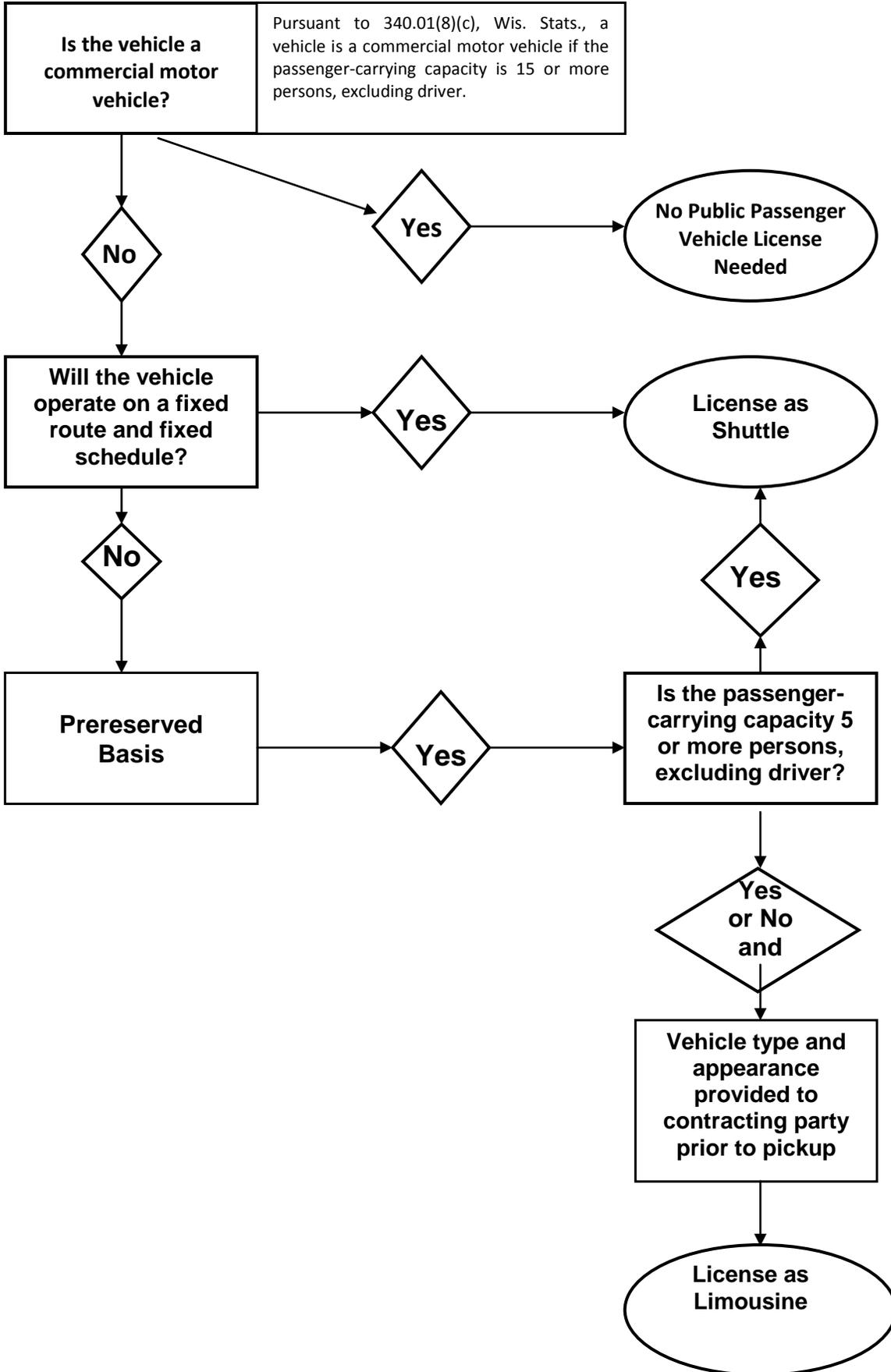
## Payment Information

- **Acceptance of Credit/Debit Card Required.**  
All taxicab permit holders and drivers must accept the following credit and debit cards for payment of taxicab fares:
  - Credit cards: Visa, MasterCard, American Express, and Discover.
  - Debit cards: Signature-based Visa and MasterCard.
- **No surcharge, minimum distance fee, or minimum fare is permitted.**
- **Receipt required upon request.**  
Your driver must give you, upon request, a receipt containing at least the name and permit number of the vehicle, the driver's name and city license number, and the amount and date of payment.
- **Do I have to give my card to the driver?**  
No, all the equipment is installed in the back seat of the cab. You should swipe the card yourself. There is no need to hand the card to the driver.

## COMPLAINTS

Your driver must accept credit/debit cards for any fare amount. If a driver claims the card system is not working or will not allow you to pay by debit/credit card, report this information to [license@milwaukee.gov](mailto:license@milwaukee.gov). Include the permit number, driver name (if possible), date and time of trip, and start and end locations of trip.

**FLOWCHART 1. DETERMINING SHUTTLE AND LIMOUSINE PERMIT CLASSIFICATION.**



## **Non-cash Payment Acceptance Policy for Taxicabs**

On or after July 1, 2014, each permit holder replacing a taxicab or placing a new vehicle into service shall install rear seat swipe credit and debit card-processing equipment subject to policy or rule established by the city clerk and approved by the licensing committee. (Section 100-51.5-3, Milwaukee Code of Ordinances (MCO)).

- 1. Acceptance of Non-cash Payment Required.** All taxicab permit holders and drivers shall accept the following credit and debit cards for payment of taxicab fares:

Credit cards: Visa, MasterCard, American Express, and Discover.

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Service shall not be refused or discontinued to any person on the grounds of the person using a credit or debit card to pay a fare.

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- 3. No Minimum Distance or Fare Required.** Service shall not be refused or discontinued to any person on the grounds that the trip will not exceed a minimum distance or generate a minimum fare. No minimum transaction amount shall be required for the use of a credit or debit card to pay a fare.
- 4. Passenger Operates Processing Equipment.** Credit and debit card processing equipment shall be installed in the rear seat of the taxicab for use by the passenger. A taxicab driver shall not swipe or otherwise handle the debit or credit card of the passenger.
- 5. Receipt Required.** A receipt containing at least the name and permit number of the vehicle, the driver's name and city license number, and the amount and date of payment must be provided upon request.
- 6. Vehicle Out of Service if Processing Equipment Inoperative.** No taxicab shall be in service during any period of time the debit and credit card processing equipment is not operational, unless the inoperative equipment has first been reported to the License Division at [license@milwaukee.gov](mailto:license@milwaukee.gov), in which case the taxicab may operate up to 48 hours while awaiting repair of the processing equipment.
- 7. Passenger Rights to be Posted.** All taxicab permit holders and drivers shall post and maintain the "Non-cash Payment Passenger Usage Guide" in a conspicuous place in the rear of the taxicab near the credit and debit card processing equipment.
- 8. Penalty.** Violations of the non-cash payment acceptance policy and repeated or prolonged occurrences of inoperative processing equipment may be subject to the penalty provision of ch. 100, MCO, and may be grounds for non-renewal, suspension or revocation of the taxicab vehicle permit or driver's license.

Updated: 3/20/14 (Provided at time of permit issuance.)

# Non-cash Payment Passenger Usage Guide

## Passenger Rights

### Operating Regulations

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- **Display of License Required.**  
The license of your driver -- with photograph -- must be displayed in a clearly visible location and illuminated at night.
- **Service to Disabled Passengers Required.**  
No vehicle owner or driver may refuse service to you on the basis of disability, your use of a service animal, or your use of a wheelchair.
- **Response Time.**  
A taxicab driver must respond to your call for service within 30 minutes.
- **Rate and Passenger Rights List Required.**  
Each vehicle must have this passenger rights list and rate placard posted.
- **Complaint Information Required.**  
Cards containing information on how to file a complaint must be available for passengers at all times.

### Payment Information

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  - Credit cards: Visa, MasterCard, American Express, and Discover.
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- **No surcharge, minimum distance fee, or minimum fare is permitted.**
- **Receipt required upon request.**  
Your driver must give you, upon request, a receipt containing at least the name and permit number of the vehicle, the driver's name and city license number, and the amount and date of payment.
- **Do I have to give my card to the driver?**  
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Your driver must accept credit/debit cards for any fare amount.

If a driver claims the card system is not working or will not allow you to pay by debit/credit card, report this information to [license@milwaukee.gov](mailto:license@milwaukee.gov). Include the permit number, driver name (if possible), date and time of trip, and start and end locations of trip.



# PUBLIC PASSENGER VEHICLE PERMIT SUPPLEMENTAL APPLICATION

ccl-ppvapp 5/1/15

OFFICE OF THE CITY CLERK LICENSE DIVISION  
200 E. WELLS ST. ROOM 105, MILWAUKEE, WI 53202  
(414) 286-2238 E-MAIL ADDRESS: [LICENSE@MILWAUKEE.GOV](mailto:LICENSE@MILWAUKEE.GOV)  
[WWW.MILWAUKEE.GOV/LICENSE](http://WWW.MILWAUKEE.GOV/LICENSE)

**Submit with Business License Application**

## TYPE OF VEHICLE (CHECK ONE)

<input type="checkbox"/> Limousine (Pre-Reserved or Contract Service Basis)	<input type="checkbox"/> Motorcycle (Used for Tours)
<input type="checkbox"/> Taxicab Metered Fare Vehicle: Name of Dispatch Service: _____	<input type="checkbox"/> Shuttle-Group Travel/Pre-reserved Basis
<input type="checkbox"/> Horse & Surrey Livery	<input type="checkbox"/> Pedicab
<input type="checkbox"/> Shuttle-Shared Ride/Fixed Route - Submit a copy of the fixed route schedule with this application.	
<input type="checkbox"/> Pedicab, Commercial Quadricycle - Will you be allowing the possession and consumption of fermented malt beverages? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, a Pedicab Plan of Operation (ccl-ppvpedi) must also be submitted.	

## VEHICLE INFORMATION

Year:	Make:	Model:	Color of Vehicle Body:
Serial or Vehicle Identification # (VIN):	License Plate #:	Passenger-Carrying Capacity: (excluding driver)	
Body style (Check one):	<input type="checkbox"/> 4-door Sedan	<input type="checkbox"/> Stretch Limousine	<input type="checkbox"/> Sports Utility
	<input type="checkbox"/> Van	<input type="checkbox"/> Wagon	<input type="checkbox"/> Other: _____
Will vehicle be stored at the premise address? <input type="checkbox"/> Yes <input type="checkbox"/> No		If No, provide storage address (include City, State, Zip code): _____	
Are you leasing the vehicle? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, a copy of the lease is required. Lease must meet all requirements in MCO 100-50-12b.			

## APPLICANT INFORMATION

Do you have experience operating a public passenger vehicle?  No  Yes

If yes, when and in which municipalities? \_\_\_\_\_

Do you currently hold any public passenger vehicle permits?  No  Yes If yes, how many? \_\_\_\_\_

What type(s) of vehicles? \_\_\_\_\_ In which municipalities? \_\_\_\_\_

## PLAN OF OPERATION

HOURS OF OPERATION	Earliest Starting Time (include AM or PM)	Latest Ending Time (include AM or PM)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Proposed Area(s) of Operation:

Downtown  South Side  North Side  East Side  West Side  Airport

What routine maintenance will be done?

Inspect:  tires  battery  engine  headlights, tail lights, turn signals  horn  wipers  Conduct routine oil changes  Check all fluid levels

Where?  At Business Address  At Garage

How often?  Daily  Weekly  Monthly  Yearly

Who will be operating the vehicle?  Owner  Employee  Lessee  Other: \_\_\_\_\_

Provide a statement (or attach a copy) of written policies for drivers to maintain a clean, professional and orderly appearance, including any dress or uniform requirements:

- Uniform required
- Wearing the following clothing is prohibited:  shorts  jeans  flip flops  Other: \_\_\_\_\_
- Clothing must be neat and clean without holes or tears
- Driver must be well groomed at all times while on duty
- Hair shall be neatly trimmed and combed
- Statement of written policies is attached
- Other: \_\_\_\_\_

What are your plans to promote and ensure driver and passenger security?

- Confirm that all drivers hold valid Public Passenger Vehicle Licenses
- Require all drivers to undergo the following training: \_\_\_\_\_
- Vehicle is equipped with airbags
- Regularly inspect seat belts for unusual wear or malfunctioning parts
- Vehicle is equipped with a spare tire, jack and emergency equipment
- Follow suggested vehicle maintenance schedule
- Written safe driving policy given to all drivers
- Regularly inspect brake lights and emergency flashers
- Other: \_\_\_\_\_

What is your process for resolving complaints, including retention of complaint records and reporting to the City Clerk?

- Gather all complaint information
- Ask customer how they would like issue to be addressed
- Provide resolution to the customer's satisfaction
- Keep written records of complaints and resolutions: For how long? \_\_\_\_\_
- Keep computer records of complaints and resolutions: For how long? \_\_\_\_\_
- Other: \_\_\_\_\_

In what manner will all accident reports or citations be retained and made available to the City Clerk?

- Keep written records of all accident reports and citations: For how long? \_\_\_\_\_
- Keep computer records of all accident reports and citations: For how long? \_\_\_\_\_
- Other: \_\_\_\_\_

Describe all vehicle markings, body color(s), signs or stickers:

Provide your rates of fare (ex: \$25 per hour, \$10 per trip, etc.) (Does not apply to Metered Fare Taxicabs)

Horse & Surrey Livery Services Only: Provide Name, Address, and Phone Number of Licensed Veterinarian:

Taxicab Applicants Only: I understand the vehicle must not be more than 10 model years old and must provide passenger leg room of not less than 32 inches measured from the back of the seated passenger forward. Initial to confirm your understanding: \_\_\_\_\_

**Signature of Individual/Partner/Agent or Shareholder**

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Print Name

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Signature

**Office Use Only:** Permit # \_\_\_\_\_  Insurance  Registration  Weights & Measures License

# PROVISIONAL PUBLIC PASSENGER VEHICLE PERMIT APPLICATION

**Complete this section only if applying for a Provisional Public Passenger Vehicle Permit at this time**

Initial each line to confirm:

I wish to apply for a Provisional Public Passenger Vehicle Permit at this time.

\_\_\_\_\_ I have filed an application for a regular Public Passenger Vehicle Permit and have paid the \$284 fee.

\_\_\_\_\_ I have submitted a copy of current WI vehicle registration.

\_\_\_\_\_ I have submitted a certificate of insurance that complies with the Milwaukee Code of Ordinances requirements.

\_\_\_\_\_ I, as an individual applicant, all partners of the partnership, or the agent of the Corporation/LLC currently hold(s) a valid motor vehicle driver's license with the State of Wisconsin.

I affirm that within 2 years of the date of application that all of the following are true:

\_\_\_\_\_ No one listed on this application has been convicted of any felony or misdemeanor offense related to a violent offense.

\_\_\_\_\_ No one listed on this application has been convicted of 3 or more moving violations, as defined in s. 343.01(2)(cg), Wisconsin Statutes, arising out of separate incidents or occurrences.

\_\_\_\_\_ No one listed on this application has been convicted of any offense related to operating a motor vehicle while intoxicated.

I understand that providing false, misleading or fraudulent information shall be subject to the penalties provided in s. MCO 85-34 and that the City Clerk may revoke the provisional license without further Common Council action if it is determined that false information was provided on the application or upon denial of the Common Council of a regular license.

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Print Name

-----  
Signature

Office Use Only:  regular license fee paid  current vehicle reg  insurance PPPV# \_\_\_\_\_

WDL exp date \_\_\_\_\_