

Driver Duties, Conduct, and Appearance

Taken from the:

TAXICAB DRIVER STANDARDS RECOMMENDED FOR METROPOLITAN AREAS OF GREATER THAN ONE MILLION POPULATION BY THE TAXICAB, LIMOUSINE & PARATRANSIT ASSOCIATION.

Some language, as well as the words in red, have been changed from the original LPTA document to present the following, except as required in the OCTAP Regulations, as non-mandated; but it is HIGHLY recommended, as minimums, to be followed by both taxicab companies and drivers.

Driver Vehicle Inspection — Each individual holding a taxicab driver permit issued by the Taxicab Licensing Agency **should**:

Inspect the taxicab he or she is driving, daily, to ensure that it can be operated safely;

Ensure that the vehicle registration, proof of insurance card, vehicle permit, and meter seals are all present and current. (not in the original TLPA document).

Ensure that the interior of the taxicab is kept in a clean and sanitary condition; and

Ensure that jack, spare tire, and other equipment in the trunk or other storage area of the vehicle is secured, and covered with appropriate material to avoid damage to a passenger's luggage or other possessions.

Duty to Transport Orderly Passengers — Unless the driver is then engaged by another passenger (including a dispatched call that he or she has accepted), the driver is not on duty, or the taxicab is disabled at the time of the request, each taxicab driver **should** transport all orderly passengers, willing and able to pay the required fare, requesting his or her services from the street or a taxicab stand, or referred to the driver by a dispatcher from his or her affiliated taxicab company, to the passenger's requested destination, as long as the requested destination is a public landmark (airport, hospital, library, park, commercial center, etc.) or is a recognized street address.

Driver Courtesy — Each taxicab driver **should** treat all passengers and prospective passengers with reasonable courtesy and decorum. (Treat your customers as you like to be treated as a customer).

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Passenger Discharge — A taxicab driver **should** not dismiss, discharge, or otherwise require any passenger to leave the taxicab other than at the passenger's requested destination without cause. For this purpose, "cause" means the taxicab has become disabled, or the passenger has become disorderly or has refused to pay the authorized fare. A driver who requires a passenger to leave the taxicab other than at the passenger's requested destination **should** do so only at well-lit public place **with a public telephone**, or (if the taxicab has become disabled) to another taxicab, and **should** immediately notify his or her affiliated taxicab company of all the details of the incident.

Receipt — Each taxicab driver shall, upon the request of the passenger making payment, and upon receipt of full payment for the authorized fare, give a receipt to the passenger making the payment.

Lost and Found — Any property left by a passenger in the taxicab **should** be reported by the driver to his or her affiliated company within 30 minutes after its discovery, and thereafter returned to the passenger or the affiliated company as soon as reasonably possible, but in any event within 12 hours after its discovery.

No Use of Tobacco Products in Taxicab — No taxicab driver shall, nor shall he or she permit any person to, smoke or otherwise use any tobacco products in the taxicab.

Driver Dress Code — Each taxicab company **should** maintain a driver dress code, consisting of clean and neat non-denim dress pants (skirt or dress are also suitable for female drivers), shirt with a collar, shoes, and socks (stockings are also suitable for female drivers). Each driver dress code **should** include some form of identification with the affiliated company, such as the company's name or logo on a cap, shirt, dress, jacket, or Taxicab Licensing Agency-required or company-approved or –required identification badge. Each driver dress code **should** require the driver's hair and facial hair be neatly trimmed and groomed. No driver dress code **should** permit drivers on duty to wear a T-shirt, underwear, tank top, body shirt, swimwear, jogging suit, or other similar type of attire as an outer garment; any form of shorts or other pants that are not at least as long as mid-calf; or any kind of "flip flop" or other similar footwear.

Driver Appearance — While on duty, each taxicab driver **should** be hygienically clean, well-groomed, neat, and dressed in accordance with the approved driver dress code of the taxicab company with which he or she is affiliated. No taxicab driver **should** wear any clothing or other article bearing the name, logo, or other form of identification of any taxicab company other than the company whose color scheme is on the taxicab he or she is driving.