



## **Open Door Taxi Service Passenger And Taxi Driver Rights**

(Found on City of Indianapolis Controller's Office Web Site)

### **Passengers can expect their driver to:**

- Display an ID card with their photo inside the taxi in a place where it's clearly visible. If the photo does not match the driver or cannot be seen easily, the passenger may choose another vehicle.
- Act in an orderly, clean and civil manner.
- Provide fare information when asked.
- Have the meter running during your ride and have the meter stopped during prolonged stops in construction zones and at railroad crossings.
- Be transported to the destination via the shortest or most convenient route.
- Provide a comfortable, safe, clean, and air conditioned or heated taxicab.
- Accept payment by credit card.
- Give a receipt for the fare when asked. The receipt must contain the driver's unique identification details and cab number.
- Carry reasonable quantities of luggage and carry it with appropriate care.
- Check the vehicle for property left behind immediately after each hire.
- Not allow people, other the hirer, to ride in the taxi without the original hirer's permission.
- Not be denied service on the basis of age, race, color, religion, national origin, sex or disability.

### **Drivers can refuse passengers if, on reasonable grounds, they consider:**

- Their personal safety would be threatened or endangered.
- The intending passenger is consuming food or drink.
- The intending passenger is noisy, violent or disturbing the peace.
- The intending person is accompanied by an animal, unless the person has a disability and the animal provides assistance.
- The intending passenger owes the driver for a previous fare and refuses to pay what is owed.
- There are more passengers wishing to travel than the number stated on the vehicles loading certificate.