## Yellow cab of Victoria

##  Rules and regulations booklet

# Airport Rules

1st car loads 1st passenger and if 1st car is negotiating with a passenger, no other driver is allowed to approach and make his suggestions unless requested by the 1st driver.

 No Refusal to transport any passenger unless deemed dangerous.

 Car that goes to do a **Sidney trip** will get its spot back “if the fare in aggregate was under $30.00” in the lineup. In case the cars it was following have departed from the Airport with a fare then that car will be top at bullpen.

Car that does **crew trip** from the Airport will be top bullpen after it arrives back at Airport.

 If a driver is in the terminal and cars have moved to the arrivals area in front or from behind him, that car will only be top bullpen and will not go to arrivals and harass the drivers to move.

 If a passenger walks into bullpen for a ride the top bullpen car will load him and not the last car.

 Any car caught giving trouble to crew or any complaint from crew regarding service and verified, that driver will be suspended 6hrs from dispatch and 1 month from the Airport.

 No personals allowed from the Airport.

# Cleanliness of cars

# It is driver’s responsibility to keep their cars clean and odour free.

Seats should not be ripped.

Proper and clean mats .

After 2 warnings, suspended for 4 hours.

# Dispatch Rules

**Swearing on the Phone to Customer Service Agent (CSA) or Driver Service Agent (DSA)**

6 Hours down time.

Car that accepts a trip and dispatcher verifies;

1. mini meter without arriving at destination and not passing trip through dispatch
2. driver picks up flag and does not pass trip through dispatch
3. customer calls back
4. tells his friend to go do the trip

Will result in 4 hour suspension.

Meter must be on for all flag trips.

Suspensions will be for day shift from 08:00 to 12:00 and

 for night shift 20:00-midnight.

Suspended Driver caught working with someone else’s badge number will face 1 full shift suspension.

No personals on account customers as of June 20, 2013, drivers will not be paid the amount on the charge, if caught and

Dispatcher will not be over ruled by any board member.

No refusing credit or debit cards, minimum penalty 6 Hours of downtime and next penalty of 1

full shift downtime.

Fake charges turned into the company will result in fine of 10 times the amount on the charge

slip.

If trip is 20 minutes late or over in dispatch time then the driver is allowed to call customer and if

no answer cancel the trip with dispatch consent.

# Dress Code

The company’s dress code is a key component of the standards required and is enforced 24 hours a day.

a. Dress Pants, Dress Shirt to be tucked in pants. Clothes are to be clean and pressed.

b. jacket without hood, sweater or suit.

c. shoes may be casual dress shoes or polished shoes.

d. the following clothes are absolutely not permitted

i. No jeans or any denim material, sports or running shoes,

no golf shirts, shirts without collars, no hooded (hoodie) or painter (cargo-too many pockets visible) pants or T-shirts.

ii. Shoes without socks, any type of beach wear or sportswear no slip on footwear, no shorts.

iii. no baseball type caps allowed.

NOTE: If dress code is relaxed then message will be sent to the whole fleet.

**Failure to maintain dress code**

1st Offence--------4 Hours down time right away.

 2nd Offence--------6 Hours down time right away.

3rd Offence--------1 shift down time right away.

4th Offence---------Suspended See Board.

**Offending driver asked to leave stand and does not will face double the suspension time.**

**Suspensions will be very severe (1 Full shift) if foul language is used to the supervisor.**

**Driver cited for improper dress code will show proper dress to dispatcher before the driver’s suspension ends.**

# Empress Rules

1st car loads 1st passenger and if 1st car is negotiating with a passenger, no other driver is allowed to approach and make his suggestions unless requested by the 1st driver.

No temporary off allowed at Empress Hotel. If caught, the car will be put back in the lineup.

 If car is starting to load a passenger, other drivers will not approach customer or driver.

 Only 2 taxis allowed to physically park in the allotted spaces and no double parking at any time.

 No arguments between drivers at the stand.

 No street hire allowed if a trip is accepted at the stand and that car should leave stand immediately.

 No more than 5 minutes allowed to move to the stand once your position is 1st or 2nd.

 No smoking at the stand.

 No personals allowed from the hotel.

 Any violation of above rules will result in 4 hours down time.

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# Ferry Rules

1st car loads 1st passenger and if 1st car is negotiating with a passenger, no other driver is allowed to approach and make his suggestions unless requested by the 1st driver.

 No Refusal to transport any passenger unless deemed dangerous.

 Car that goes to do a **Sidney trip** will get its spot back “if the fare in aggregate was under $30.00” in the lineup. In case the cars it was following have departed from the Ferry with a fare then that car will be top at Ferry.

 Car that has accepted a trip will leave the ferry stand immediately, failure to do so will result in 4 hour suspension.

 No personals allowed from the Ferry terminal.

# Highway Rules

Cars heading to and from Airport to Ferry in same status will keep same positions.

Cars heading to Airport or Ferry in same status will keep same positions.

Cars that bring in passengers to same destination will keep same positions once they

arrive at Ferry or Airport unless another car has come in between them from another route.

# Hospital Rules

 **Jubilee Hospital Stand**

 **Absolutely no-smoking on the stand.**

 Cars to park at stand according to the lineup in the computer.

 If there is no car at the stand and a car pulls up and there is a customer, that car is allowed to pick up the customer if the car dispatched for that customer has not arrived at the stand.

 For deliveries, the drivers can book the zone and stand and go in to deliver.

 No parking at stand for long period to go in and visit relatives at the hospital.

 No personals allowed from the hospital.

 Any violation of above rules will result in 4 hrs of downtime.

**VGH Hospital Stand**

 **Absolutely no-smoking on the stand .**

 Cars to park at stand according to the lineup in the computer.

 If there is no car at the stand and a car pulls up and there is a customer, that car is allowed to pick up the customer if the car dispatched for that customer has not arrived at the stand.

 For deliveries, the drivers can book the zone and stand and go in to deliver.

 No parking at stand for long period to go in and visit relatives at the hospital.

 During hospital visiting hours 6AM to 8PM taxis that book VGH will park at Main and between 8PM-6AM parking is at Emergency.

 Any violation of above rules will result in 4 hrs of downtime.

No personals allowed from the hospital.

# Moving Violations

1. Any taxi vehicle impounded while on duty, due to speed or drink and drive violation, the driver is responsible for all the monetary loss to the owner of the taxi.

2. For at fault accidents the owner/driver will be responsible for the

deductible, which is currently at $500.00 plus ½ of deductible as a fine.

# Sidney schedule rules

# 0400 cars should book out of downtown areas at 03:45.

# 0400 Sidney scheduled van / car will be charged $50.00 if replaced by dispatcher for not showing up in Sidney. Van owner/driver responsible to find replacement for Sidney duty .

# Sidney night duty is from 17:00 to 04:00. Sidney duty car if replaced will be charged $100.00. It is driver’s responsibility to find replacement for Sidney duty.

# Sidney morning duty is from 04:00-08:00

# All owner operators will inform their drivers about this rules and regulation booklet.

# All cars in Yellow Cab are non-smoking in accordance with CRD Bylaw 2401 and signs are placed in the cabs to indicate this to customers.

# If a rules is cancelled or revised a new sheet will be given to all cars .