



Taxi Administration Office

Burlington International Airport • 1200 Airport Drive, Box 1 • South Burlington, VT 05403
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Burlington International Airport Ready/Queue Line Administrative Rules

Rule 101: Generally, the customer will take the first vehicle for hire on the ready line. Exceptions include when and if:

- the customer needs a vehicle for hire that accepts credit cards;
- the customer wants a specific driver or vehicle type;
- the customer is drunk, if the customer did not pay a previous fare;
- there is a customer health safety issue;
- the taxi is broken;
- the taxicab is leaving for another fare and/or;
- the taxicab is already occupied.

Rule 102: When approached by a customer, all taxicab drivers are required to exit their vehicle to greet the customer, regardless of how much luggage they have.

Rule 103: The Ambassadors will ask the customer(s) if they are paying with cash or credit cards at their arrival to the ready line. This is for the convenience of both the customer(s) and the taxicab driver.

Rule 104: Currently we are keeping the ready line "full" at the discretion of the staff on duty. Our staff has found it to be more efficient and easier to manage.

Rule 105: Every taxicab driver must park at the second pit and call an Ambassador to verify there is a sufficient amount of space before coming over to the ready line.

Rule 106: Taxicab drivers must call and be granted permission to come to the Airport to use the facilities. Using the facilities is limited to five minutes (unless there is an agreement for a longer stay). The driver must give their number in line to the Ambassador, as well as informing the drivers both in front and back of their current position.

Rule 107: There is absolutely no lingering inside of the Airport terminal.

Rule 108: Taxicab drivers are not to conduct personal business while on the ready line (ex. discussing/cashing airline vouchers with airline agents).

Rule 109: Taxicab drivers are prohibited to inquire about airline vouchers at the ticket counter. If the airlines are offering vouchers, they will follow their company policy on how they obtain a vehicle for hire for their customer.

Rule 110: It is required to have the proper signage displayed if a driver is accepting credit cards. If there is no signage displayed, the driver cannot accept credit cards. If there is signage displayed and the driver does not accept credit cards, they must remove the signage from their vehicle.

Rule 111: Taxicab drivers are required to notify an Ambassador if they are using the facilities or are going for a smoke break while on the ready line.

Rule 112: Taxicab drivers are required to smoke behind the designated smoking area, which is located at the end of the service lane on the South side of the terminal. The Ambassadors may use their discretion pertaining to the amount of drivers smoking or inside the terminal at any given time.

Rule 113: Taxicab drivers may be allowed to go to the store with the consent of an Ambassador, which is limited to one driver at any given time.

Rule 114: Taxicab drivers shall not congregate beyond the first four vehicles for hire while on the ready line.

Rule 115: If a taxicab driver has an issue with another driver, they must speak to an Ambassador in the Ambassador Booth. At no time should there be any animosity shown to the public.

Rule 116: All complaints, both written and verbal, must be presented to the Ambassador Foreman or the Taxi Administration Office for investigation, resolution, or if necessary brought to the Taxi Licensing Appeals Board for a hearing.

Rule 117: A taxicab driver who lends a customer their jump box will leave the ready line and park in the contract lane, escorting the customer to their vehicle and offering assistance with the jump start process. A jump start is now considered a fare. Jumper cables are not allowed to be used due to their use not being allowed by the taxicabs' insurance policy, therefore exposing the Airport to liability.

Rule 118: Ambassadors have the authority to conduct daily inspections, which may result in the taxicab driver being removed from the line for a specific amount of time if they violate any of the rules in the City of Burlington Vehicles for Hire Ordinance.