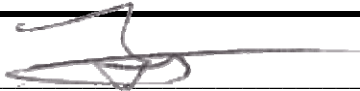


Operating Instruction

<p>TITLE</p> <p>IAH Taxicab Service</p>	<p>OI Category II No. 90-01</p>
<p>Authorized Signature:  Frank Haley, Deputy Director of Aviation</p>	<p>Date Original Approved: February 27, 1990</p> <p>Revised Date: August 31, 2009</p>

I. PURPOSE

To define taxicab operations at George Bush Intercontinental Airport (IAH) in accordance with federal, state, and local laws and ordinances, and Houston Airport System (HAS) policy and procedures.

The objective for implementing this instruction is to provide seamless customer service for all customers using taxicab service at IAH.

II. POLICY BASIS

This instruction is based upon City of Houston Code of Ordinances (Code) Codified through Ordinance No. 08-442, adopted May 14, 2008 (Supplement No. 60, Update 2); Chapter 9, Aviation; and Chapter 46, Vehicles for Hire.

III. POLICY APPLICABILITY

This instruction applies to all taxicab companies, permittees, and drivers providing taxicab service at IAH.

IV. DEFINITIONS

- A. Airport Grounds Trip (APG):** A taxi trip within a geographical area adjacent to the terminal complex to be conducted within a 30 minute time limit.
- B. Breakdown:** A mechanical or safety related problem with a taxicab that occurs after posting while waiting in line for a trip. This can be at the staging lot or at a terminal. A pre-existing problem is not considered a "breakdown."
- C. Cabstand or Booth:** The physical structure adjacent to each terminal where taxicabs are dispatched and customers are loaded.
- D. Code 5:** An airport restriction on taxicab drivers impacting both IAH and William P. Hobby Airport (HOU).
- E. Curb:** The raised edge of the street, driveway or public/private way upon which a taxicab is operating. If no raised edge exists then it means the edge of the area that is paved for vehicular operation.
- F. Daytime Trip:** A trip originating between the hours of 0600 to 2000 (6:00 a.m. to 8:00 p.m.).
- G. Driver or Taxicab Driver:** Any person who has a current and valid taxi driver's license issued under chapter 46 and has been duly employed to drive a taxicab by a permittee in accordance with the requirements of chapter 46, article II of the Code.

- H. Flat Zone Rate:** A city council approved taxicab fare identified by pre-determined geographical boundaries within the Greater Houston Metropolitan area. Each zone will have an established fee per zone.
- I. Ground Transportation Representative (GTR):** HAS employee designated by the director of aviation to act as a starter at various terminals and staging facilities.
- J. Houston Friendly:** The process of elevating the customer experience through a spirit of helpfulness; an attitude where the minimum standard of quality customer service is a warm greeting, a smile, and a positive approach to service. The Houston Friendly spirit can be viewed in a video presentation available at the main Ground Transportation office at IAH.
- K. Load/Unload Zones:** The airport's primary curbside location where customers conveniently load or unload taxicabs.
- L. Medallion:** A metal tag, decal or other evidence of a permit issued by the director of finance and administration for attachment on a taxicab that is operated pursuant to the permit.
- M. Night Time Trip:** A trip originating between the hours of 2000 to 0600 (8:00 p.m. to 6:00 a.m.).
- N. Permittee:** The person to whom the permit has been duly issued by the director of finance and administration (F/A).
- O. Personal Trip:** A prearranged fare that has been scheduled prior to arriving upon airport property with the intent to transport a specific customer during a predetermined time frame.
- P. Short Trip:** A trip within a geographical area near the airport as defined on a map created for that purpose by the director of aviation, and which terminates within 45 minutes or less.
- Q. Staging Lot:** The airport's primary taxicab posting, dispatching, and waiting area.
- R. Starter:** GTR stationed at each terminal booth responsible for assigning customers to taxicabs waiting at the curb.
- S. Standing Line:** An orderly sequence of taxicabs established within the authorized staging area at IAH.
- T. Stool Light:** An instrument or an accessory that is permanently attached to the top of a taxicab at a midpoint between the front doors and not more than 30 inches to the rear of the topmost part of the windshield.
- U. Taximeter:** A mechanical or electrical instrument that records miles or distances traveled or time consumed, or both during the period of engagement of taxicab service and is so constructed as to visibly record the cumulative charges to the person engaging the service.
- V. Trip Ticket:** An airport user fee determined by the director of aviation. The fee may be added by the taxicab driver to metered fares and to flat rate fares. It shall be unlawful for any taxicab driver to depart from the airport without having deposited the required fee.

V. PROCEDURES**A. General**

1. ***This document does not replace or revise any of the references listed in section II above. All taxicab drivers and/or operators seeking to provide and/or continue service on the IAH airport complex (Attachment 1) must comply with the requirements of those references, particularly chapters 9 and 46 of the Code pertaining to the operation of taxicabs.***
2. ***Drivers who fail to comply with the terms of this Operating Instruction (OI) or other references listed shall be deemed guilty of a violation and subject to punishment as addressed in the Code (division 5 of chapter 46) or HAS Code 5 guidelines (Attachment 8).***
3. Only taxicabs operating under a current and valid permit issued under chapter 46 and in compliance with federal and state laws and this OI shall be permitted to pickup passengers at IAH.

B. Operations

1. Except where the passenger may request the service of a particular taxicab, departing passengers at the airport terminals will be assigned to taxicabs waiting in the standing lines by GTR starters.
2. Taxicabs will be assigned from the standing lines, at the staging lot, on a first-in-line-first-to-depart basis. Any taxicab operating from the staging lot that receives an airport grounds trip (APG) or short trip shall be given priority reassignment to a terminal, as long as the APG and short trip time constraints are confirmed by the staging GTR.
3. No driver while at the terminal loading zone shall leave their taxicab for any purpose except in an emergency. ***For purposes of this definition, an “emergency” is defined as a serious health condition which requires frequent use of restroom facilities. Documentation of this health condition must be provided annually by the driver to the Ground Transportation section on the physician’s official letterhead (a master list of drivers with physician’s statements will be posted at each terminal booth). In the event the driver encounters an unplanned bathroom emergency, the driver will be allowed to return to the staging lot to use the restroom facilities and then return to the dispatched terminal within 15 minutes. In both instances, the driver must inform the GTR prior to leaving the taxicab unattended or requesting to return to the staging lot. Failure to follow the established procedures may result in the reposting of the taxicab driver.***
4. ***It shall be unlawful for any taxicab starter or other person having the ability or authority to control the selection of taxicabs available for hire at any business premises to solicit a fee, favor or other compensation for the purpose of granting preferences or priority rights to any taxicab.***
5. ***No driver of any taxicab shall seek or solicit a passenger(s) whether or not the vehicle is identified as a taxicab at an airport or upon any sidewalk or street in the city. No driver of any taxicab shall use any words or gestures that could be construed as soliciting a passenger for hire.***

6. Taxicab drivers shall operate their radios for the transmission of communications essential to taxicab business only. They shall use the radio in a permissible manner; restricting all transmissions to the minimum practicable transmission time and taking reasonable precautions to avoid causing harmful interference.

C. Code 5 Taxicab Violations

1. ***Taxi drivers refusing to comply with Code requirements or this OI may be placed on Code 5. Statements from passengers, Incident Reports (Attachment 6) or other documented complaints or statements will form the basis for the investigation of the violation(s). A Code 5 will result in a hearing with the section senior superintendent and airport superintendent to discuss the infraction(s). Attachment 5 is a flow chart of this process. At the conclusion of the hearing, a review of the evidence presented will be conducted to determine appropriate corrective action which is dependent on the severity of the infraction(s) (see Attachment 8). Attachment 7 shall be used to document results of this review.***
2. ***If a driver is found to be at fault, in addition to a possible suspension of posting privileges (from a warning to indefinite suspension), the driver will be required with each offense to:***
 - a. ***First offense: immediately following the hearing view the Houston Friendly video and sign a document stating that the video was viewed including time and date.***
 - b. ***Second offense: immediately following the hearing view the Houston Friendly video a second time. A document will be signed indicating the time and date of the second viewing.***
 - c. ***Third offense: immediately following the hearing view the Houston Friendly video a third time. A document will be signed indicating the time and date of the second viewing.***
 - d. ***Fourth offense may result in indefinite suspension.***

D. Passenger Comfort: Courtesy and Conduct on Airport Property

1. No mode of transportation operating within the state may refuse to accept as a passenger any person who is disabled solely because of such person's disability, nor may a disabled person be required to pay an additional fare because of his or her use of a service dog, wheelchair, crutches or other assistive devices.
2. Each taxicab driver shall inspect his/her taxicab before going on duty and after discharging each passenger to ensure that the taxicab is free of cigars, cigarettes, papers, bottles or anything that could cause offensive or objectionable odors.
3. It is the taxicab driver's responsibility to check the interior and trunk of the taxicab to see that no articles have been left after the passenger reaches his/her destination. In the event a passenger should leave an article in the taxicab, the company dispatcher shall be notified immediately by the driver and the driver shall immediately return the article to the owner. If the owner is not available the article will be given to a taxicab company representative. This must be accomplished before the driver is allowed to make another trip (posting order will be maintained upon return to the staging lot. If the driver's row has

been dispatched, the returning driver will be placed on the short line). Articles left in taxicabs are not to be given to a GTR or airport lost and found.

E. DRIVER'S CODE OF CONDUCT - No driver while operating a taxicab upon airport property shall:

1. ***Use abusive, indecent, profane or vulgar language that by its very utterance tends to incite an immediate breach of the peace;***
2. ***Make any offensive gesture or display that by its very nature tends to incite an immediate breach of the peace;***
3. ***Create by chemical means any noxious and unreasonable odor;***
4. ***Threaten another person in an obviously offensive manner;***
5. ***Fight with another person;***
6. ***Engage in any other conduct that is a violation of the law;***
7. Designate a taxicab to be "Non-Smoking" without a sign clearly displayed and visible from the exterior of the taxicab;
8. ***Impose a surcharge or fee for use of a credit card; ask the passenger for his/her credit card prior to departing the terminal for purposes of "running" the card in advance of travel;***
9. ***Profit from the sale of trip tickets to other drivers or sell trip tickets while on city property;***
10. ***Sell credit card receipts to third party middle-men at the IAH Airport Taxicab Staging Lot. The sale and distribution of a customer's credit card information is a punishable offense under Texas Penal Code, Title 7 Offenses Against Property, Chapter 32 Fraud, Subchapter C, section 32.21.***

F. STAGING: Posting and Dispatching

1. ***All taxis desiring to conduct business at IAH are required to post at the designated staging lot located at 5051 Wright Road. Any driver or vehicle not in compliance with this OI or Code will not be allowed to post at the taxi staging lot.***
2. ***Taxicabs will enter the staging lot one-at-a-time and will post with the GTR on duty at the booth. Taxicab drivers are not allowed to drive or park their vehicles on the staging lot unless posted. All taxicab drivers on the lot are considered posted and must proceed to the appropriate spot and be available to carry passengers as directed by the GTR.***
3. ***Each driver posting will provide the GTR with the following:***
 - a. ***A valid taxi driver license for posting and validation. The license may not be broken or taped. A new license can be obtained from 5050 Wright Rd;***
 - b. ***An airport badge which may not be broken or taped;***
 - c. ***The taxicab number;***

- d. ***State all services offered. The taxicab driver will inform the GTR if they are posting as bilingual, smoking versus non-smoking, seven (7) passengers or larger seating capacity, or any other special capabilities or limitations.***
4. ***Vehicles that are posted are required to go directly to their assigned posted position on the designated row and remain until dispatched. Taxis that leave the posted position without the appropriate authorization will be required to repost. The only exception will be those drivers who have a legal Americans with Disabilities Act (ADA) hang tag in their vehicle. These drivers must return to their posted positions as soon as practical or when the "make ready" call is given.***
5. ***No taxicab driver shall leave any debris, garbage, paper or any other type of waste on any city airport, except in the trash cans provided (Code, section 9-9). Any driver who violates this ordinance may be placed on immediate Code 5 for a period of 24 hours.***
6. ***It shall be unlawful for any person to urinate or defecate in any public place or in immediate proximity thereto where such place has not been designated as a restroom. (Code 1968, 28-42.5; Ord. No. 72-904, & 2, 6-2-72).***
7. ***Taxicab drivers are required to remain suitably dressed at all times while a taxicab is in his or her custody. Appearing topless, shirtless, or without shoes while at the staging lot is prohibited.***
8. ***Taxicab drivers must remain alert for their taxicab number and row to be dispatched to the terminal. GTRs will make a total of three (3) attempts via intercom or two-way radio to notify the posted taxicab driver. A 30 second interval between each call is appropriate. Drivers will be granted a maximum of three (3) minutes to exit the staging lot after being dispatched to the terminals. Taxicab drivers will be required to repost if they fail to respond within the allotted time frame.***
9. ***All major appliances, additional furniture, satellite dish, etc., must be approved by airport management prior to installation. Houston Airport System reserves the right to remove any personal item that causes or creates a nuisance, safety hazard, or conflicts with established policy.***
10. ***Rules and regulations have been established to ensure the safety and well-being of all users of the taxi staging facility. Strict adherence to the listed rules and policies as outlined in this OI must be followed. Drivers in violation of the rules as established will be required to leave the premises immediately and not return for a minimum of 24 hours or longer and may include indefinite suspension.***
 - a. ***No gambling or other illegal activity;***
 - b. ***No form of verbal or physical violence between drivers and/or employees; a supervisor must be contacted for resolution;***
 - c. ***No possession of alcoholic beverages or illegal drugs;***
 - d. ***No weapons of any kind;***
 - e. ***No feeding of wildlife;***

- f. ***No dumping of trash, food or liquid substances (i.e.; urine, motor oil) or spilling of wastewater in storm drains;***
- g. ***No abandonment of taxi auto parts, tires, batteries or personal items at the staging lot;***
- h. ***No loitering at the GT booths;***
- i. ***No speeding;***
- j. ***The mandatory payment of a fee to use equipment on the staging lot is prohibited (i.e., exercise equipment, televisions, etc);***
- k. ***No establishment of any businesses on city property;***
- l. ***No soliciting or loitering on the staging lot;***
- m. ***No violation of any federal, state, city laws or ordinances or airport regulations, Operating Instructions, or policies;***
- n. ***All drivers operating at IAH will be required to display their airport identification badge while waiting at the terminal load zones.***

G. MECHANICAL BREAKDOWNS:

On certain unforeseen occasions, taxicabs may experience mechanical problems while on airport property beyond the control of the taxicab driver. In those instances, special procedures have been implemented to ensure all emergencies are handled consistently.

1. ***The taxicab driver shall provide a description of the problem to the nearest GTR. The GTR will complete an incident report conveying the information provided by the driver. The driver will return within 24 hours to the taxi staging facility and present a detailed repair receipt or invoice.***
 - a. ***Flat or low tires will use the following procedures: All requests for "Flat or Low Tire" trips must be verified by the airport supervisor (supervisor), who shall determine the validity of the request. This request is a valid excuse only if the tire loses air after the driver posts. Taxicab drivers are required to be posted at staging for at least one (1) hour prior to being released for a low tire pressure situation. Taxicab drivers will be given 15 minutes to go inflate a tire. If the tire inflation trip requires more than 15 minutes, the driver must bring a receipt for repairs.***
 - b. ***The supervisor will review the incident report and the repair receipt to determine if the breakdown prevented the transportation of passengers. Trip consideration will be given at the supervisor's discretion.***
 - c. ***Upon the supervisor's approval, the GTR will place the driver in the relative posting position from which the mechanical breakdown occurred.***

H. RATES AND FEES

1. The driver of each taxicab carrying a passenger (s) from IAH shall pay to the city an airport fee. The method of payment is in the form of a trip ticket which must be purchased in advance of the departing trip. ***Trip tickets can be purchased in books of 10 at specific locations between the hours of 0730-1400 and 1530-1900, 7 days per week.***
2. ***The taxi driver must complete the following information on the trip ticket prior to departure from the staging lot; taxicab company, cab number, destination and number of passengers.*** The trip ticket will be given to the GTR at the departure terminal. ***The airport fee may be added to the taxicab metered total and the Zone (Attachment 2) rate total, provided the fee is posted on the taxicab rate card. When passengers are being carried to two or more destinations, the airport use fee shall be prorated among them on a per destination basis.*** It shall be considered a violation for any taxicab driver to depart from IAH with a passenger without depositing the required airport fee. ***Violators will not be allowed to repost for 24 hours and must surrender a trip ticket upon return.***
3. Airport Grounds Trip (APG). APG trips must be completed in 30 minutes or less and within the boundaries shown on the map reflecting APG trips (Attachment 3). The GTR must verify the destination of all APG trips with the customer prior to departure
 - a. ***The taxicab driver will be provided with a time-stamped APG trip form at departure from the terminal. It shall be the driver's responsibility to obtain the time stamped trip form before leaving the terminal. Upon return to staging the driver will provide the GTR with the trip form and the return time will be stamped. A driver not returning with the time stamped trip form will not receive priority reassignment and must repost.***
 - b. ***Drivers departing on APG trips are not required to leave a trip ticket with the GTR.***
 - c. ***If the trip is within the 30 minute time limit, the driver will go to the APG trip line and wait to be dispatched. APG trips will receive priority dispatching when taxicabs are dispatched from the staging area. There is no limit to the number of APG trips a driver may take.***
 - d. ***If an assigned APG trip is completed beyond the time limit allowed (more than 30 minutes) it will be considered a short trip and the driver is required to surrender a trip ticket to the GTR.***
4. Short Trips
 - a. Short trips must be completed within 45 minutes or less and within the boundaries shown on the map reflecting short trips (Attachment 4). Due to traffic congestion during peak commuter periods, ***an additional ten (10) minutes between 0600-0830 and 1600-1830, Monday thru Friday only (no holidays), will be allowed for short trips departing airport property.*** The GTR must verify the destination of all short trips with the customer prior to departure.
 - b. The taxi driver will be provided with a time-stamped short trip form at departure from the terminal. It shall be the driver's responsibility to obtain the time stamped trip form before leaving the terminal. Upon return to staging the driver will provide the GTR with the trip form and the return time will be stamped. A driver not returning with the time stamped trip form will not receive priority reassignment and must repost.

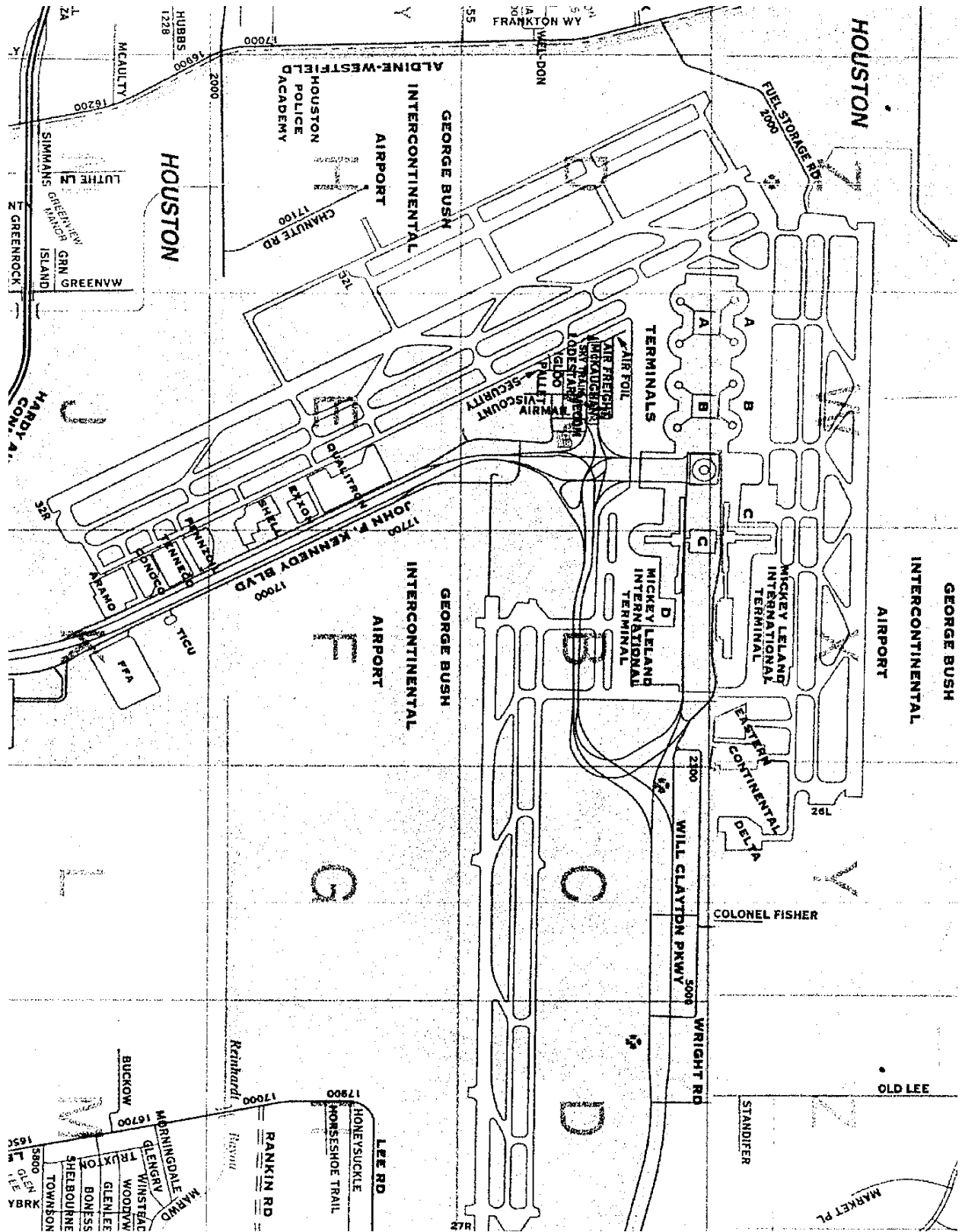
- c. ***Drivers departing on short trips must leave a trip ticket with the GTR.***
 - d. ***If a short trip is within the 45 minute time limit, the driver will go to the short trip line and wait to be dispatched from the staging area. Short trips have priority dispatching over taxis on the posted line. Once the driver is dispatched to the terminal he/she will accept the next trip assigned on the terminal loading zone. Upon completion of a third short trip the driver must return to staging and repost.***
5. Pre-arranged Trips
- a. ***A driver posting for a pre-arranged trip or personal trip will submit a pre-arranged trip form to the GTR at staging. The driver will remain in the personal trip line and wait to be dispatched by the GTR. Once the call is received from the terminal that the driver's customer has arrived, the driver will be dispatched. The driver may not leave the staging lot until the customer has contacted the taxi booth at the terminal and requested their personal driver. It shall be considered a violation for any taxicab driver to approach a load zone for the purpose of loading a pre-arranged trip without first being dispatched from the taxi staging area.***
 - b. ***Drivers with pre-arranged trips may not post on the staging lot while waiting for their customer. Once the personal trip form is submitted to the GTR at staging the driver can only wait in the personal trip area.***
 - c. ***Trip tickets are required for pre-arranged/personal trips.***

I. MISCELLANEOUS

1. In the event two (2) or more passengers are going to the same destination, the driver shall collect only one fare as recorded on the taximeter. If the passengers are going to different destinations, the driver shall clear his meter at the first destination and charge the first passenger the amount recorded on the taximeter. The driver will proceed to the next destination charging the second passenger the new amount recorded on the taximeter.
2. Passengers sixty (60) years or older who provide the taxicab driver proof of age at the time the fare is collected shall be charged a reduced fare equal to 90 percent of the metered rate, ***flat rate or waiting time rate. Proof of age shall be a driver's license or identification card issued by a state, a military identification card, passport, alien registration card or border crossing card issued by Home Land Security. This reduced fare shall not apply in the following situations:***
 - a. ***In the event the passenger has ridden in the taxicab to the same destination with another passenger who is not accompanying the passenger due to the passenger being mentally or physically unable to travel alone;***
 - b. ***An accompanying passenger is 13 years of age or older but less than 60 years of age;***
 - c. ***The passenger is a person with disabilities who is riding in the taxicab pursuant to the terms of a contract between the taxicab permit holder and the Metropolitan Transit Authority;***

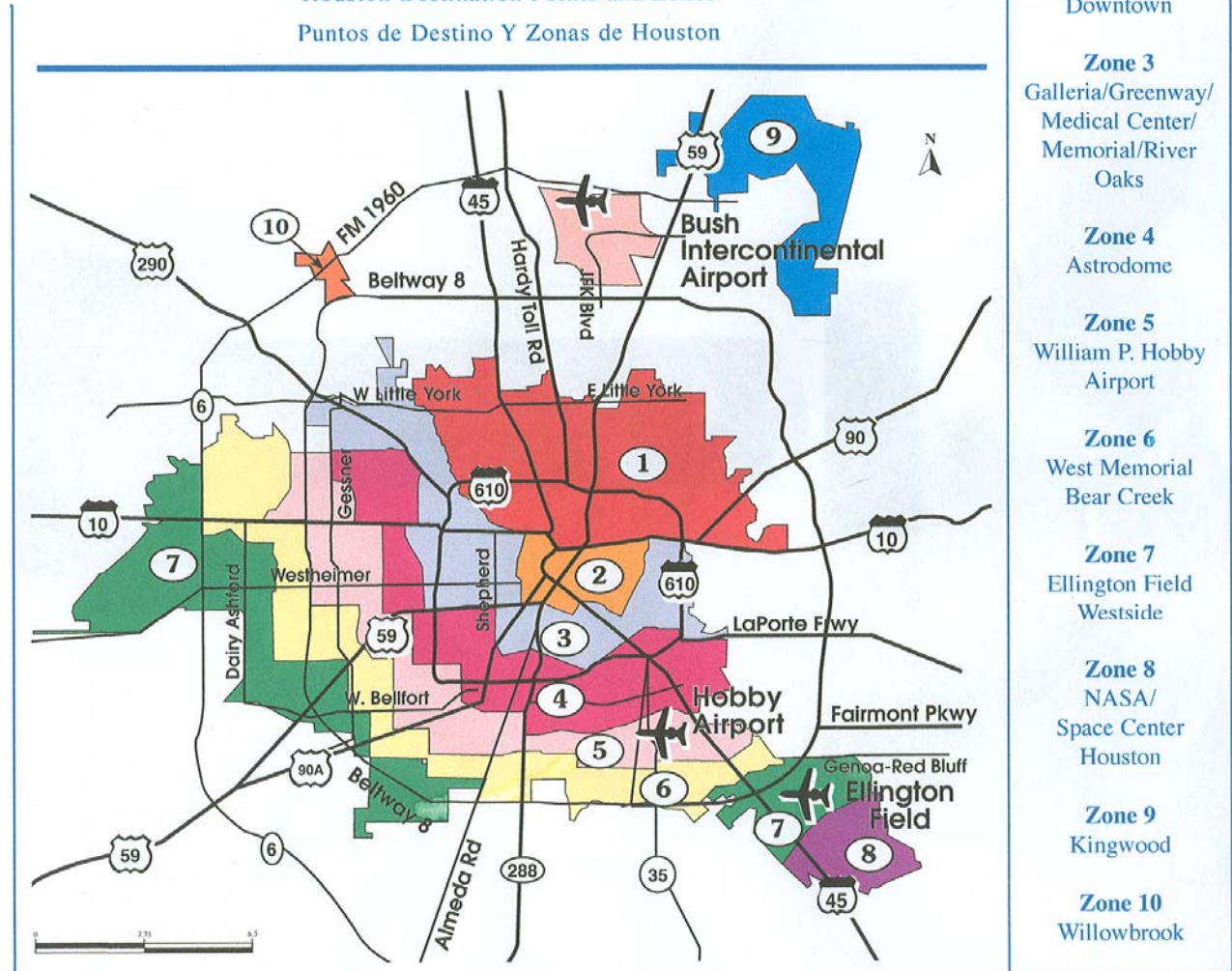
- d. The fare is being charged to an account other than the passenger's personal account;***
- e. The Metropolitan Transit Authority may arrange for a Yellow Cab to transport a passenger in lieu of using Metro Lift. In this specific case a trip ticket is not required.***

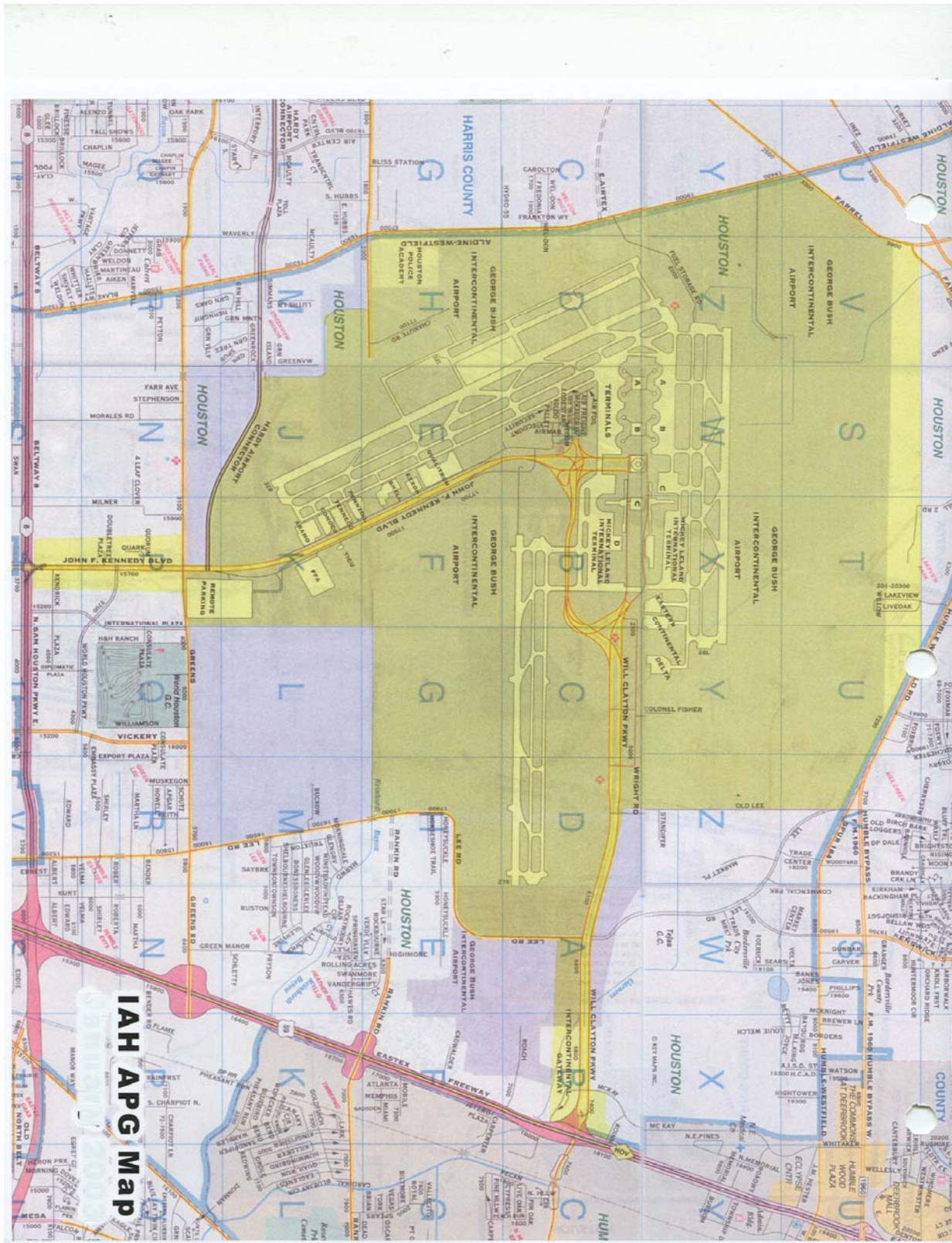
Attachments: 1. Airport Map
2. Zone Map
3. APG Map
4. Short Trip Map
5. Incident and Code 5 Flow Chart
6. IAH Incident Report
7. HAS Notice of Ground Transportation Operator Violation
8. Taxicab Violation Guidelines

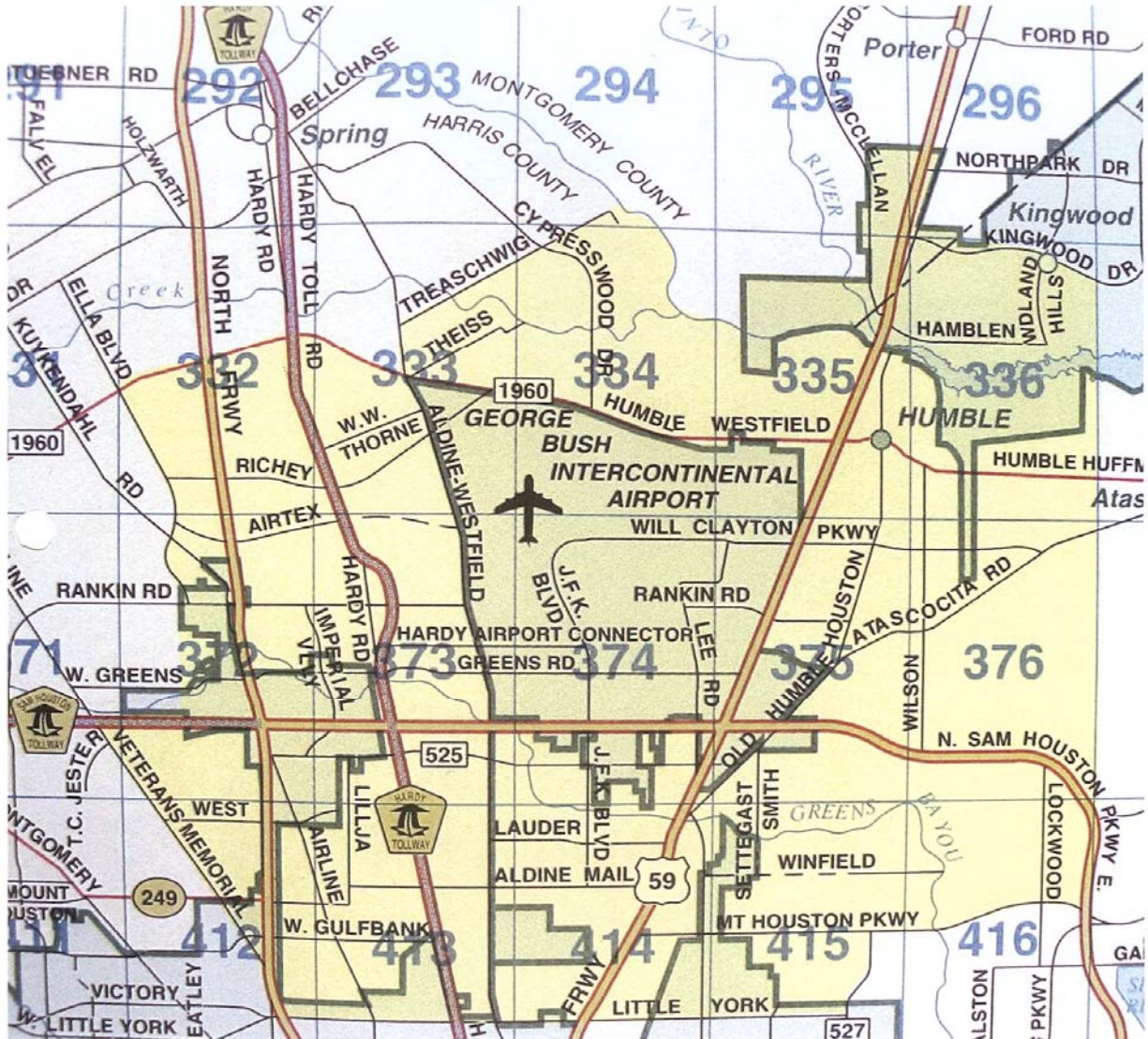


George Bush Intercontinental Airport Houston Taxi Zone Map

Houston Destination Points and Zones
Puntos de Destino Y Zonas de Houston

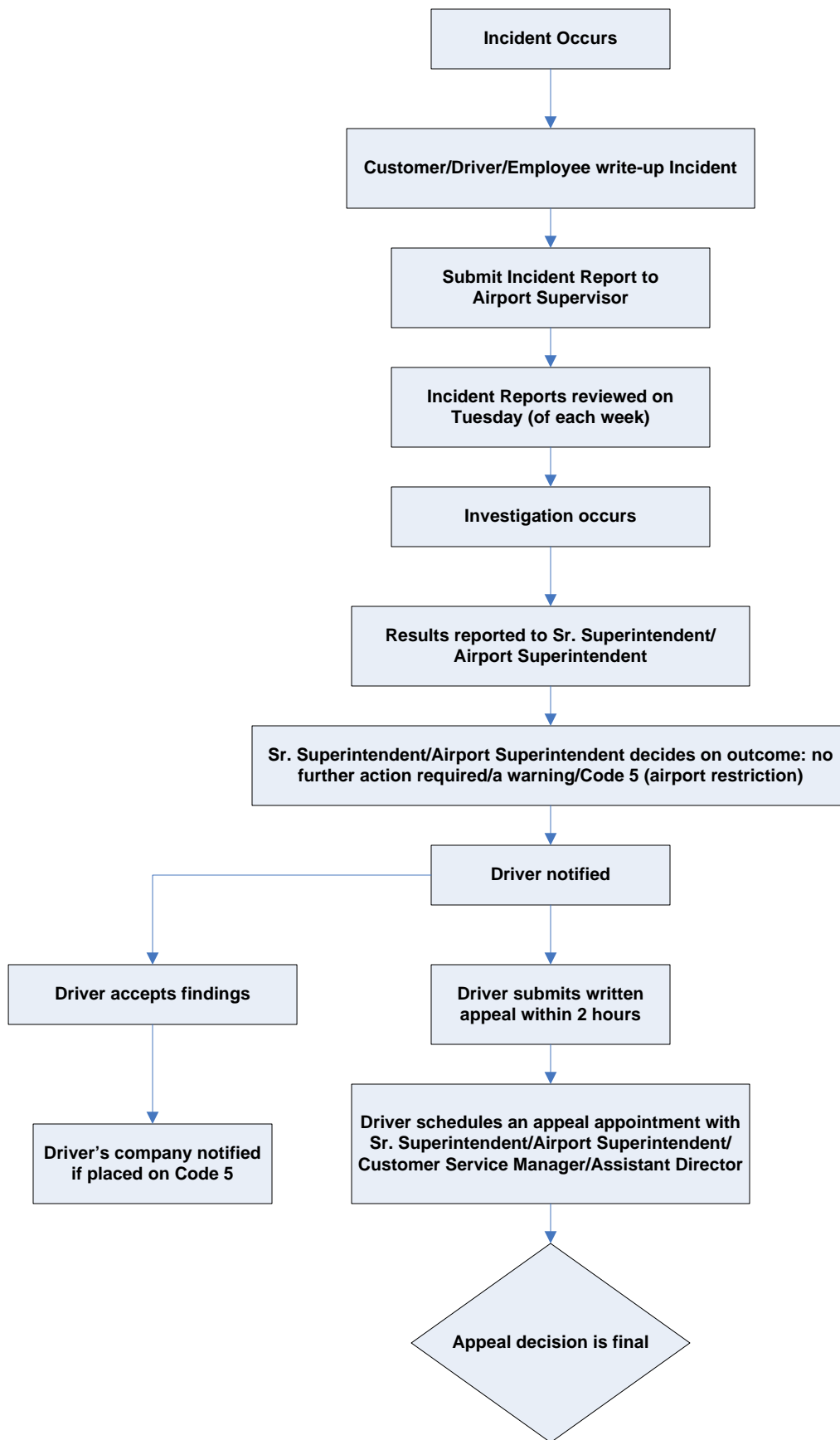






IAH Short Trip Map

IAH TAXICAB INCIDENT REPORTING AND CODE 5 (AIRPORT RESTRICTION) FLOW CHART



**HOUSTON AIRPORT SYSTEM
NOTICE OF GROUND TRANSPORTATION OPERATOR VIOLATION**

NAME: _____ **DATE/TIME:** _____
(Last) (First)

COMPANY: _____ **HAS BADGE #:** _____

TAXI LICENSE #: _____ **TAXI #:** _____ **VEHICLE LICENSE #** _____

INCIDENT LOCATION: _____

VIOLATION: _____

REMARKS: _____

You will not be allowed to pick up passengers at any City Of Houston Airport until _____ (time) _____ (date).

Prepared by: _____

Witness: _____

Note: You are entitled to appeal this enforcement action. You must submit to the Houston Airport System within two hours a written request for a hearing. Monday – Friday, 8 a.m. – 5 p.m., your request must be made in the GT office. Other hours, to the GT Supervisor on duty.

Date/Time Notified: _____

For HAS Use Only

HEARING DATE: _____

HEARING OFFICIAL: _____

REMARKS: _____

DECISION: _____

SIGNATURE: _____

TAXICAB VIOLATION GUIDELINES FOR IAH-GT

DESCRIPTION OF INFRACTION

SUSPENSION(# of days)

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>
1. Expired medallion/inspection sticker (CO 46-23)	B	B	B
2. Littering (CO 9-67)	3	5	10
3. Vehicle left in a manner that constitutes a hazard (CO 9-101; 9-102; 9-105)	Tow	Tow/3	Tow/5
4. Vehicle stored, parked or repaired on city airport (CO 9-110)	Tow	Tow/3	Tow/5
5. Take on/discharge passengers other than in designated places (CO 9-112a; CO46-26b)	5	10	15
6. Unauthorized use of street as taxicab stand (CO 45-130c; 45-132d, CO 46-26b)	3	5	10
7. Taxicab operated by someone other than a permit holder or employee of permit holder (CO 46-17)	3	5	10
8. Proper signage not displayed on taxicab (CO 46-21a, b)	B	3/B	5/B
9. No stool light or stool light not working (CO 46-24)	B	3/B	5/B
10. Load/unload passengers or baggage in other than established zone (CO 46-26b)	5	10	15
11. Taxicab standing upon area of IAH other than in designated standing line (CO 46-26c)	3	5	10
12. Taxicabs load first-in-line-first-to-depart basis (CO 46-26d)	3	5	10
A/B. Falsify short/APG trip...does not get short/APG trip	3	5	10
Falsify short/APG trip...receives short/APG trip.	5	10	15
C. Not posted...does not receive trip	3	5	10
Not posted...receives trip	5	10	15
D. Refuse voucher trip if company specified on voucher	5	10	15
13. No trip ticket (CO 46-26e)			
A/B. No trip ticket (1 day if received within 3 hours)	3/B	5/B	10/B
C. Failure to complete trip ticket	W	3	5
14. Passenger not given exclusive use of passenger compartment (CO 46-29)	B	3/B	5/B
A. Driver's personal belongings obstructing passenger/luggage compartment (CO 46-44 -2)	B	3/B	5/B
B. Driver carrying personal animal	B	3/B	5/B
15. No taximeter (46-30a, b)	B	3/B	5/B
16. Flat rate not charged (CO 46-31a.2)	5	10	15
17. Charged for additional passenger going to same destination (CO-46-31c)	5	10	15
18. Senior citizen discount signage not displayed (CO 46-31-b.1)	W	5	10
19. Taxicab driver license/rate card not displayed (CO 46-32a)	B	3/B	5/B
20. Zone maps/cards not displayed (CO 46-32b)	B	3/B	5/B
21. Telephone number of permit holder not displayed adjacent to rate cards (CO 46-32c)	B	3/B	5/B
22. Refusal to convey at posted rates (CO 46-33)	5	10	15
23. Refuse to give receipt (CO 46-34)	1	3	5
24. Permit holder not operating taxicab when public necessity requires (CO 46-35b)	W	3	5
25. Soliciting (CO 46-40)	5	10	15
26. No taxicab driver's license (CO 46-86 a)	B	3/B	5/B
27. Driver not hygienically clean, well-groomed, neat, dressed in compliance (CO 46-111a)	B	3/B	5/B
28. Passenger not delivered to destination and by most direct/shortest route (CO 46-114)	3	5	10
29. Passenger not discharged at designated place (CO 46-116)	3	5	10
30. Leave taxicab unattended without permission (CO 46-117)	5	10	15
31. Taxicab not inspected for debris/lost articles or lost & found not immediately returned (CO 46-118)	Repost	3	5
32. Refuse trip (safety reason or evidence not conclusive - repost only) (CO 46-119)	5	10	15
A. "No Smoking" sign not displayed.	Repost	5	10
B. Refuse credit cards when posted credit card taxi	Repost	3	5
C. Refuse to transport a person to a destination located within the corp. limits of the city	5	10	15
33. Vehicle stopped, parked, or left standing upon main-traveled part of highway (TTL XII, 93a.3)	Tow	Tow/3	Tow/5
34. Refuse to accept a physically handicapped passenger (VTCA. 121.0303B)	5	10	15
35. Bribery (SPC 36.09)	6 mos.	Indef.	Indef.
36. Disorderly conduct in a threatening manner (SPC 42.01a, 1, 2, 4, 6)(CO 46-43c, 1)(OI 90-1, para.5.)	Indef.	Indef.	Indef.
37. Harass, annoy, alarm, abuse, torment or embarrass another (SPC 42.07)(OI 90-1, para. 5.)	Indef.	Indef.	Indef.
38. Impose surcharge on buyer using a credit card (TCC 1.12)	W	5	10
39. Improper radio usage (FCC 47, Pt.90.403a, c, e; 90:405a.2)	3	5	10
40. Use of abusive, indecent profane or vulgar language. (CO 46-43 c, 1)(OI 90-1, para. 5.)	Indef.	Indef.	Indef.

NOTES:

A: May vary due to severity of incident

B: Must leave and not return until corrected

W: Warning

These are guidelines only. Penalties listed herein are at the discretion of GT Management.