

ACCIDENT PROCEDURES

There is no such thing as an accident too minor to report. Remember, unreported accidents are cause to cancel your insurance.

WHEN YOU ARE INVOLVED IN AN ACCIDENT:

1. Check to make sure that there are no injuries.
2. If there are injuries, use your cell phone to call 911 immediately. If you can, please notify your dispatcher.
3. If you do not have a cell phone, say your taxi number, "MAYDAY", then your location to the dispatcher. Then listen to the dispatcher for further instructions.
4. If there are no injuries then call the dispatcher either on the radio or on the telephone. Give the dispatcher your cab number and your location.
5. After you have notified the dispatcher, just follow the instructions that the dispatcher gives you.
6. After an accident, you are to bring the taxi immediately back to the yard so that the video can be downloaded and the vehicle can be safety inspected and repaired.

IF YOUR TAXI HAS A FLAT TIRE, A BREAK DOWN OR YOU ARE INVOLVED IN AN ACCIDENT:

1. Move to a safe location.
2. Call 911 if necessary.
3. Contact your dispatcher.
4. Don't work on the car yourself.
5. Don't attempt to discuss the incident with anyone.
6. Don't argue.
7. Don't admit or deny fault.
8. Follow the directions EXACTLY of your dispatcher or the emergency workers.

DRIVER HELP-BOOK

ONYX INSURANCE COMPANY



SAFETY FIRST

TAXI DRIVING CAN BE A HIGH PRESSURE OCCUPATION.

As your business partner, we advocate your success. Below are some tips compiled from experience and success.

- Be mentally prepared to drive your cab. Have a clear head and an open mind.
- Be sure that you feel good physically. Stretch, take breaks, dress sharp and eat healthy.
- When you come to check out a cab, communicate with the cashier all of the necessary information: your name, if you are ramp certified, your schedule of if you're working extra shifts.
- Bring a pen, receipts and rubber bands with you. Keep track of your waybill, your keys and your medallion.
- Be sure that you take the cab that has been assigned to you.
- Walk around the cab and look thoroughly for damage or any safety concerns.
- Be sure to report any concerns to the Dispatcher BEFORE you take the cab off the property.
- Keep your taxi clean, Check out the vehicle when leaving and vacuum it when you check in.
- Check your keytag to make sure that the insurance card and registration are attached.
- Make your passenger's experience problem free. Keep a positive attitude and you will be rewarded.
- Drive safe, stay calm, take breaks and don't lose your temper.

SAFETY IS UP TO YOU

You can't control other drivers but you can control yourself.

AVOID BACKING UP WHENEVER POSSIBLE

Backing up is the number one cause of accidents. When you have to back up:

- Be aware of children, senior citizens and objects in the road.
- Use side mirrors as much as necessary.
- Keep backing speed slow and controlled.
- Avoid sharp turns and be aware of odd angles that may result from backing up.
- Use helpers to lend assistance.
- Avoid backing up altogether if possible.
- Try and locate parking spaces that may not require backing up.
- Make sure your head and body are in the proper position, alert and facing the direction that you are moving.
- Only release the brake pedal when you are prepared to back up and your view is to the rear.

SAFETY IS OUR HIGHEST PRIORITY

- Watch every intersection for vehicles, bicyclists and runners disobeying red lights and stop signs.
- Never assume the intersection is clear
- Drive slower on wet roads.
- In the rain, watch for pools of water on freeways.
- Turn your headlights on if it's raining, overcast or foggy.
- Ask your passengers to exit curbside.

WHAT IS EXPECTED OF YOU AS A DRIVER?

These rules and regulations are terms of your employment contract:

- Accept credit cards without exception. If the passenger wants to use the cab installed system, then they have every right to do so.
- Smoking in the taxi is absolutely forbidden,
- Do not refuse fares because they are disabled, seniors or if they have a service animal.
- Do not argue with other taxi drivers, passengers or staff. If you have a noteworthy incident, report it to management ASAP.
- Report any accident, physical incident to your dispatcher IMMEDIATELY. Any time that the taxi makes contact with any object or that a passenger is injured then you must contact your dispatcher right away without exception. If you are in an unsafe situation then get to safety right away.

YOUR SAFETY AFTER AN ACCIDENT

In all your situations always make sure that you are safe.

- Your safety is the most important thing.
- After an accident, make sure that you and your passengers are as far away from harm as possible.
- Get away from the roadway and away from traffic.
- If there is a threat of physical violence, get away from the scene and notify 911 emergency services right away.
- If you do not believe that it is safe to remain at the scene and the car is safe to drive to the yard, make sure that you let the dispatcher know that you are on your way to the office and why.
- Do not drive a vehicle that is unsafe. Leave it for the tow truck. If you need to leave the scene because it is unsafe and the vehicle is also unsafe, go to the nearest open business or high traffic area. If you have a cell phone, call 911.