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# INDUSTRY COMMUNICATION 006 Pre-launch awareness: The Passenger and Driver Bill of Rights

### **Attention Industry Stakeholders**

Livery Transport Services is getting ready to launch The Passenger and Driver Bill of Rights, a one-sheet document that encourages mutual respect between taxi drivers and customers.

The Bill of Rights will be mandatory equipment for passenger side seat-back installation. Holders that secure to head rest posts will be provided to all taxi plate licensees.

In the meantime, a promotional post card version of the Bill of Rights is now available. Please take a moment to familiarize yourselves with the content of the postcard in preparation for customer inquiries into the Bill of Rights.

Please also be advised that Livery Transport Services plans to make supplies of the post card available to stakeholder partners, including the airport and downtown service industries (hotels, bars, etc.) and samples are also available at Livery Transport Services.

Thank you for your continued support,

Mario Henriques Chief Livery Inspector

## You have rights. The drivers have rights. Do you know what they are?

### The Passenger and Driver Bill of Rights:

### A passenger has the right to:

- A licensed driver, in accordance to the Livery Transport Bylaw 6M2007.
- Travel with a guide dog or service animal and/or portable mobility aid.
- Ride in a clean, safe, comfortable and smoke-free vehicle.
- Direct the route, or expect the most economical route.
- Request curb side assistance with personal items at no extra charge, provided request is reasonable.
- · View the metered fare.

Note your taxi #

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### A passenger is required to:

- · Pay the required fare.
- · Wear a seat belt.
- · Not smoke or consume alcohol.
- Not be disorderly or abusive to the driver.

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THE CITY OF

CALGARY

Figure 1: Front of Bill of Rights promotional postcard

### The Passenger and Driver Bill of Rights:

### A **driver** has the right to:

- Refuse or terminate a trip when passengers are disorderly or abusive, including as a result of impairment by alcohol or drugs.
- Refuse to carry animals, with the exception of guide dogs or service animals.
- Require a deposit of up to \$30 towards the total cost of the fare.
- Refuse to carry more passengers or baggage than the vehicle can safely and legally accommodate.
- Charge a cleaning fee of \$100 if a passenger soils the cab.

### A driver is required to:

- Display his or her Taxi Drivers Licence so that it is clearly visible.
- Be professional and courteous.
- · Accept all trips regardless of trip length.
- Accept all valid forms of payment as advertised on the taxi.
- Know the major routes and destinations in the city of Calgary.
- · Obey all traffic safety laws.
- Not use a cell phone while passengers are in the taxi and comply with provincial Distracted Driver Legislation.
- Provide a printed receipt upon requesting a depost and at the end of each trip.

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Figure 2: Front of Bill of Rights promotional postcard