

RIVERSIDE LINE CAR SERVICE

Driver's Handbook:

Welcome to Riverside Line Inc.: Together we are going to Succeed.

We are all partners in the best Transportation Company for the Queen City Buffalo.

Riverside Line Inc. is based in the City of Buffalo and part of Upstate New York. Our commitment to the City of Buffalo, Upstate New York and others, is to always provide the Best Car Service.

Our goal as a Car Service Company is to provide fast, safe and professional transportation to all our passengers on a daily basis. To do so, we need to win the hearts of all our clients, by working together as the family we are. Always being responsible, polite, showing up on time with a complete uniform and a readiness to work. Finally, and the most important part is to always have our vehicles clean and safe to drive.

We believe that if the above goals are completed on daily basis our company will gain one passenger at a time for life.

To be a Riverside Line Inc. Taxi Driver EVERYONE MUST:

- 1. Obey and follow all City of Buffalo and State of New York Laws and regulations. (NO EXCEPTIONS)**
- 2. Must come to work prepared to work under any circumstances and ALWAYS provide the best transportation and customer service.**
- 3. Think SAFETY FIRST!!! Before leaving the starting point of your day, EVERY driver MIUST inspect their vehicle to make sure is safe to drive not only for their own personal safety but for EVERYONES(Min. requirements: spare tire, first aid kit, and emergency road kit.). WE ARE ALL A FAMILY!!! WE ALL COUNT AS ONE!**
- 4. Feel comfortable working as a TEAM and bring up any suggestions that will make the company a better place to work.**

If you have any questions, concerns or feel the need for specific training or tools to perform the job please feel free to ask me or any management personal. We will be

more than happy to provide you with any tools, and or training needs, which you may need to perform the job.

We are Excited that you have brought your driving skills to Riverside Line Inc. and we want you to be the best team member you can possibly be.

Remember the company's success depends on you... You succeed we succeed... you are happy we are happy... when you are GREAT... THE COMPANY BECOMES GREAT...

Let's work together and be partner's in SUCCESS...

5. Good Customer Service:

At Riverside Line, Good customer service is REQUIRED always.

Remember our Business Success depends on YOUR Success. If you provide good customer service, the client(s) will most likely return to our company for further business.

Remember one satisfied customer will spread the word of how good our company is and that will make you the best driver you can ever be.

Always treat every customer as you want to be treated, always arrive on time for each pick up, with a smile and in complete and cleanoutfit , by doing so, you are sending the customer away happy and a happy customer is a guaranteed success; because a successful company is what we work for.

In addition; please always answer your phone when someone work related calls you. This will ensure you a successful business, because the clients will feel comfortable and can rely on you for their transportation. Always answer the phone politely and responsive, and help them find a solution to their transportation needs. If the case is that you cannot help them with their transportation needs, refer them to the Riverside Line secretary Yaritza Martinez 716-221-4444

6. HONESTY:

Please Don't make promises unless you WILL keep them.

If a client calls you to ask for their return ride, please give yourself enough time to get their location. Also, if there is an obstacle in the way of completing a PROMISE please be clear and specific with the customer. Think before getting yourself tied up even more. It's better to ask for help; than trying to do it all on your own and not doing anything at all.

BE HELPFUL- even if there's no immediate profit in it.

Very important always ask your reliable customers; if they are satisfied with their Transportation or if there is anything that needs improvement.

7. Requirements for Taxicab Driver's.

- (a) An application for a taxicab driver's license:
 - (1) Must be at least 21 years of age;
 - (2) If an application for an original license, must provide to the Commission proof of identity in the form of
 - (A) A valid form of photo identification issue by the United States, in the State Of New York.
 - (B) A valid, original Social Security card:
 - (3) Must be of sound physical condition as certified to by a physician license to practice in New York State. Failure to appear as directed may lead to suspension or revocation of an existing license.
 - (4) Must not be ADDICTED to the use of DRUGS or intoxicating liquors;
 - (5) Must be able to speak, read, write and understand the English language;
 - (6) Must be of good moral character;
 - (7) Must be familiar with the geography, streets and traffic regulations of the City of Buffalo and the rules and regulations of the New York State Taxi.
- (b) An application for a car service driver must be signed by the applicant and filled in person, driver shall agree that service of any paper, notice, letter, summons, complaint or legal process of any kind or nature may be made by the City of Buffalo.

8. DISPATCH OPERATIONS AND RULES:

(A) Smoking:

The health Act 2006 makes it illegal to smoke in any vehicle that is used for public transport and which is not used primarily for private purposes. This also includes when you do not have any passengers, or when you are off-duty.

It is against the law to:

- **Smoke in a smoke-free premises or work vehicles.**
- **Fail to prevent smoking in a smoke-free place.**

For more information about the smoke-free laws, visit :<http://publichealthlawcenter.org/topics/tobacco-control/smoke-free-tobacco-free-places/vehicles>.

(B) Dispatch and Loading Fees:

- a. **Try us out and see what we can do for you. For the first (3) three months no dispatch fees will be charged. After that the fee will be charged on a weekly basis at a rate of \$**
- b. **Loading fees are \$2.30 per actual loaded customer. No Exceptions.**
- c. **Revolving weeks: If fees are due on Monday you are good in the system until the following Monday. If fees are not paid you will be unable to log into the system until it has been paid in full.**
- d. **The Dispatch Fee for Drivers will be waived for the first 3 months when you join our company. The loading fee of \$2.30 still applies per call that is dispatched to the driver's application which he/she willingly accepts. After the 3month grace period driver's affiliated with our company will be charged a \$10.00 dispatch fee weekly plus \$2.30 per call that the drivers willingly accept, that includes Positives, Negatives calls, and or Canceled calls. However, if you accept a job and do not pick the customer up in a timely manner and it must be reassigned you will still be charged a fee for that call.**
- e. **The first (2) two cancelled calls will not be charged to the drivers per day.**
- f. **Please be advised that Riverside Line reserves the right to change Dispatch and loading fees at any time without prior notification.**

(C) Rates of service:

- a. The rates of service are as follows and must be administered by every driver for jobs that are taken with Riverside Line. Overcharging to the customer will not be tolerated and will result in suspension up to and including termination for repeat offenses.**

(D) Customer Rating System:

- a. Each customer will be asked to provide feedback for all trips taken. If a customer is unsatisfied with your service the following actions will be taken.**
 - i. (1st) First Offense- 24 hour suspension.**
 - ii. (2nd) Second Offense- (1) One Week suspension.**
 - iii. (3rd) Third Offense- Termination from Company.**