

Ground Transportation Guidelines for Transportation Services and Customer Bill of Rights (rev. 09/2013)

CUSTOMER BILL OF RIGHTS & RESPONSIBILITIES

- *To ride in a clean, safe, and secure vehicle.
- *To ride in a vehicle which has an Illinois or Iowa license (appropriately identified as T or LIVERY) or had an operating permit on it.
- *To pay for the transportation based exclusively on an operating taximeter (mileage and/or time and rate posted in the case in the airport terminal) and have been previously quoted and/or agreed to.
- *To be transported by a driver who has in his or her possession, a current chauffeur's registration, which I (the rider) has a right to inspect or review.
- *To be transported by a driver who maintains a neat appearance, and who treats me in a professional and courteous manner.
- *To be transported to my destination by means of the most direct and economical route possible, unless I agree or instruct the driver otherwise.
- *To smoke in a vehicle only if permitted by the company, and/or with driver permission.
- *To report any problems (or compliments) with the driver and/or their vehicle, to the MAA by calling 309-764-9621, by visiting the MAA administrative offices, west end, terminal building, or in writing to: P O Box 9009, Moline, IL 61265

Summary of other Driver responsibilities and Vehicle requirements:

- *Drivers should wear a badge or article of clothing with company logo to identify themselves.
- *Drivers are required to accept passengers with disabilities, including being accompanied by a service animal.
- *May not discriminate based on race, sex, religion, sexual orientation, age, or disability.
- *A driver is not required to transport intoxicated, disorderly, or persons who are knowingly violating the law, or whom a driver has just cause to have fear for personal safety of safety of the vehicle.
- *Sleeping in vehicles for hire on airport property is not permitted.
- *Discretion to be used by drivers in relation to using cellular phones or other devices.
- *Driver to maintain neat and orderly appearance, clean in dress.
- *Driver name and appropriate license and/or company information shall be displayed in vehicle.
- *Follow parking rules, painted lines/curbs/crosswalks, traffic signage on-property. Do not block crosswalks, excessive wait times for customers at main curb will result in being asked to park at designated stall, or on north side of center median.

Vehicle information:

- *Vehicles should have printed on outside door appropriate vehicle lettering and/or company identification.
- *Vehicles with trunks should be kept clear for the allowance of passenger luggage.
- *Vehicles must be equipped with some form of communication device (radio, mobile phone) in order to summon emergency aid.
- *Certificates of insurance and other agreements will be provided to the MAA prior to becoming an approved licensed ground transportation/shuttle/taxi/livery service provider.

Approved licensees are promoted on the airport phone board located in baggage claim, at www.qcairport.com under the ground transportation section, via the telephone recording system/options, and when inquiring phone calls or emails are received by the MAA offices. Concerns may be addressed during business hours (M-F, 8:00 a.m. – 4:30 p.m.) to 309-764-9621, and after hours to the public safety department at 309-757-1739. **This document is posted under the ground transportation section of www.qcairport.com**