

**CUSTOMER BILL OF RIGHTS
"HELP US HELP YOU"
NO SMOKING**

Please note the Cab Number, Cab Company and Driver's Name

CUSTOMER RIGHTS

You have the right to a clean, safe vehicle and a well-groomed, courteous driver who obeys traffic laws.

You have the right to be charged the appropriate amount based solely on a State inspected meter or authorized flat rate zone (see rate card).

Your driver will take the most direct route or route of passenger choice to his/her destination.

Your driver must speak English and have knowledge of the local area.

Your driver must turn on air-conditioning or heat upon request.

Your driver must transport an individual accompanied by a service animal.

Your driver must not use a cell phone while driving a taxicab unless he/she is using a hands-free device for taxicab business only (radio dispatch is acceptable).

Your driver must provide a receipt with the correct cab company information upon request.

Your driver must visibly display the taxi driver's license.

DRIVER'S RIGHTS

Customers have the obligation to be courteous, orderly and obey all laws or service may be refused.

THIS IS CAB NO. _____

PLEASE REPORT ANY COMPLAINT TO:

**Maryland Public Service Commission – Transportation Division
William Donald Schaefer Tower - 6 St. Paul Street, 18fl, Baltimore, MD 21202
Phone: 410-767-8128 - Fax: 410-333-6088 - Website: www.psc.state.md.us**