

DRIVER'S RIGHTS & RESPONSIBILITIES

A driver may refuse service to:

- Anyone who appears to be disorderly or threatening.
- A party of greater than the maximum allowed passengers.
- Anyone in the front seat who is not disabled.
- Animals, other than service animals, that are not secured and sanitarily caged.

A driver may refuse to accept:

- Parcels that appear to be unsanitary, suspicious, may damage the vehicle, or that do not fit easily in the trunk. (Excluding collapsible wheelchairs).

A driver may:

- Ask a police officer to compel the passenger to pay the fare.

A driver may request a passenger:

- Pay an estimated fare, without tip, before beginning the trip.
- Refrain from distracting the driver.
- Not eat or drink in the vehicle.
- Stow belongings other than briefcases or handbags in the trunk.

A driver may not:

- Charge any amount other than the posted rate.
- Demand a tip.
- Smoke in the vehicle.
- Use a cell phone, except in emergencies, while transporting a passenger.

PASSENGER'S RIGHTS & RESPONSIBILITIES

As a passenger, you are entitled to:

- A safe, comfortable and clean vehicle with a courteous driver and air conditioning or heat.
- Transport to or from any destination by the shortest route or according to your instructions.
- An appropriately identified driver with a clean and neat appearance.
- Service to your destination without additional passengers.
- A copy of the current fare schedule and a receipt for your fare upon request.

ASSAULTING A TAXI DRIVER IS A CRIME IN THE STATE OF NEW YORK



Contact

WWW.GOBROOME COUNTY.COM/CABS or 607.778.CABS (2227)

with any questions or comments concerning your ride and any inquiries about lost property.
Please include the vehicle number, driver number, date and time of your ride when making a report.