



**BROWARD COUNTY PERMITTING, LICENSING AND CONSUMER PROTECTION  
DIVISION**

**CHAUFFEUR REGISTRATION STUDY GUIDE**

**This study guide is intended to help chauffeur registration applicants in  
preparing for the chauffeur registration examination**



# BROWARD COUNTY MOTOR CARRIERS ORDINANCE: MOTOR VEHICLES AND PERMIT REQUIREMENTS



The Broward County Motor Carriers Ordinance, Chapter 22 ½, Broward County Code, states that any motor vehicle – luxury sedans, luxury limousines, transport vans, or taxicabs - operated for compensation must have a permit. A permit is issued after a motor carrier (person or business) or permit holder supplies proof of proper insurance coverage, among other things, pays the required fees, and the Permitting, Licensing, and Consumer Protection Division inspects the vehicle. The Division issues operating permits for all motor vehicles with a seating capacity of up to 19 passengers other than the driver. It also is responsible for the issuance of Fort Lauderdale/Hollywood International Airport permits and Port Everglades Permits for such vehicles.



**Taxicabs** permitted to operate in Broward County **may** pick up passengers anywhere in Broward County without an additional permit **except** at:

- the Fort Lauderdale/Hollywood International Airport;
- Port Everglades;
- within the City of Fort Lauderdale;

(Additional permits are required to pick up passengers at these locations.)

Drop off passengers picked up in Broward County anywhere in Broward County.

Drop off passengers picked up in Broward County at any location outside of Broward County.

## Luxury Sedan, Luxury (Stretch) Limousine and Transport Van Permits



Luxury (Stretch) Limousines, Luxury Sedans, and Transport Vans permitted to operate in Broward County **may** pick up passengers on a prearranged basis anywhere in Broward County without an additional permit **except** at:

- the Fort Lauderdale/Hollywood International Airport; Port Everglades; and
- within the City of Fort Lauderdale.

(Additional permits are required to pick up passengers at these locations.)

These vehicles also **may**:

- **Drop off passengers picked up on a prearranged basis in Broward County, anywhere in Broward County, or at any location outside of Broward County.**
- **Pick up passengers in another county for transportation to Broward County after originally picking them up on a prearranged basis (round trip) in Broward County.**

Luxury (Stretch) Limousines, Luxury Sedans, and Transport Vans permitted to operate in Broward County **may not**:

- Pick up passengers who did not make advance arrangements for transportation service.
- Pick up passengers in another county and drop them off in that county without being permitted to operate in that county.

Drivers or companies are possibly subject to serious consequences (such as heavy fines and/or the vehicle being impounded) by picking up passengers in another county without the vehicle being permitted to operate in that county, especially in Miami-Dade County.

## Chauffeurs' Registrations (Hack Licenses)

Any driver of a taxicab, luxury sedan, luxury limousine, or transport van for compensation within Broward County must have a current, valid chauffeur's registration. Any person driving or operating a motor vehicle within Broward County must have the chauffeur's registration in his/her possession, and drivers of taxicabs must have their chauffeurs' registrations on display in plain view of passengers at all times while they are operating their vehicles. A chauffeur's registration is valid for a period of two (2) years from the date of application, unless the person's driver's license expires first. In such a case, the expiration date would be the date the driver's license expires.

### **Chauffeur's Code of Conduct**

Each applicant for a chauffeur's registration is also expected to read and sign a Chauffeur's Code of Conduct, which is based on the minimum standards of conduct stated in section 22 ½ - 9A, Broward County Code of Ordinances. By signing this document, the applicant agrees to provide vehicle-for-hire services in accordance with the following standards and acknowledges the Division's authority to take administrative action when appropriate.

1. I will conduct myself in a professional and courteous manner, and I will maintain a neat appearance, whenever I perform public transportation services.
2. I will always drive safely and use defensive driving techniques for the protection of my passengers and the general driving public.
3. At all times, I will avoid the use of abusive language and the display of discourteous behavior toward passengers.
4. As the driver of a taxicab, I must have my chauffeur's registration on display in the vehicle in plain view of passengers whenever I operate that vehicle.

5. As the driver of a luxury limousine, luxury sedan, or transport van, I must have my chauffeur's registration in my possession whenever I operate the vehicle, and I must make the chauffeur's registration available for inspection.
6. I will use the most direct and economical route to a destination unless my passenger(s) instruct me to take another route or agree to my taking another route.
7. As the driver of a taxicab, I will not transport any passenger without turning on the taximeter in the vehicle. I will charge, and collect from, the passenger(s) only the exact amount shown on the taximeter.
8. At all times, I will cooperate fully in furnishing information (such as my chauffeur's registration, my driver license, my vehicle registration, or my daily manifest/trip sheet) to a Broward County Permitting, Licensing, and Consumer Protection Division Inspector, a law enforcement officer, or an employee of any other lawfully authorized body.
9. At no time shall I display hostile, aggressive, or inappropriate behavior toward any employee of the Broward County Permitting, Licensing, and Consumer Protection Division, any law enforcement agency, or any other lawfully authorized body.
10. I may be responsible for the condition of a motor vehicle for hire which I drive.

### **Enforcement of Chauffeur's Registration Requirements**

The holder of a Broward County chauffeur's registration (hack license) is subject to a possible suspension or revocation of that license for a substantial violation of the Chauffeur's Code of Conduct, as stated above. This may be based on observations about the driver's conduct made by a Permitting, Licensing, and Consumer Protection Division staff member, a law enforcement officer, or an employee of any other agency. It also may be based on the investigation of a consumer complaint received by the Division. A chauffeur's registration (hack license) may also be suspended or revoked because of repeated citations the driver has received, which are upheld at hearings.

### **The holder of a Broward County chauffeur's registration (hack license) is subject to receiving a citation for the following offenses:**

- Violating the Chauffeur's Code of Conduct;
- Operating a motor vehicle for hire with an expired chauffeur's registration;
- Operating a motor vehicle for hire without a current, valid chauffeur's registration in his/her possession;
- Charging or collecting a fare except the fare shown on an operating taximeter (**taxicab drivers only**);
- Soliciting passengers or accepting passengers who did not make advance arrangements for transportation service (**drivers of luxury limousines, luxury sedans, and transport vans only**).

### **CUSTOMER SERVICE STANDARDS**

- ✓ GREET CUSTOMERS AS YOU MEET THEM OR SPEAK WITH THEM WITH A POSITIVE ATTITUDE AND A SMILE. BE SURE THAT YOUR VOICE AND BODY LANGUAGE ARE OPEN, ENTHUSIASTIC, AND FRIENDLY.
- ✓ WHEN PHYSICALLY PRESENT WITH A CUSTOMER, YOUR ACTIONS AND REACTIONS – WHAT YOU DO AND WHAT YOU SAY – MAKE THAT WHOLE EXPERIENCE POSITIVE OR NEGATIVE.
- ✓ LOOK AT CUSTOMERS WHEN YOU GREET THEM AT YOUR VEHICLE.
- ✓ SMILE!!!!
- ✓ LET THE CUSTOMERS KNOW THAT YOU WELCOME THEM!
- ✓ ASK YOUR CUSTOMERS IF THEY REQUIRE ANY ASSISTANCE BEFORE LEAVING FOR THE DESTINATION.
- ✓ AS A TAXICAB DRIVER, YOU MUST MAKE SURE THAT YOU KNOW HOW TO REACH THE DESTINATION AS **DIRECTLY AND ECONOMICALLY AS POSSIBLE:**
  - ✓ ASK THE CUSTOMERS IF THEY PREFER ANY PARTICULAR ROUTE.
  - ✓ ASK THE CUSTOMERS FOR DIRECTIONS, IF NECESSARY.

- ✓ **BEFORE DEPARTING TO THE DESTINATION, CHECK YOUR MAP, GPS, OR WITH YOUR DISPATCHER.**
- ✓ USE CLEAR AND CONCISE LANGUAGE WITH THE CUSTOMER.
- ✓ DON'T BE AFRAID TO ASK A QUESTION IF YOU DO NOT UNDERSTAND THE CUSTOMER.
- ✓ DO MORE FOR YOUR CUSTOMERS THAN THEY MAY EXPECT.
- ✓ OPEN THE DOORS OF THE VEHICLE.
- ✓ ASSIST WITH MOVING LUGGAGE INTO AND OUT OF THE TRUNK.GIVE DIRECTIONS TO RESTAURANTS AND NIGHTCLUBS, ETC.
- ✓ POINT OUT INTERESTING ATTRACTIONS, BUILDINGS, AND LOCATIONS WHILE TRANSPORTING YOUR CUSTOMERS.
- ✓ FOCUS ON WHAT YOU **CAN** DO FOR YOUR CUSTOMERS.
- ✓ BE POSITIVE IN SPEAKING WITH YOUR CUSTOMERS, EVEN IF THEY ARE UPSET WITH YOU AND VOICING A COMPLAINT.
- ✓ HELP OTHER PERSONS INVOLVED WITH THE PASSENGERS – SUCH AS A HOTEL VALET, A STARTER AT THE AIRPORT, OR A CUSTOMER SERVICE REPRESENTATIVE WITH YOUR COMPANY.
- ✓ WORK TOGETHER TO MEET CUSTOMERS' NEEDS.
- ✓ ALWAYS APPRECIATE YOUR CUSTOMERS BY THANKING THEM FOR THEIR BUSINESS, EVEN IF THEY DO NOT TIP YOU FOR YOUR SERVICE.

***REMEMBER, THAT YOU BUILD CUSTOMER LOYALTY AND REPEAT BUSINESS BY MAKING CUSTOMERS FEEL APPRECIATED. YOU WILL MAKE MORE MONEY BY PROVIDING EXCELLENT CUSTOMER SERVICE!!***

## **BROWARD COUNTY GEOGRAPHY**

**LOCATE THE FOLLOWING NUMBERED ATTRACTIONS ON THE MAP BELOW:**

**1. Anne Kolb Nature Center**

751 Sheridan Street, Hollywood  
(954) 926-2410/2480

**2. Beach Place**

17 S. Atlantic Blvd., Ft. Lauderdale  
(954) 764-3460

**3. Bonnet House**

900 N. Birch Road, Ft. Lauderdale  
(954) 563-5393

**4. Brian Piccolo Velodrome**

9501 Sheridan Street, Cooper City  
(954) 437-2600

**5. Broward Center for the Performing Arts**

201 Southwest 5th Ave., Ft. Lauderdale  
(954) 462-0222

**6. Butterfly World**

3600 W Sample Rd., Coconut Creek  
(954) 977-4400

**7. Dania Jai Alai**

301 E Dania Beach Blvd., Dania Beach  
(954) 920-1511 or 426-4330

**8. Davie Rodeo**

Davie Arena, Davie  
(954) 384-7075

**9. Everglades Holiday Park**

21940 Griffin Rd., Ft. Lauderdale  
(954) 434-8111 or (800) 226-2244

**10. Flamingo Gardens**

3750 Flamingo Rd., Davie  
(954) 473-2955

**11. Greyhound Track**

831 N Federal Hwy., Hallandale Beach  
(954) 454-9400

**12. Gulfstream Park**

901 S Federal Hwy., Hallandale Beach  
(954) 454-7000

**13. Fishing Hall of Fame**

300 Gulfstream Way, Dania  
(954) 783-0036

**Outdoor World, Bass Pro Shops.**

200 Gulfstream Way, Dania  
(954) 929,7710

**14. Jungle Queen**

A1A, Bahia Mar Yacht Center, Ft. Lauderdale  
(954) 462-5596

**15. Las Olas Riverfront**

300 SW 1st Avenue, Ft. Lauderdale  
(954) 522-6556

**16. Museum of Art**

1 E Las Olas Blvd., Ft. Lauderdale  
(954) 525-5500

**17. Museum of Discovery and Science**

401 SW 2nd St., Ft. Lauderdale  
(954) 467-6637 or 463-IMAX

**18. Pompano Park Racing**

1800 SW 3rd St., Pompano Beach  
(954) 972-2000

**19. Sawgrass Mills**

12801 W. Sunrise Blvd., Sunrise  
(954) 846-1000

**20. Sawgrass Recreation Park**

Highway 27, 2 miles north of I-75  
(954) 389-0202 or (800) 457-0788

**21. Seminole Hard Rock Hotel & Casino**

5845 South State Road 7, Hollywood  
(954) 792-1213

**22. Swap Shop**

3295 W. Sunrise Blvd., Ft. Lauderdale  
(954) 791-7927

**23. Water Taxi**

(954) 467-6677

**24. Sun Life Stadium**

2269 Dan Marino Boulevard, Miami Gardens  
(305) 623-6100

**25. Bank Atlantic Center**

2555 Panther Parkway, Sunrise  
(954) 835-8000

