

Driver

Job Description

Driver

Objective

To provide taxi service in a safe and efficient manner.

Responsible to

Operations Manager, Dispatchers, Taxi Supervisors.

Responsibilities and Duties

1. In General:

1. Understand and obey all City of Madison General Ordinances and Wisconsin State Statutes that govern the taxi industry.
2. Understand and obey all Union Cab Core Values, Bylaws and Peer Review Policy.
3. Perform all duties safely and efficiently.
4. Maintain your driver's license.
5. Attempt to resolve disputes with coworkers directly. When unable to resolve a dispute, write it up and submit it in accordance with Section Forty of the Peer Review Policy.
6. Treat coworkers fairly and equitably.
7. Periodically review bulletin boards and driver information box for new policies, new accounts, delinquent accounts, and other pertinent information.
8. Use online resources and e-mail services effectively.
9. Offer assistance to all customers who request or appear to need it.
10. Make efficient use of Cooperative resources and your scheduled shift time.
11. Use only Cooperative vehicles for which you have training.
12. Receive approval in writing or by email from a relevant departmental Supervisor or Manager, the Business Manager, or the Cooperative President before working hours that will incur Overtime wage expense.

2. Customer Service:

1. Provide high quality, courteous, responsive, and safe taxi service.
2. Present a clean and proper appearance at all times, in accordance with Union Cab Appearance Policy.
3. Do not exceed legal passenger load limit.
4. Take the shortest (lowest mileage) route, unless specifically requested by the customer.
5. Load and transport aids for passengers with disabilities at no extra charge, including, but not limited to, wheelchairs, walkers, canes, crutches, and seeing eye dogs.
6. Any smoking or use of any tobacco or electronic smoking products inside Cooperative vehicles is prohibited at all times for all persons.
7. Carry sufficient change for a \$10 bill.
8. Offer assistance to all customers who request or appear to need it.

9. Assist with luggage and other parcels.
 10. Check for articles left behind when unloading passengers.
 11. Leave the cab and look for passengers when necessary.
 12. Before beginning a trip verify that you have found the correct passenger by checking your passenger's name, method of payment, and destination, against your assignment.
 13. Wait until passengers are safely indoors before leaving.
 14. Direct customer complaints and compliments in accordance with Section Forty of the Peer Review Policy.
 15. Be able to describe the Cooperative's range of services: time calls, parcel delivery, group charters, E/H discount coupons, accessible service, etc.
 16. Operate the meter with the "time on" unless transporting a Cooperative member or otherwise instructed by the dispatcher.
 17. Do not take checks, except at your risk or otherwise instructed.
 18. Unless specifically directed by dispatch, transport all customers who request it, except for those who demonstrate violent, abusive, or indecent behavior; or those who plan illegal actions.
 19. Reflect the best interests of the Cooperative in your conduct on the job.
3. Radio, Dispatch, and Mobile Data Computer (MDC) Procedure:
1. Accept the authority of the dispatcher as the shift supervisor.
 2. Obtain dispatcher approval before going 10-7, checking in, taking an out of town trip and leaving a no-load.
 3. Report work related injuries or illnesses to the dispatcher immediately and to management at the earliest time.
 4. Bid on all calls that you can service efficiently.
 5. Accurately represent your location and status. Update as needed.
 6. Keep transmissions brief and to the point.
 7. Constantly monitor dispatch radio when in service.
 8. Promptly acknowledge dispatcher transmissions.
 9. Fully process each call through MDC.
 10. Give business matters priority over personal matters.
 11. Immediately proceed to each call, unless otherwise instructed.
 12. Give board business priority over flag business.
 13. Carry a county atlas and street directory.
 14. Contact the dispatcher immediately if abused by a customer or involved in a threatening situation or a collision.
 15. Give feedback regarding incomplete or inaccurate MDC information at the earliest opportunity.
4. Vehicle:
1. Operate, refuel, and park the vehicle safely, every time.
 2. Report all collisions to the dispatcher immediately and follow procedures listed on the waybill; complete the appropriate incident report(s) prior to checking in.
 3. Inspect the vehicle before each shift to document any damage, assure that all lights work, and tires have good treads and 35 p.s.i. air pressure.

4. Fill the gas tank at the conclusion of each shift. Running out of gas shall be considered driver negligence.
 5. Report in writing all mechanical, electrical and safety-related problems. Submit the report to the dispatcher prior to checking in.
 6. Keep the interior of the vehicle free of debris at all times.
 7. Take the vehicle to a car wash as necessary.
 8. Monitor vehicle gauges and warning lights and be alert to developing mechanical problems.
 9. Keep the vehicle stocked with charge slips, vouchers, business cards, accident pack, etc.
 10. Receive ignition keys from the dispatcher or other authorized person and return to same. Losing a key shall be considered driver negligence.
5. Paperwork etc.:
1. Record all required information accurately and legibly on the waybill; sign the waybill.
 2. Record all required information accurately and legibly on charge slips.
 3. Obtain legible and authorized signatures on charge slips and vouchers, unless otherwise instructed by the dispatcher.
 4. Deliver parcels in a timely fashion.
 5. Obtain dispatcher approval for downtime and meter write-offs.
 6. Obtain dispatcher's verbal approval for charges.
 7. Provide a written explanation on the charge slip for additional charges, such as weight, wait time, etc.
 8. Use time clock to record start and end times on the waybill.
 9. Deposit completed waybill, proper amount of cash, call slips, receipts, vouchers and charge slips in the safe at the conclusion of each shift, after placing the material in an envelope.
 10. Complete other reports as may be required for crashes, customer complaints, or other incidents.

Effective Date

May 11, 2016

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