

## Taxi Riders' Bill of Rights

As a taxi rider, you have the right to:

- Go to any destination
- Request the route using the most direct route or one of your choice
- A safe and courteous driver who obeys all traffic laws
- A knowledgeable driver who speaks English and knows Minneapolis geography
- Air conditioning or heat upon request
- A noise-free trip with no horn honking or radio
- Clean air free of smoke and scent
- Working seatbelts for all passengers
- A clean taxicab, including interior, exterior and partition
- Be accompanied by a service animal
- Decline to tip because of poor service.

If you feel your rights were violated by a taxicab driver call 311 or 612-673-3000 or [minneapolis311@minneapolismn.gov](mailto:minneapolis311@minneapolismn.gov).