



**PRINCE GEORGE'S COUNTY
DEPARTMENT OF PUBLIC WORKS
AND TRANSPORTATION
TAXI LICENSING SECTION**



PASSENGER BILL OF RIGHTS

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

Passenger 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 County inspected meter (see Rate Sheet).
- Your driver must visibly display the taxi driver's identification card at all times.
- The driver is **PROHIBITED** from denying service based on destination.
- You must be **DIRECTLY** driven to any destination in the Washington Metropolitan Area.
- Your driver must transport any person with a disability or service animal.
- Your driver must turn-on heat or air conditioning upon request.
- Your driver must not use any mobile device while driving a taxicab unless he/she has a hands-free device for taxicab business only. (Radio dispatch is acceptable.)
- The driver must provide receipt with the correct cab company upon request.
- The Rate Sheet must be displayed at all times.

Driver Rights

- Customers have the obligation to be courteous, orderly and obey all laws or service may be refused.
- The driver may impose a \$1.00 surcharge on any trip between the hours of 8:00 p.m. and 6:00 a.m.
- The driver may impose a \$3.00 surcharge per trip during snow emergency conditions declared by the County Executive.

This is Cab Company _____ Cab No. _____

Please report complaints or commendations to:

311, CountyClick311@co.pg.md.us or
Prince George's County
Department of Public Works and Transportation
Taxi Licensing Section
8401 D'Arcy Road, Suite 100
Forestville, Maryland 20747
(301) 324-2719



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TAXICAB RATES**



- \$3.00 Up to the first one/seventh (1/7) of a mile or part thereof.
- \$0.30 For each additional one/seventh (1/7) of a mile or part thereof.
- \$0.30 Per sixty (60) seconds when taxi is stopped or is operating at less than twelve (12) miles per hour.
- \$1.00 Per trip surcharge imposed when trip originates between 8:00 p.m. and 6:00 a.m.
- \$1.00 For each additional passenger traveling to any point (one child less than six (6) years of age traveling with an adult, senior citizens aged sixty (60) years and over, and attendants providing physical assistance to people with disabilities shall not be charged. The driver shall have the right to require proof of age from senior citizens.
- \$1.00 Service charge for use of the trunk or any personal service rendered by driver. There will be no personal service charge to a person who is confined to a wheelchair, sixty (60) years of age or older or disabled. There is also no service charge for the removal and carrying of luggage or the use of the trunk of the taxicab for people with disabilities.
- \$15.00 Per hour plus mileage for hiring a taxicab and driver.
- \$3.00 Per trip surcharge during snow emergency conditions. The Prince George's County Executive shall determine snow emergency conditions.

Pets may be transported at the discretion of the driver. However, the driver shall transport any assistance dog or licensed guide dog for people with disabilities free of charge.

**BY AUTHORITY OF SUBTITLE 20, DIVISION 7, SECTION 20-160
OF THE PRINCE GEORGE'S COUNTY CODE**

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