



THE CITY OF
CALGARY
ANIMAL & BYLAW SERVICES

Livery Transport Services #128
Compliance Services
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2015 July 15

INDUSTRY COMMUNICATION 008

Implementation of The Passenger and Driver Bill of Rights

Attention Industry Stakeholders

Effective immediately, all taxis registered to operate in the city of Calgary are required to display a City-issued Passenger and Driver Bill of Rights (pictured below) in one of two manners:

1. Seat-back holder with insert (***mandatory** for vehicles equipped with removable headrests attached by posts*), or
2. Adhesive sticker (*for all other vehicles*).

Respect the ride.

Passenger and Driver Bill of Rights.

Note your taxi #

A passenger has the right to: <ul style="list-style-type: none">• 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.	A passenger is required to: <ul style="list-style-type: none">• Pay the required fare.• Wear a seat belt.• Not smoke or consume alcohol.• Not be disorderly or abusive to the driver.	A driver has the right to: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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 deposit and at the end of each trip.
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Video and audio is being recorded

Share compliments or concerns by downloading the 311 App.

Passenger and Driver Bill of Rights supplies are available through your broker or (for new vehicle set-ups) through Livery Transport Services.

In the space provided at the top right hand corner of the insert/sticker, use a permanent marker or printed adhesive label to legibly enter the Taxi Plate Licence number. Insert the completed Passenger and Driver Bill of Rights into the holder provided, attach the holder to the passenger side head rest posts as pictured below and maintain it in a condition so as to be clearly visible and readable and un-obscured by any part of the taxi.



1. Enter plate number in space provided.
2. Place insert into holder.
3. Attach holder to head rest posts (slide posts through D-rings).



(For those vehicles without removable headrests, attach the adhesive sticker to the passenger side seat-back and maintain it in a condition so as to be clearly visible and readable and un-obscured by any part of the taxi. Note: In the event the sticker is removed, the onus is on the driver to replace the sticker promptly. As such it is advised that extra supplies of the sticker be kept in the vehicle at all times.)

Enforcement of this new requirement will begin Tuesday, September 1, 2015, in accordance with Livery Transport Bylaw sections 37.(j) and 99. (3), as follows:

37. The Manager shall not approve a Motor Vehicle as a Taxi or Issue a Livery Vehicle Registration Certificate for it unless it:

(j) displays, in a manner approved by the Manager, and in the form and content specified by the Manager, the rights and obligations of passengers and Drivers;

99. (3) A Person holding a T.P.L. or an A.T.P.L. must ensure that the Livery Vehicle to which the T.P.L. or A.T.P.L. is joined complies with all the requirements of this Bylaw.

Thank you in advance for your cooperation and support.

Regards,

Mario Henriques
Chief Livery Inspector