



Respect the ride **Passenger and Driver Bill of Rights.**

A **passenger** has the right to:

- A licensed driver, in accordance to the *Livery Transport Bylaw 20M2021*.
- 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:

- 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:

- 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 if a passenger soils the cab.

A **driver** is required to:

- Display his or her Taxi Driver's 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 receipt upon requesting a deposit and at the end of each trip.

Note your taxi #

 Video and audio is being recorded

Share compliments or concerns by downloading the **311 App**.
calgary.ca/taxi