



**KINGSTON AREA TAXI COMMISSION
BY-LAW NUMBER 2**

**SCHEDULE N
TAXICAB PASSENGER RIGHTS AND RESPONSIBILITIES**

(Amended by By-Law 22-008)

Taxicab Passengers are Entitled to a **PROFESSIONAL DRIVER WHO:**

- Is licensed by the Kingston Area Taxi Commission and prominently displays his/her Taxicab Driver ID Card inside the taxicab;
- Is knowledgeable and knows the major routes and destinations in the City;
- Is well-groomed, neat and clean in personal appearance, and dressed in pants (no ripped jeans or sweat pants) or skirt, shirt or blouse with a collar and shoes, all free from obvious wear or damage;
- Is courteous and provides assistance;
- Provides a safe ride;
- Knows and obeys City by-laws and all traffic laws;
- Offers a silent ride if desired;
- Takes the most direct route to the destination unless otherwise directed by the passenger;
- Is physically able to assist passengers into the vehicle and to assist them with their belongings;
- Keeps the interior of his/her taxicab clean and free of debris; and
- Issues a receipt upon request noting the date and time of the trip, place of pick up, place of discharge, Taxicab Plate number, Driver Badge number and the fare charges and paid.

Taxicab Passengers are Entitled to a **QUALITY TAXICAB:**

- In good mechanical and physical condition;
- With a properly calibrated and sealed taximeter;
- With a clean exterior, passenger area and trunk;
- Is heated or air conditioned on demand;
- With easy access to seatbelts; and
- With a smoke-free environment.

TAXICAB PASSENGERS are Responsible For:

- Not eating or drinking inside the taxicab;
- Not smoking in the taxicab;
- Not interfering with the taxicab driver in the conduct of his/her duties;
- Any damage caused to the taxicab, such as cigarette burns; and
- Paying the required fare.

Customer compliments and/or complaints may be directed to the Kingston Area Taxi Commission Information Hotline at (877) 613-TAXI (8294) or by e-mail at info@katc.ca.