

Driver Handbook



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1. WELCOME

Welcome To Ace Taxi: Together We Are Going to Succeed

We are all partners in the best transportation company in Cleveland.

Ace Taxi is based in Cleveland and licensed by the City of Cleveland Division of License and Assessments. Our commitment to the city is to provide excellent taxi service for Cuyahoga County, the City of Cleveland and all of its residents.

Our goal as a company is to provide the best transportation services for all of our passengers. In order to do this we abide by this slogan **Ace is the Place that sets the Pace!** We aim to impress every person who rides with us by being prompt and knowledgeable with clean vehicles and great customer service. We offer the latest in technology, safety and efficiency to help you move people and make money.

We believe if you provide top-notch service to a passenger and make them feel like the most important customer you have, they will become your passenger for life.

To be an Ace Taxi team member:

- You must follow all City of Cleveland and State of Ohio regulations and all of Ace Taxi policies.
- You must be committed to delivering great service and customer relations to all Ace Taxi clients.
- **SAFETY FIRST!!!** We must all be committed to safety! This means operating your vehicle in a safe and defensive manner. You should make sure our customers are safe and are offered a safe riding experience.
- You must not be afraid to make suggestions and give us feedback if you feel your comments will help make our company better.

If you have any problems or suggestions or feel the need for specific training please let us know and we will be more than happy to discuss with you and provide you with the tools and skills you need.

We are happy that you have brought your skills to Ace Taxi and we want you to be the most successful Ace Taxi team member you can be.

We succeed when you succeed. When you are happy, we are happy. When you are great, the company is great.

Let's work together and be partners in greatness.

- Ace Taxi Management team

2. STAFF LIST

Ace Taxi Staff: Here To Help You

The Ace Taxi team is here to support you.

If you have any questions or suggestions please see us, we value your input and are always eager to inform you about the projects Ace Taxi is working on to make the company better, and business better for all of us. Also, we are always eager to hear your suggestions and feedback.

Devo Bavishi: President

Devo is responsible for strategic planning with the goal of maximizing Ace Taxi's efficiency and profitability.

Office: 216.361.8700 x 234

E-mail: devo@acetaxi.com

Robert Bavishi: Founder/Secretary of Ace Taxi

Robert oversees all of Ace Taxi.

Office: 216.361.8700 x 232

Nilam Bavishi: Owner

Nilam is responsible for payroll and billing at Ace Taxi

Office: 216.361.8700 x 236

Hazel Bavishi: Accounting

Hazel is responsible for reviewing and advising on all office operations, accounts and customer service.

Office: 216.361.8700 x 238

E-mail: hazel@acetaxi.com

Tim Lewis: General Manager

Tim is responsible for directing day-to-day operations, sales and customer service.

Office: 216.361.8700 x 235

E-mail: tim@acetaxi.com

Derrick Russell: Insurance Claims, Human Resources and Driver Relations

Derrick is responsible for claims management and risk prevention includes handling of all accidents and tickets and informing drivers about new policies from the city and/or airport.

Office: 216.361.8700 x 230

E-mail: derrick@acetaxi.com

Ron Fain: Operations Manager

Ron is responsible for managing all office operations, accounts and customer service.

Office: 216.361.8700 x 265

E-mail: ron@acetaxi.com

Tim Cole: Maintenance and Collision Center Manager

Tim C is responsible for the maintenance garage and the collision center; ordering, scheduling and repairs

Office: 216.361.8700 x 231

E-mail: TimC@acetaxi.com

Lisa Mitan: Leasing Agent

Lisa is responsible for Leasing and Managing Driver receivable. Driver credentialing for all accounts.

Office: 216.361.8700 x 228

E-mail: Lisa@acetaxi.com

Richard Russell: Vehicle Inspector

Rich is responsible for Vehicle Inspections and Vehicle Technology. Rich also assists in Leasing.

Office: 216.361.8700

3. CUSTOMER SERVICE TIPS

At Ace Taxi, Good Customer Service Is Required

Good Customer Service Made Simple

Good customer service is the lifeblood of any business. We can offer promotions, do cross-marketing campaigns and slash prices to get lots of people to call Ace Taxi, but unless customers have a pleasant experience with Ace Taxi, and riding with you, they will never come back and our business, and your business, won't be profitable for long.

You must treat each customer as you want to be treated, you must arrive on time, be helpful and honest. Good customer service is all about bringing customers back. And about sending them away happy – happy enough to pass positive feedback about your business along to others, who may then try the product or service you offer for themselves and in their turn become repeat customers.

The essence of good customer service is forming a relationship with customers – a relationship that the individual customer feels that he would like to pursue.

If you truly want to have good customer service, all you have to do is ensure consistently do these things:

Answer your phone.

Make sure that someone is picking up the phone when someone calls you. The Ace Taxi staff will call to give you business, to build your business and you need to be available to take advantage of all the opportunities presented to you.

When a client calls you, you need to be responsive. Answer your phone and help them find a solution to their transportation needs. If you cannot service the customer yourself, refer them to the Ace Taxi dispatch center – 216.361.4700 – and they will be happy and appreciate you helping them out and will trust you and call you again.

Don't make promises unless you WILL keep them.

Reliability is one of the keys to any good relationship, and good customer service is no exception. If you say you're going to pick up a passenger, then pick them up. Otherwise, don't say it. Think before you give any promise – because nothing annoys customers more than a broken one.

Be helpful - even if there's no immediate profit in it.

The other day I popped into a local watch shop because I had lost the small piece that clips the pieces of my watchband together. When I explained the problem, the proprietor said that he thought he might have one lying around. He found it, attached it to my watch band – and charged me nothing! Where do you think I'll

go when I need a new watch band or even a new watch? And how many people do you think I've told this story to?

If you help a customer out or if you work with the Ace Taxi staff to complete a transportation project, the staff will remember your help and give you additional business and the customer will remember your kindness and call you first the next time they need a cab.

ALWAYS be helpful, courteous, and knowledgeable.

Know what good customer service and what it is (and isn't). Internal customer service, between Ace Taxi employees and drivers, and external customer service, to customers and corporate clients, is vitally important. And bad service will damage your business hugely.

If you need additional customer service training please ask one of our team members, we are more than glad to assist.

Take the extra step.

They may not say so to you, but people notice when people make an extra effort and will tell other people.

If you apply these simple rules consistently, you will become known for good customer service and each passenger or corporate client you service will recommend you to their friends and you will increase your business and make more money.

Put a Shine on your Service.

Shiny customer Service is service with a capital "S", Service that makes your customer feel special, Service that makes him or her want to come back and do more business with your company, and recommend your business to his or her friends.

Determine what makes what you offer special.

Study the competition.

Think about customer service and the customer service you provide. What can you offer your customers that is "better" than the competition? What makes you "Special?" Make a list of ways you can exceed customer expectations.

Remember, we're talking about customer Service here. Lower prices are not service; they're just lower prices.

Choose one or two of your shiny customer service ideas and implement them.

Implement your customer service ideas – and ask the Ace Taxi staff if you need ideas or suggestions - and let people know that you're doing it.

You need to make your customer service a prominent feature, so people automatically associate it with your business.

While one of the big payoffs of your shiny customer service will be the great word-of-mouth advertising it generates, this takes time, and you need to help it along by getting the word out. Always remind people to

call Ace Taxi and take advantage of all the services we offer – if you are unsure of the complete transportation services offered by Ace Taxi, again please ask someone from our team .

4. DISPATCH OPERATIONS AND RULES

Any Taxi Service Lease Shortage and Chargeback Policy

Shortages:

In the event of any driver turning in a lease short (i.e. without sufficient monies to cover all charges to the driver), that driver will be placed on “Hold” and will not be able to drive another shift until the amount that is owed to Ace Taxi Service is paid in full.

Charge backs:

Any driver turning in vouchers with invalid account numbers, or without proper signatures, or turning in charge memos without proper account numbers and or authorization codes, or not paying any tickets or fines accrued while in an Ace Taxi Service owned vehicles, will be charged the amount in question. This action will result in the driver being placed on “Hold” until the full amount owed is rendered to Ace Taxi Service.

Payments:

All monies due to Ace Taxi Service for Shortages or Charge backs **must be paid in full** before a driver may renew his or her lease.

Any Taxi Service Breakdown Procedures

In the event of any driver having a breakdown with any Ace Taxi Service owned vehicles, (i.e. a flat tire or any mechanical malfunction which results in the in operability of the vehicle), the driver must notify the Ace Taxi Service radio room by waiting until the channel is clear, then call in a code three (using proper radio procedures). The driver will answer all questions put to him or her by the radio room at this time, and will record the time of the breakdown given to the driver by the radio room on the trip sheet.

If a tow vehicle has been requested, the driver will remain with the vehicle until the tow company arrives at the scene. If the tow company repairs the vehicle on site (i.e. changes a tire, restarts a vehicles, etc.) and the vehicle is able to return to service, the driver must notify the Ace Taxi Service radio room of his/her change of status, and record the time the vehicle officially reentered service on the trip sheet.

In the event the driver is capable of starting the vehicle, or of driving it to the Ace Taxi Service facilities without the services of the requested tow vehicle the driver may do so only after notifying the Ace Taxi Service radio room and **CANCELLING** the tow vehicle. Any time a driver requests the services of a tow company, and is not where they are supposed to be when the tow company arrives on a site, the charges of the tow company will be charged back to the driver, even though he was not towed into Ace Taxi Service. If the tow services are requested, but found not to be needed, **the driver must cancel the request immediately!**

When a breakdown occurs with passengers in the vehicle, necessitating a transfer of passengers to a second vehicle to complete the trip, the driver having the breakdown will immediately turn his meter to the "time off" position upon breaking down, and upon arrival of the second vehicle the driver will deduct the flag fee from the meter amount before collecting the fare and then transferring his passengers to the second vehicle. This deduction is to cover the meter throw in the second vehicle, (by ordinance passengers may only be charged once meter throw per trip), the driver will make note of this deduction on the waybill, and will notify the dispatcher of said deduction when they check in at the end of their shift. The deduction will be prorated out of the lease cost accordingly.

If the vehicle is in fact towed into Ace Taxi Service facilities for servicing, the driver will accompany the vehicle, tiding in the tow vehicle. Upon arriving to Ace Taxi Service that driver will complete the necessary procedures to obtain another vehicle, and will then return to work.

The driver must always notify the radio room of any change in status, obtaining the breakdown time and time back in service, which will duly make note of upon the waybill. The driver will only be charged upon the lease for the amount of time the driver is in service. The time the driver is out of service due to a mechanical breakdown, the down time will be prorated out of the lease cost accordingly.

Ace Taxi Service Accident Procedure

In the event that a driver is involved in an accident, the first thing the driver will do is ensure that everyone involved is all right. The second things is to write down the vehicle plat number of all the vehicles involved. The driver will then notify the Ace Taxi Service radio room by calling a code two. After the radio dispatcher tells all other drivers to stand by, the driver will then answer all questions put to them by the radio dispatcher, as calmly and as simply as possible. He will then follow all instructions given by the radio dispatcher, and cooperate fully.

The driver will then also cooperate fully with all other parties who are involved in the accident. The driver will give to the drivers of the other vehicles involved, 1) Their name 2) Address 3) Drivers license number and 4) Date of birth.

The driver at the same time will, secure from the driver(s) of the other vehicle(s) 1) That driver's name 2) Address 3) Drivers license number 4) Date of Birth 5) Social Security Number 6) The name of their insurance company 7) The name of the owner of the vehicle 8)The driver should also secure the name, address and phone number of any and all passengers riding in his/her vehicle, and any other vehicles involved. The driver should also secure the name, address and phone number from all bystanders who witnessed the accident.

If the vehicle is still operable, the driver will then proceed to the nearest police department in which the accident occurred and file a police accident report. **This is mandatory!!** Having filed the accident report, the driver will immediately return to the Ace Taxi Service facilities. If the vehicle is inoperable, the driver is to remain at the scene of the accident until the tow company arrives and then will proceed to the Ace Taxi Service facilities with the tow company.

Upon arriving back at Ace Taxi Service facilities, the driver will obtain and complete an Ace Taxi Service accident report, once this report is complete the driver will give their hack license and driver's license to the dispatcher and wait to see claims. In the case that the accident occurred after normal business hours, the driver will proceed through the check-in process. The driver will pay the lease amount owed to Ace Taxi Service. The driver's lease will be prorated for only the time that the driver was in service for that shift. The driver will be placed on hold until the claims department has reviewed the accident, the driver is a part of this process, which means that the driver must come in to see claims the next business day. **Note the driver will know and understand that all decisions made by the Ace Taxi Service claims department are final.**

All accidents must be reported, no matter how minor, whether any damage has been incurred or not. No exception will be tolerated! **The failure to report any accident will result in the termination of the driver's lease.**

Ace Taxi Service Robbery Procedures

In the event of any driver being the victim of a robbery, the first thing the driver will do afterward is notify the Ace Taxi Service radio room supervisor by either calling a code one over the radio or a landline if the vehicle has been taken as well. The driver will answer all questions put to him by the Ace Taxi Service radio room supervisor as calmly and as simply as possible. The driver will remain at the scene of the robbery until the arrival of police and a representative of Ace Taxi Service.

The driver will then return to the Ace Taxi Service facilities and check in paying all monies owed on the driver's lease. The lease amount will be prorated for the time used up to the point that the robbery was reported to the radio room. In this situation if the driver is unable to pay the monies owed to Ace Taxi Service, the accounting department will make arrangements with the driver to allow for the delayed payment of the monies owed on a case by case basis, providing that the driver is not short on any other lease during the intervening period.

After checking in the driver will fill out an Ace Taxi Service robbery report obtained from the dispatcher, and after returning it to the dispatcher the driver will go home, this is the end of said driving shift. The driver will return to the Ace Taxi Service facilities the next day or the date specified, and will then discuss the aforementioned robbery with the claims department.

Responsibility For Items Left In The Vehicles

The driver will always check the rear seat and floor of the vehicle's passengers' compartment immediately after having dropped off his patrons, and prior to pulling away from the curbside in the drop off zones, to make sure that the passengers have not left anything behind in the vehicle.

If at some time after having dropped off passengers, it is determined that the passengers left something in the vehicle, and furthermore, the passenger wishes to have those said items delivered to them forthwith, the driver will then return said items to the passengers, and will charge the legal metered price, plus a two (\$2.00) handling charge, from the point at which the vehicle is to the point where the said items are to be delivered. When the said items are delivered, the driver must obtain a signature on the waybill and also call in a code five over the radio.

If during the course of any shift a driver notices any items left in the vehicle the driver will immediately notify the Ace Taxi Service radio room, a description of the item, and the name of the passenger if known. The driver will turn the item into the dispatcher at the earliest convenience and obtain and retain a receipt for the item.

Radio Procedures

1. You need to be on channel 2 for emergency or general questions only. You must use these codes for channel 2.

Code 1 - Driver held up
Code 2 - Reporting an accident
Code 3 - Breakdown

Code 4 – Checking of Order
Code 5 – Reporting Completion of Package Delivery

Give these simple code numbers to the dispatcher with your cab number and they will assist you from there.

2. Every lessee will have a street guide and an atlas in his possession at all times while on the road.
3. You need to keep your radio on channel 2 for use when you absolutely have to.
4. Make your comments brief too much conversation ties up the radio time and causes delays in orders.

AIRPORT FLEET

Your Radio MUST be ON, tuned to channel 1 at ALL TIMES. This is an absolute requirement of the City of Cleveland and Airport Operations.

False Posting on Stand

Occasionally drivers try to post onto a stand when they are not physically there (false posting). It is the job of the dispatcher to write up (create an incident) for the driver who is false posting. Generally another driver on the stand will contact the dispatcher and report the driver who is false posting. Please follow the procedure below to handle false posting:

1. Ask the driver who is reporting the false post to tell you vehicle numbers of everybody on the stand starting with #1 and so on. Write the list down.
2. Do a Ctrl+W right away on all vehicles that claim to be posted at that stand to see where they all are
3. If any of the taxis aren't exactly on top of the POI(Point of Interest) for the stand then proceed to step 3. If they are on top of it then disregard the rest (the false posting complaint is false).
4. For each taxi not on the stand, post the taxi last into Zone 0 to prevent them from getting a call unfairly.
5. Write each false posting driver up. It's as simple as right click à Enter Incident à Driver/Vehicle. Select the Other option. In the comments simply put "False Post Stand 9xx, cab at <cross streets>"
6. Send a message to each false posting driver stating "You were unposted for false posting to stand 9xx"

Cancellations at a Stand

It is acceptable for a driver to be posted back 1st up on a stand under the following circumstances:

1. They receive a call and then pax cancels while they are on their way
2. They receive a call and then it is a No Show because of mistake by CCSi (CSA error or something similar)
3. They receive a TIME CALL while #1 at a stand for a call at the stand. They go inside the hotel to try and find the passenger, the hotel says they can't find the passenger or passenger has already left, driver declares NOSHOW, dispatcher approves NOSHOW and needs to post the driver back up as #1 on the stand.

What to do if Cab Stand is full?

- "Kick" last cab at stand out
 - o Send message to that driver with short explanation. Ex: "removed you from stand because had to repost 509 due to cancellation"

****May be necessary sometimes to kick all cabs off stand and repost manually in correct order****

Trip Not Being Accepted by Driver/ No Driver available after 10 Minutes

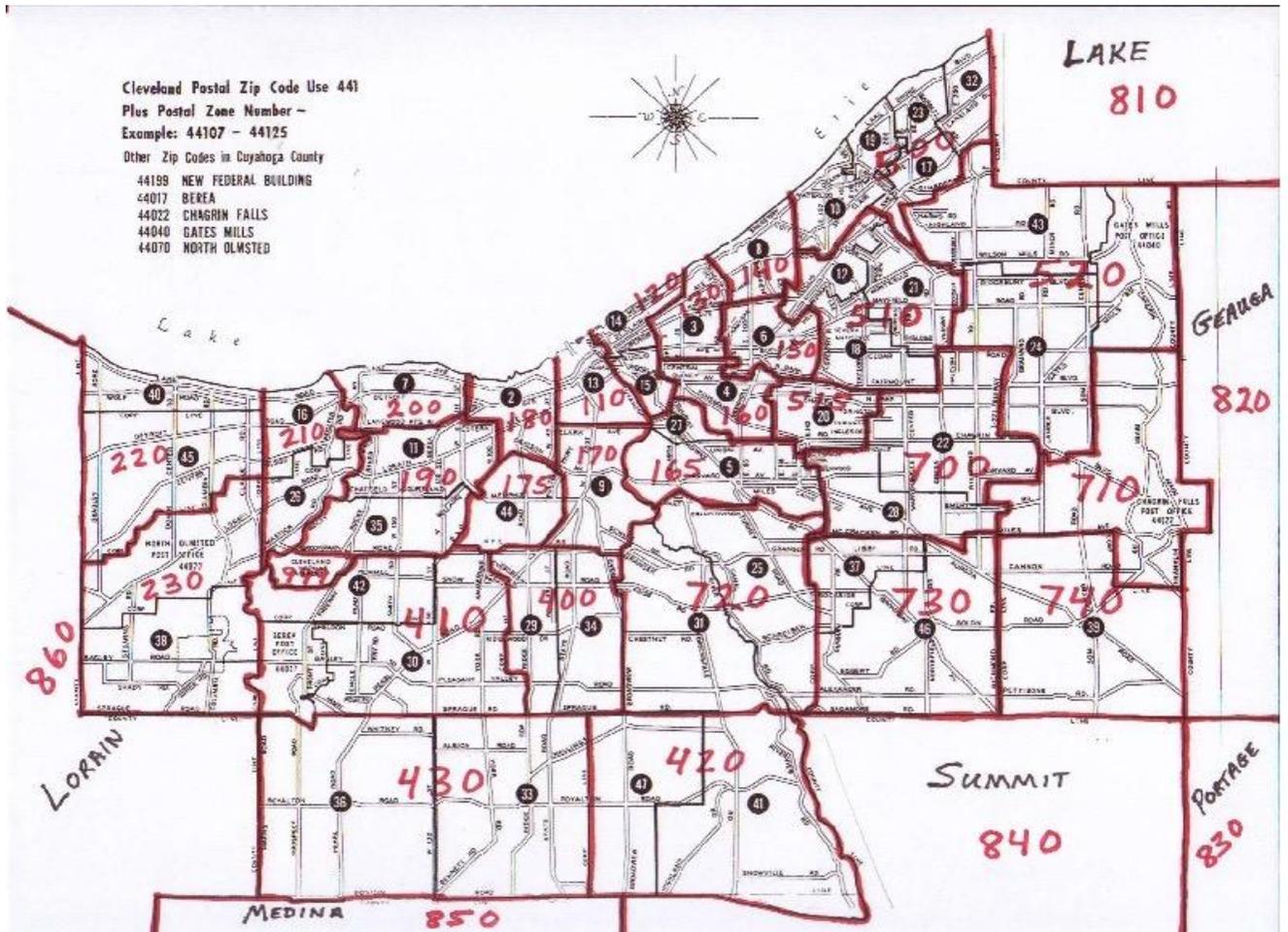
If reservation IS at a HOTEL, do the following:

- Contact the hotel, tell them no driver is currently responding to the call.
- Ask if the customer is still waiting?
- If yes, send fleet wide message saying “Passenger waiting at hotel, please post to Zone ### and accept call offer” where ### is the Zone (or Stand) number of hotel.
- Update time in system for call.

If reservation is **NOT** at a hotel, do the following:

- Call customer and tell them no driver is currently responding to the call.
- Ask if they would like us to continue trying to get a Driver in their area?
- If yes, send fleet-wide message saying “Passenger waiting in Zone ###, please post to Zone and accept call offer” where ### is the Zone of the call.
- Update the time of the trip in our system

5. ZONE MAP



6. ZIP CODE GUIDE

ACE TAXI SERVICE - DISPATCH ZONES **NEW ZONE BOUNDARIES ARE SET BY ZIP CODE AREA - EFFECTIVE 6/15/10**

Zone	Zone Name	Zip Codes
110	Downtown - West, Ohio City, Tremont	44113, 44199
120	Downtown - East & South, E Marginal	44101, 44114, 44115
130	Cleveland - Near East	44103
140	East Lake Shore, Bratenahl	44108
150	University Circle	44106, 44195
160	Cleveland - East Kinsman	44104
165	Cleveland - East, Newburgh Hts	44105, 44127
170	Clark Metro, Old Brooklyn	44109
175	Brooklyn, Cleveland - West	44144
180	Cleveland - West Lake Shore	44102
190	Cleveland - West Park	44111, 44135
200	Lakewood	44107
210	Rocky River, Fairview Park	44116, 44126
220	Bay Village, Westlake	44140, 44145
230	North Olmsted, Olmsted Falls	44070, 44138
400	Parma, Seven Hills	44129, 44134
410	BrookPark, Middleburg, Berea	44017, 44130, 44142
420	Broadview Hts, Brecksville	44141, 44147
430	N Royalton, Strongsville	44133, 44136, 44149
500	East Lake Shore, Euclid	44110, 44117, 44119, 44123, 44132
510	Clev Hts, Univ Hts, East Clev, S Euclid	44112, 44118, 44121
515	Shaker Heights	44120
520	Highland Hts, Mayfield, Gates Mills	44040, 44124, 44143
700	Beachwood, Warrensville Hts	44122, 44128
710	Pepper Pike, Chagrin Falls	44022
720	Independence, Garfield Hts	44125, 44131
730	Bedford, Maple Hts	44137, 44146
740	Solon	44139
999	Cleveland Airport	44181
810	Lake County	ALL
820	Geauga County	ALL
830	Portage County	ALL
840	Summit County	ALL
850	Medina County	ALL
860	Lorain County	ALL

CANNED MESSAGES TO DISPATCH

21	RESEND CALL INFO, PLEASE	29	NEED APARTMENT/ROOM NUMBER
22	CANCEL CALLOUT	30	PLEASE RESPOND TO NO-SHOW REQUEST
23	CHECK ADDRESS PLEASE	31	YES
24	T/A - NEED ASSISTANCE	32	NO
25	VEHICLE BREAKDOWN - REQUEST TOW	33	THANK YOU FOR YOUR ASSISTANCE
26	RETURNING TO YARD	34	PLEASE SEND PASSENGER'S PHONE NUMBER
27	NEED PAX NAME	35	PAX LOADED, FLAT RATE
28	NEED GATE CODE	36	IS CUSTOMER STILL WAITING FOR A CAB?

7. DISPATCH CONTACT INFORMATION

The preferred method of communication between CCSi and its partners is through email. This will minimize miscommunication and misinterpretation of information as it is communicated back and forth. Below is a list of contact emails for CCSi.

<u>Who/What</u>	<u>Phone or Email Address</u>	<u>When to Use</u>
CCSi Office	435-986-4500	
Egor Shulman	eshulman@nts-us.com	
Ben Davis	scheduler@nts-us.com	
Coordinators: Adriana Romo Miguel Romo Ben Davis	coordinator@nts-us.com	<p>ALL communication regarding policy and procedure</p> <ul style="list-style-type: none"> • Changes • Updates • Clarification
Supervisor Desk	superfloor@nts-us.com	<ul style="list-style-type: none"> • For immediate assistance on a call or issue. • All emails sent to this address should also be copied to complaints@nts-us.com
Complaints or Information Request	complaints@nts-us.com	<ul style="list-style-type: none"> • Specific trip information that is needed to research a complaint and/or other issue. (<u>does not have to be for a complaint</u>) <ul style="list-style-type: none"> o Complaints o Recordings o Events Summary o Etc.

Dispatch	dispatch@nts-us.com	<ul style="list-style-type: none">• Please do not email this address directly!!!!• Responses to Dispatch Reports sent from dispatchers should be “reply to all”
Driver Input	driversuggestions@nts-us.com	<ul style="list-style-type: none">• Driver wants to file complaint• Driver would like to talk to owner• Suggestions

8. DRIVER FREQUENTLY ASKED QUESTIONS (Effective 6/15/2010)

Definitions:

Call Zone – the zone number that the pickup address of the call is in.

Bid Offer – when a call is entered into the dispatch system at the call center, the call is put up for bid by the system. The system sends out a BID OFFER message to each vehicle that is posted in the stand of the call zone, the call zone and any zone next to the call zone. The system waits 25 seconds to collect bids from drivers. The system then finds the closest driver to the call pickup address and sends him the call information.

Call Offer – after the system tries three times to get drivers to bid on a call, it looks for drivers who are posted into the stand of the call zone, the call zone and the zones next to the call zone. It offers the call in each stand/zone in the order the drivers are posted into the stands and the zones. It will continue to do so until some driver accepts the call. The system then sends the call information to the driver who accepted the call.

Bid Stand Credit – when bids are received, any cab that is posted on a stand inside the **call zone** receives a 5,000 foot credit towards the distance from the call. So lets say we have two cabs, one is posted into the **call zone** and is 3,000 feet away and another is posted into the stand inside the **call zone** and is 7,000 feet away. The second cab will get the call because 7,000 minus 5,000 is 2,000 feet, which is closer than 3,000 feet.

Bid Post Credit – when bids are received, the system credits each driver 1 foot for each second since he last posted into the zone. The maximum credit is 3,600 feet or 1 hour of post time. So lets say we have two cabs, both are posted into the same zone, first cab was there 30 minutes longer that the second one. A call comes up for bid and the first cab is 3,000 feet away and the second cab is 1,500 feet away. The first cab will get credit of 1,800 feet (30 minutes times 60 seconds times 1 foot) so he will be 3,000 feet minus 1,800 feet or 1,200 feet away from the call, which is closer than 1,500 feet.

Time Call – any call entered into the system where the customer wants to be picked up some time later. For example, customer calls at 2PM and says they want a pickup at 4PM.

Questions (dispatchers will NOT be answering these questions for drivers. It is your responsibility as a driver to read the answers below):

How do I talk to the dispatcher? –You need to bother the dispatcher as little as possible on the phone. The best way to communicate is by sending text or canned messages on the i465 Phone. We understand that sometimes you have to call the dispatcher but please try to use your i465 Phone. The dispatchers have been instructed to NOT help you on the phone with the following problems:

Problem	What you need to do
I need the call address again	Send in CANNED MESSAGE 21 – RESEND CALL INFO, PLEASE. The dispatcher will resend the call information to you.
I do not need callout anymore, customer came out	Send in CANNED MESSAGE 22 – CANCEL CALLOUT. The dispatcher will stop calling out the customer.
I think the address is wrong	Send in CANNED MESSAGE 23 – CHECK ADDRESS PLEASE. The dispatcher will call the customer and send you a message verifying or changing the address.

I am in an accident and need help.	Send CANNED MESSAGE 24 – T/A NEED ASSISTANCE. The dispatcher will get another cab to get your passenger and take him to his destination and/or call the police to file a report. The dispatcher will call you as soon as possible to handle the accident. If you do not hear from the dispatcher in a minute or two, call him.
There is no passenger name on the i465 Phone, how do I get it.	Send CANNED MESSAGE 27 – NEED PAX NAME. The dispatcher will call the customer and send you the missing passenger name.
I need a gate code to get into the gated community.	Send CANNED MESSAGE 28 – NEED GATE CODE. The dispatcher will call the customer and send you the missing gate code.
I can't find the passenger and need apartment or room number at the hotel.	Send CANNED MESSAGE 29 – NEED APARTMENT/ROOM NUMBER. The dispatcher will call the customer and send you the missing apartment or hotel room number.
I sent a NO-SHOW request and the dispatcher is not approving it.	Send CANNED MESSAGE 30 – PLEASE RESPOND TO NOSHOW REQUEST. The dispatcher was probably wrapped up in a phone conversation with a driver or handling an account call. Give dispatcher a little time to call the passenger to verify they are not going.
Dispatcher asked me a question on i465 Phone and I want to answer YES.	Send CANNED MESSAGE 31 – YES.
Dispatcher asked me a question on i465 Phone and I want to answer NO.	Send CANNED MESSAGE 32 – NO.
Dispatcher helped me out and I want to thank him.	Send CANNED MESSAGE 33 – THANK YOU FOR YOUR ASSISTANCE.
I need to call passenger for directions.	Send CANNED MESSAGE 34 - PLEASE SEND PASSENGER'S PHONE NUMBER. The dispatcher will only send you the phone number if you are very close to passenger's pickup address so do not bother to call. Use i465 Phone directions or your map book to get close to the pickup address.
I got my passenger and it is a flat rate, what do I do?	Send CANNED MESSAGE 35 – PAX LOADED, FLAT RATE. It is best to turn on the meter so do this only if you cannot turn on the meter for some reason. This will let the dispatcher know that you got the passenger.
Call seems old and I'm enroute, how can I be sure passenger is still there?	Send CANNED MESSAGE 36 – IS CUSTOMER STILL WAITING FOR A CAB?
How do I ask a question?	Stop your car, put it in park, type a short message into the i465 Phone and send it to the dispatcher. If you do not know how to send messages to dispatch, go to the office and ask your driver manager to show you.

I cannot sign in, what now? – Power down the Tablet PC, wait for a little while, power it back up and try again. If it does not work still, go to the local office and have them help you.

I cannot post, what now? - Power down the i465 Phone, wait for a little while, power it back up and try again. If it does not work still, go to the local office and have them help you.

I bid on a call and nothing happens, why? – The system sends out the **bid offer** and then waits for 25 seconds to collect all the bids. That is why on your screen you see a count down for each **bid offer**.

I bid on a call but I did not get it, why? – When the **bid offer** comes out, it is sent to a lot of drivers. The closest driver to the pickup address is the one who gets it.

I was sitting in the driveway of a good call that I knew was coming out at 8:00AM but I did not get it, why? – When bids are received on **time calls**, the system throws out any bids where the driver is closer than 800 feet to the pickup address. The reason this is done is so that drivers do not pile into the driveway of the customer and annoy them.

I was really close to the address of the call but another cab got it, why? – There are two possible reasons. One – the other cab was on a stand and got **bid stand credit**. Two – the other cab was in a zone much longer than you and got **bid post credit**.

I did not get a bid offer, why? – It is possible that you are in a bad radio spot. Try moving your car to a better spot. To test your coverage, do an INFO request. If you do not know how to do an INFO request, see your driver manager in the local office.

I did not get a call offer, why? - It is possible that you are in a bad radio spot. Try moving your car to a better spot. To test your coverage, do an INFO request. If you do not know how to do an INFO request, see your driver manager in the local office.

I want to know if a call still available? – Use the SEARCH function to see which calls are available in what zones.

I see a call in a zone but I cannot get it, why? – The call could be for a wheelchair van. It could be for a minivan or large van but you are a sedan or it could be for a sedan but you are a minivan or a large van. It could also be an account call and you are not eligible for account calls. Before texting the dispatcher, try to C-POST and see if you can get it. If you still want to know, send a text message to the dispatcher like “CAN DO CALL IN ###” where ### is zone number.

I can't find the customer, what do I do? – send a NO-SHOW request. If you do not know how to do that, go to the office and see your driver manager.

I received a message saying my call was cancelled, is that true? – Yes, if you received a CALL CANCELLED message, your call was cancelled. Most often is because the customer called and does not want the cab anymore or the customer wants it later etc. etc. etc. Do not call the dispatcher to ask why. Send a text message or go ahead and post so that you can get a bid or call offer for another call.

I am a wheelchair van and I was routed on a call, what should I do? – Make sure you sign into your Tablet PC and turn on your cell phone so that dispatcher can get a hold of you. Send ON-SITE when you get to the pickup address. Turn on your meter when you load the passenger. Turn off your meter when you drop the passenger off.

I just dropped off an account customer and I want their return trip, what do I do? – The dispatcher cannot assign the return trip to you. You can have the passenger call and request you and that is the only way the call will be a personal for you. If you come back to get this passenger and they have not requested

you by calling us, the dispatcher will suspend you indefinitely and you will have to go into the local office and explain this, so do not do it.

I have a personal call in the system and I want it, what do I do? – Send a message to dispatcher saying “SEND PERSONAL CALL NOW”. The dispatcher will assign your personal call to you if you have one.

How much is NOSHOW fee for my call? – Call the local office for rules on each account.

I cannot service a call I just got, what do I do? – Send a message to dispatcher “CANNOT SERVICE, XXXXXXXXXXXXXXXXXXXX” where XXXXXXXXXXXXXXXXXXXX is a short reason. The dispatcher will SUSPEND you for 8 hours but that probably does not matter if you have an emergency. Keep in mind that it is much better to tell the dispatcher that you cannot service the call instead of just keeping quiet. If you do not tell the dispatcher that you cannot service your call and instead just blow it off, you will be SUSPENDED INDEFINITELY and will not be put back on until you talk to the driver manager in your local office.

I need call numbers for calls I serviced yesterday, what do I do? – You should write them down on your manifest as you service them. Do not call dispatcher, he will not have them for you.

I am suspended for short meter, why? – When you get a call, we want you to turn your meter on when you pickup the customer and turn your meter off when you drop off the customer. There are some calls that are flat rated. In those situations you can tell the customer that the ride is a flat rate but you need to turn the meter on just to let dispatch know that you picked up the trip. If you think that the meter fare will be lower than the flat rate and you do not want the passenger to see that, you can turn the meter off before you get to the drop off address. If you cannot turn on the meter for whatever reason, send CANNED MESSAGE 35 – PAX LOADED, FLAT RATE so dispatcher knows. Once you are suspended for the short meter, there is no way for the dispatcher to clear it. You will be OFF SERVICE for 8 hours.

I am suspended, why and what do I do? – read the reason for your suspension. It will tell you why you have been suspended and what you need to do.

I have a complaint, what do I do? – Talk to the driver manager in your local office or send an email to driversuggestions@nts-us.com.

I want to talk to the owner, what do I do? – Talk to the driver manager in your local office or send an email to driversuggestions@nts-us.com and we will forward your email.

I have an idea on how things would work better, what do I do? - Talk to the driver manager in your local office or send an email to driversuggestions@nts-us.com.

9. TAXICAB RULES AND REGULATIONS UNDER CHP. 443 OF THE CITY OF CLEVELAND CODIFIED ORDINANCE

A – DRIVER

These Rules and Regulations for drivers supplement and/or clarify and add to the regulations mandated by Chapter 443 Taxicabs of the Codified Ordinance of the City of Cleveland.

A			Standards of Conduct While On Duty:	Violation Class
A	(1)		A taxi driver shall:	
A	(1)	(a)	Display a professional demeanor in the presence of passengers.	A
A	(1)	(b)	Be well groomed presenting a neat and clean appearance	A
A	(1)	(c)	Be able to speak and understand directions, oral and written, in the English language.	A
A	(1)	(d)	Ensure the taximeter is engaged while the taxicab is on hire with a passenger	A
A	(1)	(e)	Use the most direct available route on all trips unless the passenger specifically requests to change the route.	C
A	(1)	(f)	Operate the heating and air conditioning systems on demand of the passenger.	A

A	(1)	(g)	Allow passengers to be accompanied by an animal trained to guide or assist a person with a disability and to carry with them small animals, when such animals are securely enclosed in a box or cage designed for holding such animal and capable of being held on the lap of the passenger [unless doctor certification of allergy on file with the Commissioner]	A
A	(1)	(h)	Assist passengers placing luggage or packages (under 50 pounds) in and out of the taxicab.	A
A	(1)	(i)	Accept credit cards for payment of fare when requested by passengers.	A
A	(1)	(j)	Conspicuously display his/her taxi driver's license in view of the passenger.	A
A	(1)	(k)	Carefully search taxicab for property lost or left therein after termination of each transport. Any property lost or left in vehicle must be returned to company or association by the end of day.	A
A	(1)	(l)	Encourage passengers to enter or leave taxicab from the curb side door.	A
A	(1)	(m)	Ensure all refuse is appropriately discarded and under no circumstance litter.	A
A	(1)	(n)	Ensure that the trunk is clear of articles to allow for luggage storage.	A
A	(1)	(o)	Ensure all electronic equipment not needed to operate a taxicab (televisions, VCR's, etc.) are not in the vehicle	A
A	(1)	(p)	Operate his/her taxicab in accordance with all applicable state and local laws and regulations and with due regard for the safety, comfort and convenience of passengers and the general public.	A
A	(1)	(q)	Complete trip sheets thoroughly listing at a minimum the date, time, origin and destination of each trip.	A
A	(2)		With respect to passenger's destination, a taxi driver shall not:	

A	(2)	(a)	Take a longer route to the passenger's destination than is necessary unless specifically requested to do so by the passengers.	C
A	(2)	(b)	Fail to comply with reasonable and lawful requests of the passenger as to speed of travel and route to be taken.	C
A	(2)	(c)	Deceive or attempt to deceive any passenger who rides or desires to ride in taxicab.	A
A	(3)		A taxi driver shall not:	
A	(3)	(a)	Refuse an orderly fare.	C
A	(3)	(b)	Be discourteous to a passenger	A
A	(3)	(c)	Refuse to issue a receipt for a fare paid if one is requested.	A
A	(3)	(d)	Smoke or chew any tobacco product or snuff while a passenger is being carried in a taxicab.	A
A	(3)	(e)	Permit any other passenger (not accompanying first passenger) to enter the taxicab without first obtaining the consent of the first passenger.	A
A	(3)	(f)	Use profane, obscene, belligerent or language offensive to the passenger	C
A	(3)	(g)	Talk loudly, utter profanity, shout or fight with any other driver.	C
A	(3)	(h)	Sleep in a taxicab that is parked in a street, alley, taxi stand or any public place	B
A	(3)	(i)	Tamper with or attempt to alter a taximeter or security seal.	C
A	(3)	(j)	Not use cell phones or other portable telephones (other than two-way radio) while passenger is in vehicle, or while vehicle is moving upon public thorough fare.	A
A	(4)		For passenger's safety, a taxi driver shall:	
A	(4)	(a)	Not work an excessive length of time so as to impair safe operation of a vehicle	B
A	(4)	(b)	Not carry more passengers than the manufacturer's rating for the vehicle.	B

A	(4)	(3)	Not operate any taxicab while consuming, or while under the influence of drugs, unless such drugs are available commercially over the counter, or are being taken pursuant to doctor's prescription, and, in any case, such drug usage does not impair the driver's ability to operate the taxicab.	B
A	(4)	(d)	Not sub lease or allow the use of a taxicab to another driver without written permission from your company or association and ensuring that the driver is properly licensed.	B
A	(4)	(e)	Make a report in writing of any criminal conviction or adjudicated traffic violation to the Commissioner within five (5) business days of the conviction or adjudication. The Commissioner may conduct a hearing if the nature of the criminal conviction or adjudicated traffic violation may constitute a danger to the public. Failure to follow this rule will be sufficient grounds for revoking a taxi driver's license.	B

Changing Companies or Associations:

The second and each subsequent request of a taxi driver to change from a taxicab company or association must be approved by the Commissioner within a licensing year.

Violations:

Violations are classified according to the following categories:

1. Class A – violations of administrative or non-safety requirements
2. Class B – violation of safety requirements
3. Class C – other serious violations

The first offense of a Class A violation within a licensing year shall result in a \$25.00 fine. The second Class A offense within a licensing year shall result in a \$50.00 fine. The third offense of a Class A violation will result in a fourteen (14) day suspension of the taxi driver.

The first offense of a Class B violation shall result in a fourteen (14) day suspension of the taxi driver. The second offense of a Class B violation will result in a thirty (30) day suspension. The third Class B offense shall result in the revocation of the taxi driver's license.

The first offense of a Class C violation shall result in a seven (7) day suspension of a Class C violation shall result in a seven (7) day suspension of the taxi driver. The second Class C offense shall result in a thirty (30) day suspension. The third Class C offense shall result in the revocation of the taxi driver's license.

The aforementioned list of violations and penalties do not limit or effect the authority of the Commissioner to suspend or revoke licenses or seek other means of enforcement as provided in Codified Ordinance 443.

B - TAXICAB VEHICLE

B			Standards for taxicab vehicles	Violation Class
B	(1)		All taxicabs shall:	
B	(1)	(a)	Be in good mechanical and physical condition.	A
B	(1)	(b)	Be clean and well maintained in appearance inside and out.	A
B	(1)	(c)	Be comfortable and clean for the passenger and free of debris.	A
B	(1)	(d)	Be equipped with a roof light permanently affixed to the roof.	A
B	(1)	(e)	Have rate cards conspicuously displayed in view of the passenger.	A
B	(1)	(f)	Have an operational two-way radio or GPS system.	A
B	(1)	(g)	Have an operational safety partition, surveillance camera or safe.	B
B	(1)	(h)	Have all passenger seats in the vehicle available for passenger use.	A
B	(1)	(i)	Have working heating and air conditioning systems.	A
B	(1)	(j)	.Have easy access to seatbelts.	B
B	(1)	(k)	Accept credit cards.	A
B	(1)	(l)	Have an operational taximeter properly tested, approved and sealed by the City's Bureau of Weights and Measures.	C
B	(1)	(m)	Not have an offensive odor.	A
B	(1)	(n)	Not have an aftermarket tint or screening affixed to any window or carry any lettering, sign or advertisements on or in any window glass or windshield unless authorized by the Commissioner.	A

C - TAXICAB COMPANIES

C			Standards for taxicab companies	Violation Class
C	(1)		All taxicabs companies or associations shall:	
C	(1)	(a)	Provide good and reasonable service at all times to all parts of the City, 24 hours a day, each and every day of the year.	C
C	(1)	(b)	Maintain a business offices with sufficient employees to answer all calls 24 hours a day, each and every day of the year..	C
C	(1)	(c)	Ensure request for taxicab service are responded to within a reasonable time.	A
C	(1)	(d)	Ensure only properly licensed (City and State) taxicab drivers operate your taxicabs daily.	A
C	(1)	(e)	Institute a system of frequent and regular inspections in order to keep vehicles in proper repair, clean and sanitary at all times with proper maintenance logs.	A
C	(1)	(f)	Maintain driver trip sheets that are open to inspection and produced on demand of the Commissioner or a designated City employee. When the request is to be sent via facsimile, the trip sheets must be produced within 4 hours of receipt of request.	A
C	(1)	(g)	Produce a dispatch report that makes a record of each call received, the time it is received, the point of origin, the time the request for service is dispatched, the time of pick-up and the destination, if indicated by the prospective passenger. Such record shall be kept in the dispatch office for a minimum period of 6 months.	A

C	(1)	(h)	Maintain a passenger complaint log sorted by: (i) Driving behavior, communication, personal dress or hygiene; (ii) Vehicle condition, appearance, mechanical and/or safety; (iii) Service response; (iv) Lack of driver knowledge of route or requested destination; (v) other	A
C	(1)	(i)	Maintain records detailing the following information for a period of no less than 2 years. (i) The total number of taxicab service requests dispatched; (ii) The total number of pick-ups that are over 20 minutes from the time dispatched or scheduled pick up time; (iii) The total number of taxicab trips made by each taxicab; (iv) The total taxicab metered miles driven for each taxicab; (v) The total revenue generated for each taxicab metered miles; The total vehicle miles driven for each taxicab.	A
C	(1)	(j)	Have a secure location to store lost items lost or left in vehicles. Keep a log of times lost or left in vehicles.	B
C	(1)	(k)	Notify the Commissioner within 10 business days of withdrawing a vehicle from use as a taxicab. All distinctive insignia or company or association name, assigned number and roof lights must be removed.	A

Violations:

Violations are classified according to the following categories:

1. Class A – violations of administrative or non-safety requirements (2 violation marks)
2. Class B – violation of safety requirements (8 violation marks)
3. Class C – other serious violations (8 violation marks)

The first of a Class A violation by a taxicab or company or association shall result in a \$75.00 fine in a licensing year. The second Class A offense within a licensing year shall result in a \$100.00 fine. The third and each subsequent Class A offense shall result in \$150.00 fine.

The first offense of a Class B violation by a taxicab or company or association shall result in a \$100.00 fine in a licensing year. The second Class B offense within a licensing year shall result in a \$150.00 fine. The third and each subsequent Class B offense shall result in a \$200.00.

The first offense of a Class C violation by a taxicab or company of association shall result in a \$100.00 fine in a licensing year. The second Class C offense within a licensing year shall result in a \$150.00 fine. The third and each subsequent Class C offense shall result in a \$200.00 fine.

When a company or association through its operations, taxicabs and/or drivers employed by the company accumulates violation points equal to ten times the number of licensed taxicabs then a hearing will be held with City officials to determine if the public's convenience and necessity is being served or hindered by that particular company or association. The penalty for hindering the public convenience and necessity include suspension and/or revocation of cab licenses. All fines are payable by the company or association and shall not be passed onto drivers. Fines not paid to the Division of Assessments and Licenses within 60 days may result in the revocation of cab licenses for the term of a licensing year.

The aforementioned list of violations and penalties do not limit or affect the authority of the Commissioner to suspend or revoke licenses or seek other means of enforcement as provided in Codified Ordinance 443.

Enforcement

Any Cleveland Police Office, appointed members of the City's Division of Assessments and Licenses, Airport Ground Transportation staff, Airport administrators and other duly appointed individuals shall have powers to enforce these Rules and Regulations.

10. HOPKINS AIRPORT REGULATIONS

It is the mission of every cab driver and Cleveland Hopkins International Airport (CLE) to provide a *first class* Taxi Service for every passenger. This is the purpose of our mutual business relationship. CLE firmly believes that this can only be achieved through the team effort of every, professional taxi driver, who individually, must strive to use the highest levels of:

- Dependability
- Efficiency
- Honesty
- Integrity
- Pride
- Respect
- Teamwork

CLE is about Customer Service.... and so are You!

Part One: The Greeting!

On any given day Cleveland Hopkins International Airport (CLE) receives thousands of passengers arriving from cities all around the globe. Many times, *You* are the passenger's first impression of our City.

As a professional taxi driver and often times the *first* ambassador of our City, you perform a very important role in how a passenger visualizes and perceives the Greater Cleveland Area! Even though your contact with them might only be for a short while...*your* attitude and behavior will leave a lasting affect in *their* minds.

The Six Expectations of a Professional Taxi Driver at CLE:

- 1) Greet all passengers in a polite, friendly and courteous manner. *Smile...it's contagious.*
- 2) Walk over to the passenger and politely assist with their luggage. *Be Helpful.*
- 3) Show them the way to your cab by opening the door for them. *Be Professional.*
- 4) Pay attention to when customers are within the queue area; they are your responsibility
- 5) Customers will hand you a form which will contain information on the mileage and fare to their destination. If you find an error, address it with the Cab Starter.
- 6) Never give the customer the impression that you are displeased or upset.

In summary, all professional taxi drivers picking up passengers at CLE should always:

Smile! Be Helpful! Act Professional!

Part Two: The Trip!

Drive like a professional! Safely pull away from the Queue area and depart from the airport. Be aware of the airport speed limits and always keep an eye out for airport traffic around you.

Put your customer at ease. Remember, the only thing a customer *really* wants is a safe trip to their destination with as little drama as possible. When you do this correctly your day will go a lot better, and it will probably put a little more money in your pocket. A good tip at the end of the trip.... is a direct result of a job well done!

As you're driving, always pay attention to what is around you. As a safe driver you know to keep an eye on your instrument panel for alerts of speed, low fuel and any mechanical failure. Also, keep a watch in both your left and right outside mirrors for any change in traffic. Naturally, you will be focused on what's going on outside your taxi, but at the same time look in your rearview mirror to

check on your passenger. If, they're on their cell phone or busy with the blackberry then just relax and drive. But, if your passenger picks up one of your magazines or asks you a question, this is the perfect opportunity to be an ambassador for Cleveland. Be receptive and respond to conversation initiated by the customer, don't ramble.

As a **PTD** (Professional Taxi Driver) for **CLE**, you should have a pretty good background of our city's history (a timeline of Cleveland is located in the "Misc." section of this handbook). You are aware of local current events and you're proud that you know a little about Cleveland's diverse cultural background. These are just a few of the great things that have helped mold Cleveland into one of the most unique cities in the Midwest.

Many times this may be your customer's very first visit to Cleveland or your next passenger might be a returning business customer. Whatever the case may be, you will always want to continue to think of new and interesting things to talk about with them **IF** the situation arises.

You may find it rewarding to keep a clean copy of today's newspaper lying *neatly* on the back seat. Remember...your passenger will appreciate the fact that you care about their comfort. They will sense this and will usually respond back by interacting with you. This is all a part of "making it" in the Taxi business.

You have to strive to be a **Professional Taxi Driver!**

Well, it's been a great trip so far! Things are going well and you have established a rapport with your passenger. They liked your attitude, your pleasant demeanor, and of course your clean taxi!

It's been raining especially hard during this trip on I-71 north today so you've driven a little more cautiously. Your experience as a **Professional Taxi Driver** has taught you that during a heavy rain storm puddles are always on the route as you drive to your destination. You're always keeping a watchful eye out for potential trouble along the way. Prepare for the inclement Cleveland weather. In a minute you'll be pulling up to your destination. On this trip, it's the Marriott Key Hotel in Downtown Cleveland.

With ease you pull your cab into the drop off area. Position your cab perfectly to the curb giving your passenger a very easy exit.

Naturally, as a **Professional Taxi Driver** you assist your passenger on exiting from your taxi after you have collected the fare. And, if everything goes according to plan you should be rewarded with a pretty good tip.

Opening doors for your passenger and placing their luggage at the curb is all part of the job. If, you do your job with a smile on your face, you will see the rewards in the tips you collect.

Standard Operating Procedures At CLE

It is important that all PTD's adhere to these Top 25 rules. Additional rules may be added as necessary.

1. Drivers at CLE must conduct themselves in a dignified and professional manner. It is expected that drivers maintain the utmost integrity and honesty with their customers, fellow drivers, the public, airport supervisors and all airport employees.
2. Drivers will help enforce all CLE rules and regulations regarding taxis.
3. Drivers must enter the queue via our Taxi route (via five (5) points).
4. Drivers are not allowed to enter the CLE terminal for beverages, snacks, restrooms, etc.
5. Drivers are expected to dress professionally when driving at CLE.
6. Drivers are expected to be well groomed at all times. Haircuts, trimmed beards and mustaches are mandatory. Drivers not well groomed may be reported to their respective companies, and asked to leave until corrections have been made.

7. Drivers will be aware of all safety hazards while at CLE. Drivers will report any safety hazards to the taxicab starter.
8. Drivers will follow the instructions of the cab starter at all times.
9. Drivers must accept credit cards for payment of any fare! There is NO minimum fare amount. **NO EXCEPTIONS!**
10. Drivers are not permitted to charge an extra fee to process a credit card.
11. Drivers are not allowed to charge extra for luggage. Drivers must load/unload luggage.
12. Drivers are not allowed to return to the front of the queue after a short trip.
13. Drivers are not allowed to refuse a fare under any circumstances. It is a passenger's absolute right to have a taxi for any reason.
14. Drivers will keep a **clean taxi cab** at all times. There should be no clutter, untidy newspapers, magazines, trash, garbage on dashboards, seats or floors. No televisions or large ice coolers are permitted inside the taxi. Drivers are expected to have the taxi cleaned on a regular basis.
15. Drivers will stay alert and awake while at CLE.
16. Profanity of any kind will not be tolerated at CLE.
17. Any driver thought to be under the influence of alcohol or drugs will be removed from duty and will not be able to return to CLE until a complete investigation is completed.
18. Disorderly conduct of any kind will not be tolerated while on duty at CLE.
19. Drivers will not smoke, eat, or drink a beverage when greeting a passenger, loading luggage or while driving.
20. Drivers WILL NOT use their cell phone OR be smoking when greeting a passenger or loading luggage or while transporting a passenger unless it is an emergency.
21. Drivers are not permitted to loiter in the cab starter area.
22. Drivers must be in their cab or standing next to the driver's side door when you are within 300 feet of the terminal (a red lane across the runway identifies the 300 foot mark).
23. Driver comments or behavior that is detrimental to CLE will not be tolerated.
24. Drivers will not damage or destroy property.
25. You are not allowed to queue your cab past the queue lane gate (the gate must be able to be closed at anytime).

Dress Code:

Black slacks, dark blue shirt with collar, closed toed dark shoes
No sandals or clothing advertising any sports team or business.
Good body hygiene.

11. DRIVER GUIDELINES, POLICIES AND DISCIPLINARY ACTIONS

Ace Taxi Service Driver Policies

Section I

1. All Lessees are independent contractors.
2. All lessees are required to pass a physical.
3. All lessees are required to pass a drug screen test.
4. All lessees are required to have a background investigation prior to a licensing.
5. All lessees must be able to speak, read and write the English language.
6. All lessees will be of clean dress and person.

Section II

1. **Reservation of Rights:** All previous communications and publications on subjects covered or revised within this policy manual are preempted upon issuance of this manual. Ace Taxi reserves the right to change, interpret, withdraw, or add to any of the benefits and/or policies at its sole discretion and without prior notice to, or approval by, the Lessees.
2. **Non Discrimination/Affirmative Action:** Ace Taxi Service is committed to the concept of equal employment opportunity for all of its Lessees and applicants for leasing. According to the objectives of this policy, Ace Taxi Service has declared a policy of providing employment opportunities without regard to race, ethnicity, color, religion, sex, national origin, political affiliation, age, handicapped status, or any other non-merit factor.

In addition, while it is the policy to provide fair and equal employment opportunity to all qualified applicants to enter and advance in employment at Ace Taxi Service on the basis of demonstrated merit relative to appropriated job related standards. It is also the policy to take affirmative action to seek out individuals at any level of the organization whose potential has not been fully utilized with the objective of assisting them to reach their full potential and merit job standards.

Affirmative action will also include Ace Taxi Service actively seeking additional sources of applicants to help meet the objective of equal employment opportunity.

The affirmative action program is developed on the following principles: 1) Recruit, hire, train and promote persons for all job vacancies without regard to race, ethnicity, color, religion, sex, national origin, political affiliation, age, handicapped status, or any other non-merit factor, except where sex or physical requirements constitute a bona fide occupational qualification necessary to properly and efficiently function in the job; 2) Identify and eliminate all employment practices which have an adverse impact on minorities or others protected by applicable law; 3) Determine the extent to which minorities or others are under utilized in major groups and develop a program of advancement and tenure which will make employment attractive as a career and encourages each employee to render his/her best service; 4) Ensure that promotional decisions are according to principles of equal employment opportunity by imposing only valid requirements on promotional opportunities; and 5) Ensure that personnel actions, such as compensation, benefits, transfers, lay-offs, returns from lay-off, company sponsored training, education tuition reimbursement and social and recreational programs will be administered without regard to race, ethnicity, color, religion, sex, national origin, political affiliation, age, handicapped status, or any other non-merit factor.

In order to effectively administer this policy, the company charges all Lessees with responsibility to report any violations of the policy. Any individual who believes a violation has occurred must report such allegations to the appropriate company officer immediately. All reports will be kept strictly confidential. The company will investigate all allegations to determine the validity of the report. Should the investigations confirm the allegations, the company will take appropriate corrective action, including disciplinary measures to remedy all violations of this policy.

3. Probationary Period: All new Lessees will serve a 90 calendar day probationary period. During this time a Lessee shall be given basic job instructions and will be under close observation by management and fellow Lessees.

If it appears the new Lessee is not making satisfactory progress and/or is not adjusting to the work environment, he/she will be counseled by management. If it appears that the new Lessee will not be able to perform the available work satisfactorily and/or adjustment to the work environment, he/she will be dismissed.

It is our expectation that most new Lessees will successfully complete this probationary period and will therefore become eligible for the benefits described in this policy administrative manual. Continued contracting will be subject to the policies within this manual.

4. Revisions and Updates: The Company will, from time to time, make revisions to this policy administration manual to reflect any new policies or changes that might be implemented by our company. In this event, the said information will be distributed to you as updates at the earliest possible time.
5. Physical Examination: At times, as a condition of employment, a new and/or existing employees may be required to take a physical examination and/or drug test performed by our company physician. If this should occur, the company will pay for the examination and/or drug test. However, this may be conducted on the employee's own time.
6. Non-competition Agreement: All successful companies have basic confidential information relating to their products, procedures, client base, etc. Likewise, Ace Taxi Service's success has been the result of our products, service, and loyal and dedicated employees. In an effort to ensure our continued success, we must protect the confidential information relating to our products, procedures and customers. Therefore, all employees, as a condition of employment are required to sign a non-competition agreement. By signing this agreement, the employee agrees to knowingly divulge any information relating to customer lists, sources, and costs, financial statements, and any other information that may give unfair advantage to our competitors.
7. Security and Inspection: Due to the nature of our business and products, security is important. The company's management, in the presence of the employee, has the right to inspect packages and storage areas to ensure proper security.
8. Lessees who fail to transport a radio order, or refuse a fare from a cab stand to include the airport, or refuse to transport an orderly passenger, regardless of distance involved.
9. Lessees who steal trips from other lessees.
10. Lessees who use abusive language and/or disrespectful over the radio or on the phone with dispatchers.
11. Lessees who use abusive language and/or are disrespectful toward passengers.
12. Lessees who intentionally cause direct damage to any Ace Taxi equipment.

ANY VIOLATIONS OF THE ABOVE POLICIES WILL RESULT IN DISCIPLINARY ACTIONS

Section III

The following are minor violations and will be handled as follows:

1. Speeding: Excessive speed is defined as exceeding the posted speed limits set by the respective agencies.
2. Discharging and Picking Up Passengers: Any Lessee discharging passengers anywhere but the curb lane or a taxi pull off.
3. Any action exhibiting gross negligence or poor judgment on the part of the Lessee.
4. Shortages and/or Change Backs: Will place the Lessee on hold until the monies due are paid.

5. Arrests and Fines: Lessees must report any and all arrests, tickets, or fines no later than the following weekend. Lessees are responsible for all fines and/or court cost accrued including parking violations received while driving an Ace Taxi Service vehicle.

LESSEES VIOLATING ANY OF THE ABOVE POLICIES WILL RECEIVE THE FOLLOWING:

First Offense: 3 to 5 days suspension
Second Offense: Termination of lease

***** All contractual employment and termination of contracts will be done with the coordination of the director of operations*****

***** All contract negotiations and securing of them will be subject to prior approval by the owner *****

Ace Taxi – Driver Radio Conflicts and Off Service Penalties

All OFF SERVICE will be logged on OFF SERVICE CHART in Dispatch and NOTED on a SHIFT REPORT.

Ace Taxi Drivers will be penalized when

Action:

Driver Accepts Trip – Asks to be Unassigned, refuses to pick-up passenger or accepts then refuses credit card or voucher trip

Penalty:

Off Service for 3 hours

Second Time in rolling 30 days, off service for 12 hours

Third Time in rolling 30 days, off service Permanently* - until driver comes to base during business hours and speaks with management.

Action:

Driver Accepts Trip – Loads and Clears trip without picking up passenger or Holds trip for more than 10 Minutes then wants Unassigned

Penalty:

Second Time in rolling 30 days, off service for 12 hours

Third Time in rolling 30 days, off service Permanently* - until driver comes to base during business hours and speaks with management.

Action:

Customer Complaint about driver – (Also includes complaint from police, airport, restaurant/hotel/business, another driver or staff member, etc.)

Penalty:

Driver will be contacted and must report to base within 24 hours or 1st business day of the week and respond to the complaint in writing.

If the driver does not report to the base within this timeline or the circumstance of the complaint warrants this action sooner, then driver will be put off service Permanently* - until driver comes to base during business hours and speaks with management.

Action:

Driver is verbally abusive or Threatens staff

Penalty:

Off Service off service Permanently* - until driver comes to base during business hours and speaks with management.

* Permanently means that no staff member can put driver back on service until GM or above authorizes it

12. DRIVER AGREEMENT

DRIVER-OWNER INDEPENDENT CONTRACTOR AGREEMENT

THIS AGREEMENT is entered into this _____ day of _____, 20___. By and between Ace Taxi Service Inc. an Ohio corporation with its principle place of Business in Cleveland, Ohio (hereinafter Ace or Licensor) and _____ (hereinafter Licensee).

STATEMENT OF PURPOSE

Ace is a taxicab company engaged in the business of providing services to for-hire and taxicab transportation operators in and around the City of Cleveland, Ohio. Ace has equipment and systems to assist Licensee with operation of a transportation business, and Licensee desires a license from Ace to operate under the Ace trade name. Therefore, the parties have agreed and do hereby agree, that Ace will provide licensee with the opportunity to perform transportation services and Ace will provide owner operator service upon the terms and conditions in this Agreement, as subsequently set out.

TERMS AND CONDITIONS

1. Licensee hereby receives from Ace Taxi Service Inc. (Licensor) the services identified herein under the forgoing and following terms and conditions.
 - A. Licensor, in consideration of the financial arrangements described in the Financial Agreement as part of this Agreement, grants a license to the Licensee to provide transportation services by use of Ace Taxi Service Inc. dispatch system (hereafter the Radio) and the Licensee's own four door properly registered and insured luxury sedan (hereafter vehicle).
 - B. Licensor grants to Licensee the right and license to use Licensor's trade name or names and service marks in connection with providing transportation service by displaying Licensor's trade name or names and service marks as described in the Vehicle Agreement as part of this Agreement.
 - C. Licensor reserves the right to cancel this Agreement at any time if the Licensee fails to provide transportation services in accordance with this agreement. or maintain the Licensee's vehicle to the standards set by the management of Ace.
 - D. The Licensee acknowledges and agrees that in performing the services rendered hereunder, he/she will do so in a professional and safe manner. In addition to complying with any and all traffic laws. The Licensee also agrees that services contracted for herein, shall only be performed by the Licensee or by a person hired and designated by the Licensee, the identity of whom shall be provided to Ace in advance and who shall be appropriately licensed by all applicable governmental authorities.
2. Licensee certifies that he/she is currently in possession of a valid State of Ohio driver's license and agrees to keep that driver's license in full force and in effect for as long as the Licensee is a Licensee of Ace and agrees to supply Ace with copies of that driver's license upon request. Licensee must also obtain and maintain a City of Cleveland Hack License as long as the Licensee is a Licensee. Licensee also agrees:
 - A. To operate the vehicle in accordance with, and to comply with all applicable laws, ordinances and governmental rules and regulations and not to use the vehicle or permit the vehicle to be used for any illegal purpose.
 - B. Licensee certifies they he/she is in possession of a current and valid insurance policy with liability limits as outlined in the Financial Agreement attached to this Agreement and agrees to maintain that valid insurance policy for as long as the Licensee is a Licensee of Ace. Licensee also agrees to supply Ace with proof of

- Insurance upon request and to name Ace Taxi Service, Inc. as a certificate holder of the insurance policy. Licensee agrees to a 15-day notification to Ace prior to any change that is to be made in the insurance policy including but not limited to cancellation.
- C. Licensee agrees to a yearly renewal of the insurance policy and a yearly review of the insurance policy by the management of Ace.
3. Licensee agrees that he/she is responsible for all withholding and pay all federal, state and local income taxes, unemployment insurance, social security and any other taxes or payments required to be withheld.
 - A. Licensee agrees to pay all of the Licensor's cost including reasonable attorney's fees incurred in collecting payments due from the licensee.
 4. Licensee hereby acknowledges the validity of the trade name "Ace Taxi Service" and the service marks "Ace Taxi" and all other trade name and service marks used by Ace and its affiliates. Licensee also acknowledges that they are property of Licensor and agrees not to infringe upon, harm or contest the rights of the Licensor to the same. Licensee also agrees not to use the name aforementioned names in any manner unless given prior approval by the management of Ace.
 5. Licensee recognizes that the use by the licensee of the Licensor's trade name and Service marks insure that any goodwill and reputation arising from use by Licensee shall inure to the benefit of the Licensor. Licensee recognizes that Ace, through advertising and reputation has established customer good will which benefits Licensee and the Licensee agrees not to act in any way detrimental to the public interest of Ace.
 6. It is the intention of the parties that this agreement establishes licensee as an independent contractor. This agreement does not establish licensee as an agent, legal representative, master-servant, joint venturer, or partner of Ace. Licensee is not authorized to make any contract, agreement, warranty, representation, or to create any obligation, expressed or implied, on behalf of any affiliated company. Licensee is not an employee of Ace or any affiliated company. Licensee will not and is not entitled to receive benefits, including retirement or worker's compensation benefits, traditionally associated with an employee/employer relationship. Licensee further acknowledges licensee and not Ace is responsible as an independent licensee to prepare all reports and make all payments required by any taxing authorities, whether federal or state, including self-employment taxes. The parties acknowledge that this is for the benefit of Licensee and Ace is acting as it's supporting service provider. Specifically:
 - A. Licensee's profit is not guaranteed. All income derived from the use of the Radio by the Licensee is the sole property of the Licensee except as noted in the Financial Agreement as part of this Agreement. Rates charged to clients will be determined by Licensor and will be strictly adhered to as the sole means of charging clients for the provision of transportation services.
 - B. Subject to compliance with paragraph 2a above, the Licensee shall not be required by the Licensor to operate their vehicle in any manner or accept any calls other than those that are not in violation of this agreement.
 - C. Licensee shall not be required to account to Ace in writing or otherwise for any amounts collected from passengers. Licensee shall not be required to furnish Ace any trip sheet or other record of Licensee's activities unless required by law, ordinance or governmental, and/or regulation except for information relating to accidents or relating to the defense of any suits or claims.
 - D. Subject to compliance with the provisions of paragraph 2a above, Licensee shall not be restricted in any manner as to the area in which Licensee may operate their vehicle or to operate their vehicle for any minimum number of hours.
 7. LICENSEE acknowledges that the operation of a for-hire vehicle including taxicabs and other livery vehicles that may be operated by Licensee under this agreement may create a potential risk to LICENSEE. These potential risks include, but are not limited to, the possibility of being a victim of crime or of being involved in a motor vehicle accident. Licensee and the Licensee's heirs, subcontractors, agents and suppliers shall defend, indemnify and save harmless Ace and its officers, agents and employees from and against all suits, actions or claims of any character, name or description (including the cost, expenses and reasonable attorney's fees) brought for or on account of any injuries or damages (including death) received or sustained by Licensee or any person or property on account of or arising out of, or in connection with, any acts or omissions of Ace or any Ace subcontractor or anyone directly or indirectly employed by or under the supervision of Ace, and shall in all ways hold Ace, it officers, agents and employees harmless from any such claims, losses or damages. This agreement to indemnify and hold harmless

extends to any and all damages including damages to licensee that may occur related to or arising from any claim based upon a products liability or strict liability theory of recovery, which involves liability facts or damages that are related to any GOODS provided herein.

VEHICLE AGREEMENT

1. Licensee agrees to provide at their own expense a late model four door luxury sedan in very good or better condition as defined by The Kelly Blue Book for Used Cars and be approved by the management of Ace, keep it fully insured and maintain a valid State of Ohio livery registration on the vehicle and:
2. The color is to be black or dark blue and be approved by Ace management and:
3. Licensee agrees to the placement of Ace approved signage on the rear of the vehicle the size of which will be no larger than twice the size of a standard Ohio license plate indicating the vehicle number and company name and/or logo and:
4. Licensee agrees to the placement of Ace company decals on the rear quarters panels on both sides of the vehicle giving both the company name and phone number, the size to be determined by the management of Ace and:
5. Licensee agrees to regular inspection by Ace management and to immediately effect any and all repairs that Ace management deems necessary to maintain the company standards and:
6. Licensee understands that ownership of the vehicle is that of the Licensee and that any repair due to any reason is the responsibility of the Licensee and
7. Licensee understands that ownership of the Radio and any other equipment installed by Licensor in Licensee's vehicle is that of the Licensor and that any and all repairs will be and must be made by the Licensor. The Licensor will pay the cost of the repairs if the repair is due to a parts failure during normal usage and the Licensee will pay the cost of repair for equipment damaged due to abuse and.
8. Licensee acknowledges that the installation and de-installation of the Radio and associated equipment is to be accomplished by a mechanic in the employ of Ace or one designated by Ace and at the expense of the Licensee, as set forth in the Financial Agreement.
9. Licensor will not be responsible for nor required to repair and holes, marks, tears or changes to the Licensee's vehicle required for normal installation or caused by normal wear of usual Radio usage.
10. **DISCLAIMER: ACE MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO ANY EQUIPMENT PROVIDED TO LICENSEE, INCLUDING BUT NOT LIMITED TO THE RADIO AND OTHER EQUIPMENT INSTALLED BY ACE OR ANY VEHICLES SUCH AS TEMPORARY OR PERMANENT LOANER OR REPLACEMENT VEHICLES THAT MIGHT BE PROVIDED TO LICENSEE DURING THE TERM OF THIS AGREEMENT. NOTHING HEREIN CONTAINED SHALL BE CONSTRUED AS TO DEPRIVING THE LICENSEE OF WHATEVER RIGHTS, IF ANY, LICENSEE MAY HAVE AGAINST ANY PARTY OTHER THAN ACE, SUCH AS THE SUPPLIER OR MANUFACTURER OF ANY EQUIPMENT.**

FINANCIAL AGREEMENT

1. At no time does the Licensor guarantee or assure the future value of this license.
2. Licensee agrees to the following financial terms:
 - A. Licensee will purchase a license to fulfill orders for transportation services to clients calling into the dispatch room of Ace Taxi Service Inc. for the amount of _____, payable in one hundred equal weekly payments of _____. For which the Licensee will receive an equal and fair chance to receive work that is dispatched through the automated dispatch system currently in place or any other system in use at the discretion of the management of Ace. The value and cost of each order to be determined solely by the management of Ace.

- B. Licensee will place the sum of _____ on deposit with Ace Taxi Service as a security deposit on amounts that are or will become due to Ace Taxi during the during of this agreement and for the 60 days following the termination of this agreement, including but not limited to: damage to or loss of the physical equipment in stalled in the Licensee's vehicle, license or lease fees, maintenance or fuel charges, insurance deductibles, etc., whether arising directly out of this agreement or otherwise.
- C. Licensee agrees to pay a weekly amount of _____ to the Licensor as long as he/she is a Licensee.
- D. Licensee will pay upon signing this agreement the sum of _____ to cover the cost of the installation of the Radio.
- E. Licensee will pay upon signing this agreement the sum of _____ as a partial deposit on the equipment installed in the Licensee's vehicle.
- F. Licensee will at all times keep in full force and effect liability insurance meeting minimum State and Local minimum limits and other requirements for-hire vehicles. Without limiting the foregoing, the Licensee shall be required to carry the following minimum limits of liability with an insurance carrier authorized to do business in Cleveland, Ohio for for-hire vehicle, naming Ace Taxi as an additional insured on said policy:

Automobile Liability.....\$300,000.00

The carrying of these minimum limits in no way limits licensee's liability to Ace. Said limit may be increased by Ace during the term of this agreement with seven (7) days notice to Licensee. In the event of such an increase, Licensee may cancel this agreement prior to the expiration of the seven (7) day period.

If Ace Taxi agrees by written addendum to this agreement to cover Licensee under an insurance agreement, self-insurance agreement or other similar insurance agreement, such agreement only cover Licensee to the limits in that agreement and this does not alter Licensees obligations hereunder for insurance or otherwise.

- G. Licensee will have the right at will to transfer or sell this license to another individual approved by the Licensor and meeting all the requirements of this agreement for any amount that the market will bear. Ace may charge a transfer fee not to exceed \$250.00. At no time does the Licensor guarantee a value of this license or offer an option to return or sell the license back to the Licensor.
- H. Transferring this license to another individual does not void this agreement it transfers all it's terms and requirements to the new Licensee.
- I. Until June 1, 2003 there will be no surcharge on any orders filled by the Licensee with the exception of orders filled and paid for by a credit card, thereafter Ace reserves the right to charge a surcharge to the Licensee of up to ten percent of each filled order paid for by corporate voucher or billed through a corporate account.
- J. Licensor will charge Licensee a flat six- percent of each order fill and paid for by a credit card. Licensor will offer to the Licensee orientation in the use of the Radio atone additional cost or expense to the Licensee.

13. DRIVING TIPS

Ace Taxi Service is in the business of providing safe transportation. You, as an Ace lease driver, must assume the responsibility which you owe to your patrons, which is greater than that which the driver of a private car owes his passengers. You are considered to be a professional driver. You collect a fee for your services.

Accidents do not just happen – they are caused, either directly or indirectly. Speeding and carelessness causes most accidents. The conditions under which you are driving determine what is considered to be speeding. Under some conditions, the only safe speed may be a standstill. Whatever the conditions, you must have the taxicab under control at all times.

When passengers who are in great haste suggest that you increase the speed at which you are traveling, it is often necessary that you tell them that you will get them to their point of a destination as quickly and as safely as possible – but you will not exceed the posted speed limit, drive recklessly, or disobey the laws. Remember: You are responsible for paying any ticket you accrue.

Safe and Lawful Driving is the Rule at Ace Taxi

Just because you are a contractor for Ace Taxi, doesn't mean you're not still responsible for your driving. You are responsible for any tickets, violations or accidents. So follow all laws and traffic and parking signs drive safe and smart.

Defensive driving means that you're on guard and ready for what might happen - cautious, yet ready to take action and not put your fate in the hands of other irresponsible drivers. According to National Safety Council data, 77 percent of all accidents are attributed to driver error. If you become a good, defensive driver, you can cut that percentage significantly.

Here are some important elements of defensive driving:

Allow enough space ahead. Four out of ten accidents involve rear-end collisions, many of which could have been avoided by simply following at a safe distance rather than tailgating. You should allow at least two seconds between your vehicle and the car ahead of you. That gap should be lengthened to three seconds at highway speeds and four or more in rain or other poor weather conditions.

Look ahead. Scan the road and the surrounding area at least a few hundred yards ahead for potential road hazards. Look around on both sides, and keep your eyes open for approaching vehicles, pedestrians, or animals that might enter your path.

Have an escape route. Check your mirrors every few seconds to see what's beside and behind you. Taking into account the position of the cars around you and the road ahead, decide where you could maneuver safely to avoid an accident. Having an avoidance route is essential. If you don't - say, if the road is narrow and there's no shoulder - you need to increase your following distance.

Don't depend on other drivers. Be considerate of others, but look out for yourself. Don't assume that another driver is going to move out of the way or allow you to merge. Plan your movements anticipating the worst-case scenario.

Keep your speed down. Remember that the posted speed limit applies to ideal conditions. You're responsible for decreasing your speed to match the conditions.

Adjust for hazards. By slowing down or speeding up only slightly, or by moving to a different lane position, you may avoid a potentially hazardous situation.

Avoid frequent lane changes. Try to maintain a speed near that of the flow of nearby traffic. Remember your lane discipline and keep right unless passing. Remember to check the blind spot before making a lane change, too.

Use lights and signals. Turn your headlights on in dim daylight, rain, or other low-visibility weather conditions, and remember to always use turn signals. For expressway driving, we also believe that - when still at a distance - a quick blink of the flash-to-pass feature on your headlights is far safer than the tailgating or the aggressive right-lane passing that often otherwise results. If you're in town, direct eye contact and gentle gestures might help clear any doubts over who has the right of way.

Keep a proper driving position. Maintain a comfortable, upright driving position, with both hands on the steering wheel (preferably at the nine- and three-o'clock positions). This will put you in a better position to make sudden avoidance maneuvers.

Wear your seat belt. It's still the best thing you can do to protect yourself in case the unexpected happens. It's hard to believe there are still those who don't buckle up, even though seatbelt use [rates](#) have never been higher.

Cut out distraction. Any time you become preoccupied with distractions, you're letting your defenses up. As always, minimize your eating, drinking, CD-changing, and cell phone conversations. Save them for when you're stopped in a safe place.

It's all about the attitude! Although defensive driving includes all of the above considerations, it's better described as a realization that driving is a privilege that you share with many others, that there are real people in other vehicles - possibly even family, co-workers, or loved ones - and that aggressive, irresponsible driving on your part could put your life and the lives of others in danger.

Always wear your safety belt when driving.

Stay Alert

- Do not drive while under the influence of alcohol or drugs. Alcohol slows your reaction time, blurs and distorts vision, and impairs your judgment about distance.
- Never use illegal drugs.
- Read the labels on all prescription medications for warnings; consult your physician about how your medications or over-the-counter drugs could affect your driving.

Follow the Rules of the Road

Speed

- Never exceed the posted speed limit. Weather conditions permitting, always maintain the legal speed limit.
- To maintain a safe distance between you and the car ahead, keep a following distance of at least two seconds. Add one second for each adverse driving condition such as bad weather.

Intersections

- When approaching a green light, be prepared for it to turn red. It may have been green for a long time.
- When stopped at a red light and it turns green, proceed slowly. Look left and right before you drive through the intersection.

- Yellow lights mean proceed with caution, not speed up to get through the intersection before the light turns red.
- Turning right at a red light is not permitted in every state. Even in states where it is permitted, turning right is not allowed in some intersections. Watch for signs at the intersection.

Passing

- Make sure you are in a passing zone.
- Be certain that there is no oncoming traffic.
- Look at all mirrors carefully before you make a lane change.
- Look behind you for any vehicles that might be trying to pass you.
- Be aware of any blind spots. Once the lane is clear, signal your move.
- Move into the passing lane, and accelerate to pass the car in front of you.

Know Your Environment

- Never look directly at an approaching car's headlights. Use the right edge of the pavement as a lane guide until the other car has passed.
- Be aware of any potential road hazards. Watch for cars that suddenly swerve from their lanes to avoid pot holes, construction barriers, or stalled vehicles.
- Bad weather such as rain, snow, or fog can make driving difficult. Always watch for difficult conditions and be prepared to take defensive action. Follow these bad weather tips:
- The tires on your car can lose traction on wet roads. Slow down if the roads are wet.
- Snow and ice can make roads slippery. If your car goes into a skid, do not push down hard on the brakes. Take your foot off the accelerator and turn the steering wheel in the direction you want to go. Do not turn sharply. Use moderate turns of the wheel until you come out of the skid.
- Slow down as you approach shaded areas, bridges, and overpasses in winter. These areas freeze first and stay frozen longer.
- When driving on a highway, always be prepared for drivers to change lanes suddenly in order to exit.
- Do not let your emotions dominate your driving.
- Do not drive when you are tired. If you feel tired, pull off the road for some exercise and fresh air or a cup of coffee.

Source: Defensive Driving: The Best Offense, National Safety Council, 1991, 1121 Spring Dr., Itasca, Ill. 60143-3201.