



## **DRIVER HANDBOOK**

**Edition 3: May 2018**

## FOREWARD

Here is general operating and service guidelines for drivers associated with Yellow Cab Company of DC. Inc. (YCDC). The subjects reviewed were mostly extracted from DCMR Title 31 regulations and are supposed to serve as an operating guide and not a service contract between the driver and company. The company recognizes and support that each driver is an independent operator and not an employee of the company. These guidelines if observed will be beneficial to all concerned.

### **MISSION STATEMENT**

The success of Yellow Cab Co. of DC Inc. is dependent on **Management** listening to the customers, employees and driver partners, **Call Operators** always being courteous, patient and accurate, **Dispatchers** developing a strong working relationship with the drivers and **Drivers** being cognizant of their role as service providers and the resulting impact when there are service miscues.

### **INDEPENDENT STATUS**

Every DC taxicab driver is trained, examined and certified by the Department of For-Hire Vehicles (DFHV) and classified as an Independent Operator whether they are an owner operator or renter of a certified and licensed taxicab. Drivers set their work schedules and areas of service. Dispatch trips will be offered and drivers can accept or reject the offered trip except in those cases where the driver has signed an agreement to provide a specific service for some form of remuneration. Drivers are free to associate or disassociate from the company providing that they have fulfilled all outstanding financial obligations and agreements.

### **CODE OF CONDUCT**

- Present yourself and the company in the best light in your daily contacts with the public, passengers, pedestrians and motorists
- Uphold YCDC reputation as one of the most reliable and responsible service companies in the community
- Always be tactful in handling difficult situations which are inevitable in this line of business
- Always be courteous and patient especially in the most trying situations
- Accept and diligently execute the role as guardian of the passengers in your care
- Always be scrupulously honest
- Treat everyone and every situation the way you would like to be treated under the same circumstances

### **TOOLS OF YOUR TRADE**

As a professional driver, you must always check to see that you have the following items with you before going out on the street. Map Book or Navigation App on your smartphone, ID Card is on Display, Passenger Rights on Display and Adequate Change

### **CARE OF EQUIPMENT (Rentals)**

It is the driver's responsibility to ensure that the cab has gas, oil, water and the battery is checked. All lights, brakes and windshield wipers should be checked for working order. The current insurance sticker, vehicle registration and inspection documentation are in the glove department. The spare tire should be

checked for proper inflation. The lug wrench and jack should be in the trunk and seat belts should be accessible. For Wheelchair Accessible Vans (WAV) ensure that all wheelchair restraints, belts and ramp are fully functional and operational.

Do not push other cars or cabs. Do not offer assistance in use of jumper cables. Jumper cables not properly used can cause very serious damage to electrical system. Do not leave your cab unattended at any time without removing the keys from the ignition and locking the cab.

If the cab breaks down call the dispatcher. Give accurate location and estimate of trouble. If in the meantime you get the cab started, advise the dispatcher immediately so the service call can be cancelled.

### **PERSONAL APPEARANCE**

Personal appearance and the condition of the vehicle are very important. Every driver should always be neat and clean in appearance.

### **CLEAN CAB**

The driver is expected to keep the cab clean both inside and outside. Make sure that there is adequate space in the trunk for the customer belongings.

### **COURTESY TO THE PUBLIC**

Courtesies extended to passengers are what distinguish Yellow Cab drivers. Courtesies such as getting out to open and close the door, warning passengers about a low roof as they enter the cab, turning on the ceiling light at night when receiving or discharging your passengers and giving a pleasant salutation. All these things cost little but they bring big dividends in goodwill and puts extra money in your pockets.

You are expected to get your passengers to their destination safely and comfortably. Reckless driving does not lend to the safety and comfort of your patrons or single you out as an expert. ***A safe and comfortable ride should be your aim.***

Your responsibility is not only to your passengers but to the public as a whole. Be courteous to pedestrians and other drivers by giving them the right-of-way. Those actions pass unnoticed if made by a private driver but will draw instant attention if made by you because your vehicle stands out prominently and is easily identified.

### **LOST & FOUND**

The driver should examine the passenger compartment and baggage compartment after dismissing each fare. All articles found should be turned in to the Department of For-Hire Vehicles (DFHV). The driver should notify the dispatcher immediately if valuable articles such as jewelry, money, clothing, computer equipment or papers are found in the cab so that the customer can be notified.

### **PREFERRED ROUTE OF TRAVEL**

You should always ask passenger if he or she has a preferred travel route to the destination. If not, you are expected to travel the shortest and safest route to the destination. Avoid any arguments and do not

take exception to the passenger trying to give you directions. Do your best to make the ride comfortable and event-free for all.

### **SMOKING**

Smoking by all drivers with passengers in the cab is strictly prohibited. It is advisable not to smoke in the vehicle even if there is no passenger. The smell of a smoky vehicle can turn-off a prospective customer.

### **OPERATION OF ELECTRONIC DEVICES**

YCDC recognizes that distracted driving can impair safe driving and contribute to vehicle accidents. This policy will apply to all drivers operating company equipment under a lease agreement and independent contractors operating their own equipment. Driving distractions include devices inside the cab as well as conversations with passengers. Distractions may also be caused by objects or occurrences outside the cab, such as signs, billboards, "rubbernecking", etc.

YCDC prohibits the operation or use of any electronic device by the driver while the vehicle is in motion to include texting with a cell phone or PDA, cell phone use, unless coupled to a hands-free device, operations of televisions and CD players, use of radio or stereo headphones, electronic games or any device in violation of any applicable local ordinance, state or federal statute. Cell phone conversations should be limited to the transportation of the passenger and must be brief. If the conversation is extended because of the situation at hand the cab should be pulled to the side of road or safe area until the conversation is concluded.

### **TRANSFER OF PASSENGERS**

When a passenger is delayed because the cab is involved in an accident or has a mechanical failure, the driver must make every effort to help them continue the trip with the least interruption. The driver must notify the Dispatcher and request another cab to be dispatched and assist in transferring the passenger to the new cab.

### **UNRULY PASSENGERS**

If the passenger is intoxicated or under the influence of drugs and you feel it is unsafe to handle this passenger you should advise the Dispatcher immediately. An unruly passenger in the rear compartment can result in your being involved in a serious accident or altercation.

### **OFFICE/CASHIER HOURS**

The Main Office regular business hours are 9:00am to 4:30am Monday thru Friday. The Cashier business hours are 9:00am to 4:30pm Monday to Friday and 9:00am to 5:00pm on Saturdays. You must pay your Dispatch Fees and purchase your insurance sticker by 5:00pm Saturday to avoid being automatically suspended from dispatch calls beginning Saturday midnight.

### **CALL CENTER RULES**

Drivers are not allowed in the Call Center and not have direct telephone contact with the Call Operators. Drivers may request to see the Dispatcher and if permission is granted the visit should be restricted to the Dispatcher's work area.

## **TELEPHONE ORDERS**

Telephone taxicab requests received in our Call Center are one of the main sources of our business. Yellow Cab Co. has made a significant investment in a state-of-the-art reservation and automated dispatch system to better service these requests. Any failure on the driver's part to complete these trips could harm the reputation of the company and result in a loss of business.

YCDC will service every phone call for an immediate or prescheduled trip regardless of the length of the ride or area of the city.

## **DISPATCHING PROCESS**

YCDC uses Closest Cab dispatching method in all zones. When a trip is ready for dispatch, the system looks for the closest cab to the pickup address that meets the driver and vehicle attributes for the trip. Depending of the zone the trip could be offered to driver in any zone up to 3-miles of the pickup address. Zone 1 (Downtown) is restricted to one-mile of the pickup address because of the high volume of cabs and congestion in that zone. Other zones may have longer distances from the pickup address because of less congestion and lesser number of cabs.

## **DIGITAL TAXIMETER**

DC taxicabs use digital taxicab meters instead of legacy hard-wired meters. The digital taximeter should only be engaged when the passenger enters the cab or if the passenger is delayed for more than five minutes. Remember the passenger is entitled to a five-minute grace period before starting the meter. Place the taximeter in the PAUSE position if the trip is delayed for any reason that is beyond the passenger's control.

## **DOMELIGHT**

With the migration to digital taxicab meters the meter is no longer directly connected to the domelight. The status of the vehicle is no longer automatically updated on the domelight unless there is a Bluetooth device connected between the domelight and DIM. If the driver is not working or on a break the domelight must be powered off. If the driver has a passenger on the seat and in the hired mode or on the way to pick up a dispatch call the "ON CALL" message on the domelight must be on. Flip the in-cab installed ON-CALL switch to the ON-position before going to the pickup address.

## **FACE ID**

The driver's Face ID must be displayed on the visor while on duty in full view of the customer. The FACE ID is no longer displayed on the back-seat PIM device.

## **ELECTRONIC MANIFEST**

Drivers are no longer required to carry and complete a paper manifest. All completed or cancelled trips are listed in the MY JOBS section of the table (DIM)

## **CORPORATE ACCOUNTS**

Corporate Accounts are an important segment of our business. These accounts are to be given the highest priority and attention. There are corporate accounts that use paper vouchers and others that use paperless or "internal vouchers". The passenger should always complete the paper voucher.

Internal vouchers are automatically paid to the driver the next business day and paper-vouchers are paid when the driver submits them for reimbursement.

We prefer all cab requests to come into the Call Center but accept that it is the account's right to directly call a specific driver. It is the company's expectation that only dispatched cabs should run account trips and to submit vouchers for reimbursement. We recognize that the account may use a non-dispatch cab in an emergency and we are obligated to cash the vouchers for non-dispatch drivers. Drivers are requested to wait at least ten-minutes for a Corporate Account passenger before doing a "no-showing" or requesting a cancellation of the trip. Drivers must notify the Dispatcher immediately if there are any service issues with an account trip.

### **CREDIT CARD**

All DC taxicab drivers must accept credit cards for payment. Refusal to accept credit or debit cards as payment is a serious violation of DCTC Title 31 regulations.

At the end of the trip the customer will insert the credit card on the back seat device. If the back-seat device (PIM) is function the driver may swipe the card on the front seat device (DIM) or call the Dispatcher at 202-546 7904 or 202-601 7330 to process a manual transaction.

### **CURB/RIIDE**

Curb and Riide are national third-party mobile apps that passengers can use to book and track taxicab trips. The passengers can pay by CASH, use the Curb or Riide payment application on their phone or use the PIM installed in the back of the cab to pay for the trip. When the customer pays for the trip on the Curb or Riide app the driver will receive a notification on the MDT of "payment successful". The driver will be automatically paid the next business day for any rides paid on these apps. If the message payment unsuccessful the customer must pay Cash or another method of payment.

### **TAXI BUTLER**

YCDC has partnered with Taxi Butler to deploy wireless booking devices at City hotels, restaurants and other facilities that customers can book a ride by pressing a button on the wireless device. Trips booked by the Taxi Butler will be offered with no Customer name or Destination. It will just show a REF: XXXX number, pickup address and Zone. Accept and run these trips

### **DRIVER PAYMENTS**

Drivers are automatically paid by ACH process directly to their bank account on-file the next business day for all trips that use a Credit Card and Internal Voucher as the payment method. Trips paid by corporate vouchers are paid the next business day after the driver turns them in for reimbursement. Drivers are advised to turn in these vouchers within the same month that the trip occurred.

### **MOBILEBOOKER**

MobileBooker is YCDC's branded smartphone app that the customer can use to book and track their trip. Customers can download the app "dcyellowcab" from Google Play Store or Apple iTunes. The customer can book trips or pay by account on the app. The feature to pay by Card is not offered.

## **SMS PAY**

The customers have the option to pay by SMS text by choice or if the PIM device is inoperable. At the end of the trip hit SMS Pay on the table and if it is a dispatch trip and the number used to book the trip is a cellphone, a text is sent to the phone that will automatically link the customer to the Stripe payment system. If the cellphone is not linked to the trip the driver will enter the customer's cell phone number on the tablet and the customer will be linked to the trip. The customer will manually enter the credit card number and the expiration date to process the transaction. The driver will receive a notification on the tablet that the payment was successful.

## **RESERVED TRIP**

The Reserved Trip process is used to dispatch **pre-booked** trips 15 or 30-minutes prior to the scheduled pickup time depending on the zone to give us the best opportunity to dispatch a vehicle timely to pick-up the customer on-time. The customers depend on us for an on-time and we should do our best to meet that service expectation.

**You are expected to pickup the assigned Reserved Trip on-time.** If you are unable to pickup the passenger on-time you must notify the Dispatcher at least **ten minutes (10)** before the scheduled pickup time. Penalties will be assessed against any driver who does not pickup the Reserved Trip passengers on-time or not at all without notifying the Dispatcher.

## **EQUIPMENT MAINTENANCE**

The driver is responsible for the safekeeping of the automated dispatching equipment installed in the vehicle. Only a YCDC authorized shop can install, repair and maintain this equipment. Visit the authorized shop if you are experiencing hardware or software problems. The shop will perform preliminary diagnostics and determine the next steps. Drivers are responsible for the repair or replacement of all equipment that is not covered by the maintenance agreement.

## **TECHNICAL SUPPORT**

YCDC is an approved Digital Taxicab Systems provider and provided 24-hour technical support for most hardware and software issues that may occur with the installed in-cab equipment. YCDC will install a remote support application on the DIM (tablet) that can be accessed by the service technician when a problem is reported. The on-call Dispatcher has been trained and has reference materials to resolve basic system issues. The on-duty Dispatcher is backed up after-hours by second line support. On-site technical service is provided 9:00AM to 5:00PM Monday to Saturday. You may reach the Technical Support directly at 202-544 1213.

## **DRIVER TRAINING**

DFHV provides online training and examination for new drivers. YCDC provides training and re-training on the use of the installed in-cab equipment and the dispatch system. Drivers of Wheelchair Accessible Van must successfully complete the online class, the practical wheelchair securement class and two-hours of ride along with an experienced driver before they will be allowed to take WAV rides.

## **TRIP OWNERSHIP**

The rightful owner of a dispatched request is the driver with the trip information on their MDT screen or the first driver to arrive at the pickup address if duplicate trips were entered and multiple drivers were

assigned. Management expects the drivers to mutually resolve these trip disputes. If the matter is officially reported to management the above policy will be consistently enforced.

### **TRIP ASSIGNMENT**

All cab requests received by the Call Center are directly sent to the automated general dispatch system for offer to the fleet. The Call Operators have no capabilities to assign trips to a specific driver. Ask your personal clients to call you directly and not the Call Center.

### **TRIP ATTRIBUTES**

Driver and Vehicle attributes were created to better define a trip and determine which drivers and vehicles are qualified to perform that trip. It is solely up to the driver to determine what attributes should be assigned to them. The Wheelchair Ride and Animal Transport (Seeing Eye Dog) attributes are assigned to every driver unless the driver presents a medical exception that prohibits them from performing these trips. The medical exemption will be filed in the driver's file and a copy will be sent to the DC Taxicab Commission.

### **TRIP OBLIGATIONS**

Drivers are expected to fully comply with all of the conditions of the Yellow Cab Co. of DC driver agreement. One of the main tenants of that agreement is that the driver is obligated to run all trips that they accept or bid. Recognizing that each driver is an independent operator and not employees of the Company, YCDC does not dictate the driver's work schedule, work areas or force drivers to accept trips. YCDC will penalize any driver who willfully violates the signed agreement.

### **ADA COMPLIANCE**

All Yellow Cab Co. of DC (YCDC) taxicab drivers must fully comply with the American Disabilities Act (ADA). YCDC has a zero tolerance policy for any violations to this policy. All drivers must transport a passenger in a folding non-automated wheelchair providing the passenger does not need any special physical assistance getting in and out of the cab. All drivers must transport a Service Animal accompanying their owner or handler. There are no surcharges or fees for transporting a manual Wheelchair or Service Animal. Drivers will only be exempted from these trips if they have a medical exception on file that prohibits them from performing these trips.

### **DISCRIMINATION**

Yellow Cab Co. of DC Inc. prohibits discrimination, including any form of harassment and/or retaliation, by affiliated drivers, employees, contractors, or agents of the Company against an individual based on race, color, ancestry, religion, citizenship, sex, sexual orientation, family care status, marital status, national origin, age, veteran status, disability, pregnancy, genetic information or any other characteristic protected by federal, state or local law.

### **DISTRICT OF COLUMBIA HUMAN RIGHTS ACT**

The Company, Owner and Driver acknowledge their responsibilities under the District of Columbia Human Rights Act (Section 1-2501 et seq of the District of Columbia Code). The Company, Driver and Owner specifically agree that access to taxicab is to be made available to all persons on an equal basis regardless of race, color, creed, ethnicity, national origin or their destination or place or origin with the are served by taxicabs regulated by the District of Columbia Taxicab Commission. The Driver



acknowledges that his adjudicated breach of the District of Columbia Taxicab Commission of this provision is a material violation of terms of this agreement. The Owner and Driver also acknowledge and are aware that such a violation may subject them to disciplinary action by the District of Columbia Office of Human Rights including a permanent ban from the taxicab industry of the driver.

### **FINANCIAL OBLIGATIONS**

Drivers are expected to meet their weekly financial obligations by the end of Saturday business day. Drivers who do not purchase their weekly Insurance stickers by the end of Saturday business day should not operate their taxicabs and will not be offered any trips from the computer dispatch system. Drivers who do not pay their weekly Dispatch and Dues fees will be removed from trip offers. All payments for less than the amount due must be approved by the General Manager, President or Designee.

### **DRIVER ON-LINE PAYMENTS**

Drivers can pay weekly expenses for Dispatch, Insurance, Dues etc. through the Driver Payment portal at [www.ycdcpay.com](http://www.ycdcpay.com) or the Driver web site [www.ycddrivers.com](http://www.ycddrivers.com). The driver can only pay the full weekly amount due. No adjustments to the amount due are allowed. Once submitted the payment will be converted to an ACH debit against the driver's bank account on-file to be paid the next business day. Payments made on Saturday and Sunday are processed the following Tuesday.

### **DRIVER COMMUNICATION/FEEDBACK**

YCDC has created varied online tools for drivers to get latest company and industry information or provide feedback to the company. Go to [www.ycddrivers.com](http://www.ycddrivers.com) to make online payments, get the latest driver news, open an equipment trouble ticket and send feedback on any subject to the YCDC management. The company is dependent on the drivers feedback to better service the customer and create better products and services. The Driver News can also be accessed through the company's main web site at [www.dcyellowcab.com](http://www.dcyellowcab.com)

### **DISPATCHER COMMUNICATIONS**

Drivers have three ways to communicate with the Dispatcher: (1) By canned messages on the tablet (2) by text messaging on the tablet (3) by telephone. The first two methods are preferred and the telephone is the last resort. The Dispatcher is responsible for resolving customer issues in addition to assisting drivers by phone in extreme cases. It is important that the telephone lines are kept open for the more critical incidents.

### **EMERGENCY NOTIFICATION**

The Dispatch application used by dispatch and non-dispatch drivers has a silent alert to be used by drivers in emergency situations. If a driver feels threatened, is being threatened, fear for their safety and may need emergency assistance, first call 911 or call the Dispatcher. If these options are not possible, press the green ENTER icon on the tablet for 3 or more seconds until an asterisk (\*) is displayed next to the ENTER button.

The asterisk (\*) indicates that the emergency alert was sent to the Call Center. The driver will receive a call from someone identifying themselves as calling from the company. If the driver is in real danger respond to the person calling that "I cannot talk now I am driving". That response is clue to us that the driver is in danger and we will immediately alert 911 and send other drivers to the location or area.

## **PRE-BOOK OR TIMED-CALLS**

Passengers can pre-book trips for all destinations including local addresses, airports, train station and bus station. The pre-book trips are sent to the DIM fifteen to thirty-minutes before the scheduled pickup time depending on the pickup zone. Ignoring offered trips while waiting for a pre-booked trip will eventually result in the system temporarily suspending the driver from subsequent trip offers. Waiting exclusively for a pre-booked trip and ignoring offered work is not a good practice. It does not help to move the work and it results in customer callbacks. It pays to follow the system.

## **INTERSTATE PICKUPS**

Corporate accounts may request pre-scheduled pickups in Montgomery and Arlington counties. It is the Dispatcher's responsibility to review the pre-scheduled Interstate pre-booked trips to ensure that all trips have adequate lead times. These trips should be broadcasted to the fleet to find a volunteer driver and pre-assign the trip before the scheduled pickup time.

## **LEAD TIME**

All pre-booked trips have a 15-minute minimum lead time before the scheduled pickup time. Some trips have an extended lead time up to 30-minutes depending on the volume of cabs operating in the zone and traffic congestion. The objective is to give ourselves enough time to find a vehicle that matches the trip and pick up the customer on-time.

## **TRIP OFFER**

Drivers should pay careful attention to the trip details listed on the Trip Offer screen especially the Section or Area. In Closest Cab Dispatch mode trips are offered to the closest vehicle from 1-3 miles of the pickup address depending on the zone. It is the driver's right to decline or ignore the offered trip. The dispatch application will automatically place the driver in UNAVAIL (unavailable) mode for every trip ignored or declined. The driver is obligated to run any trip they accept or bid. Any accepted trip that is false completed or not picked up could result in the driver being temporarily suspended from the dispatch service for a specific time period or a complaint filed with DFHV for refusal to haul.

## **FOLLOW-ON TRIP**

The dispatcher may designate a booking to a driver who is dropping off a passenger to the pickup zone of the new trip. When the trip is offered it will indicate on the offer screen that the trip is a "Follow On" trip and the pickup zone is shown. It is up to the driver to accept or decline the Follow-On trip. Accepting Follow-on trips is encouraged because it keeps passengers on the seat.

## **TRIP GIVEBACK**

It is the Dispatcher's discretion to take back to base and re-dispatch a trip that a driver is attempting to give back for any reason after accepting or bidding for it. The dispatcher may refuse to take the trip back after determining that the driver may be the best option to run the trip. If the driver refuses to comply with the Dispatcher's instructions or false completes the trip the driver will be suspended for a specified period to be determined by the dispatcher. The driver can refuse to accept and run any "named driver" trip placed on their screen by the dispatcher.

## **CUSTOMER NOTIFICATION/CALLOUT**

The customer will receive a text notification when the booked trip is assigned to driver. The customer can tap the link of the text to track the progress of the driver. When the driver taps ARRIVE at the designated pickup address, the dispatch system will automatically send a text notification and call the customer at the telephone number listed on the trip booking. Drivers are advised to use the direct to customer telephone connection to call the customer as soon as they accept the trip to reduce the number of no-shows. Most customers will wait if they are in contact with the driver.

## **DESTINATION ADDRESS**

It is DCMR Title 31 regulation that the trip destination should only be presented to the driver when the customer is in the vehicle and the meter is placed in the Hired mode. The driver should confirm the destination with the passenger before proceeding on the trip. If the destination address is incorrect the driver can call the Dispatcher to have it corrected in real-time.

## **PICKUP/DESTINATION RULES**

The dispatch application has specific rules to prevent drivers from false completing trips or not picking up passengers. The driver cannot tap the ARRIVE button unless they are within a certain radius of the pickup address. The driver cannot complete a trip on the PIM unless they are within a certain radius of the destination. If the pickup or destination is entered incorrectly at booking the driver must call the Dispatcher to correct the trip information or remove the rule.

## **MODE OF OPERATION**

Drivers should have their MDT in the proper status. The dispatcher and the automated dispatch system rely on this information to match drivers to open trips. If a driver is reported by the system as "free" but actually is not, the dispatcher and the automated system will continually try to assign the open trip to the driver. Place the MDT on Break or Hold if you are not ready to accept trips.

## **NAMED DRIVER TRIP**

A named-driver trip is when the Dispatcher designates or assigns a trip that is open for more than five minutes to the driver that is closest to the pickup destination. If the trip is designated the driver will have the option to accept or decline. If the trip is assigned the Dispatcher will send a follow-up message to the driver asking if they could run the trip sent to the screen. The driver should respond YES or NO. If the driver responds NO the Dispatcher must re-dispatch trip immediately.

## **CANCEL/NO-SHOW TRIP**

The driver should use the appropriate canned messages or call the Dispatcher at 202-546 7904 to cancel a trip if they are enroute and the customer is not responding to calls from the driver. The Dispatcher will call the customer to validate and grant the request. If the driver is at the pickup address and waited five minutes and the passenger is not coming out or not responding to the arrive notifications the driver can perform a No-Show to close the trip. Drivers who perform false no-shows or job completions will be suspended from the dispatch platform for a designated period.

## **BIDDING ON TRIPS**

All new trips are automatically sent to the Auction screen (INFO+8) after two minutes of the trip being entered into the system. Drivers can bid on any trip listed on their screen if they meet the driver and vehicle attributes of the trip request. Drivers can bid on trips while they are on a call. The system will hold the trip for a specified time until the driver is free. Drivers must complete any trips that they win from the bid screen.

## **SOON TO CLEAR (STC)**

The Soon To Clear (STC) function on the DIM is used by the driver to notify the automated dispatch system that the driver expects to be free from the current trip within five minutes. If there is an open trip close to the driver he/she will be considered in that trip offer. If the driver does not clear within five minutes they will be removed from the trip offer.

## **PENALTIES**

Penalties and eventual suspension will be assessed against drivers for reported violations where research or a customer complaint shows that the driver did not follow established procedures. These actions are to make sure that drivers are adhering to the basic service covenants of being a Yellow Cab dispatch driver. Here are some examples of service violations:

1. Driver accepted or bid on a trip then did a No-Show and not pick up the passenger. The passenger later calls to report that the driver never waited
2. Driver accepted or bid on a pre-booked trip, arrived at the pickup address and completed or performed a NO-SHOW before the designated pickup time
3. Driver accepted or bid on a trip, arrived but did not wait at least five minutes (Non-Account) or ten minutes (Account) and false completed the trip or performed a NO-SHOW to cancel the trip

The actual suspension time will be based on the severity of the violation and the resulting service impact. The on-duty Dispatcher is fully authorized to assess and administer the penalties.

## **DISPATCHER RESPONSIBILITIES**

1. Responsible for the Call Center staff, the work environment and driving fleet while on duty.
2. Can only assign a trip to a "named-driver" after the trip has been on the under dispatch board for at least five minutes
3. Sole discretion to "take back" an accepted or bid trip if it is too far. Drivers are contractually obligated to run all trips that they accept or successfully bid from the Auction screen
4. Cannot reprimand or suspend a driver for returning or refusing a named driver trip.
5. Apply driver penalties as warranted. Prepare and forward incident report to the GM for all dispatch suspensions or attribute revocations.
6. Responsible for ensuring that only authorized personnel are in the call center.
7. Remove a bid trip from a driver screen and reassign it if the driver is "stretching" and not responding to messages.
8. Review the under dispatch screen for duplicate trips and cancel them.

1. Reinstate a driver from suspension if the driver shows a current sticker and receipt that dues were paid.
2. Handle calls, customer complaints or irate customers referred by Call Operators. Send appropriate notes or refer dissatisfied customers to the GM
3. Assist Call Operators during peak-time or staff shortage conditions
4. Handle and document all personnel matters that occur on the Shift Report
5. Ensure all equipment is fully operational. List any noted defects on the Shift Report

### **CALL OPERATOR RESPONSIBILITIES**

1. Answer incoming calls using the call taker script.
2. Repeat the callback telephone number, pickup address and pre-book information during or at the end of the call
3. Answer callbacks and provide the trip status if the request is still Under Dispatch
4. Transfer a callback to the Dispatcher if a cab was assigned and the driver has not picked up the passenger, an account trip that has been waiting more than 15 minutes or a pre-book trip that is more than 5 minutes late.
5. Refer all Rate/Pricing inquiries to the **Fare Estimator** icon listed on [www.dcyellowcab.com](http://www.dcyellowcab.com) or to the DCTC rate line.
6. Refer all irate customers and service complaints to the Dispatcher
7. Do not send messages to the drivers. Refer to the Dispatcher.

### **CALLBACK DESK RESPONSIBILITIES**

1. Call customer for ASAP trip that is unassigned for more than 30 minutes and a PBOK trip that is more than 5 minutes past the pickup time.
2. Call the customer for an Account trip that is unassigned for more than 20 minutes.
3. Cancel the trip if there is no answer or no longer needs the cab.

### **THINGS TO REMEMBER**

- Always have your system in the proper status mode. Sign-off or place your system on break if you are not free to accept trips.
- Call the customer when you accept a trip to lock it down.
- The automated system dispatches a trip within 3-seconds to the closest available vehicle. Give the customers more time to come out especially pre-booked trips.
- Sign-off the system at the end of the shift before powering off the equipment. Do not leave a trip in the incomplete state on the DIM.
- If you are taking a break from running trips place the DIM in the Short or Long break mode. Do not driver around in the AVAIL mode.
- Call the office to update your profile whenever you have address, telephone or vehicle change.

- GPS is used to find your location to automatically book your vehicle into an area and place your vehicle in queue for a trip offer. GPS is not used for trip bidding.
- GPS coverage is inconsistent in some areas of ZONE 1 because of tall buildings, tunnels and other interferences.
- To reduce NSPs, call the customer after accepting a trip if the Pickup time is more than 15 minutes late. The Pickup time is located at the top right of the trip info screen. If the customer is gone or no longer needs the cab use the canned messages or call the Dispatcher to cancel the trip.