



# **DRIVER HANDBOOK**

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## A. Summary for Safe Operation of Rideshare Vehicles

The Rideshare Company (TRC) is dedicated to the health and safety of our clients/customers, and the general public. Safety is as crucial to the success of our company as is any other element. This Fleet Safety Management Program was developed to prevent injuries and property damage.

Accordingly, it is our policy that every effort be made to prevent accidents. It is your responsibility as a client/customer to comply with this policy.

The following items are TRC mandated safety procedures:

- Allow only approved drivers behind the wheel.
- Alcohol consumption or possession or use of illegal drugs is not allowed on the vehicle. This policy applies at all times without exception. Please note that violation of this policy—by drivers and/ or riders—results in suspension from the program.
- TRC vehicles are equipped with seat belts for every seat. We require that occupants have seat belts secured at all times.
- Stop for all railroad crossings.
- Contact TRC before adding or removing any accessories or additional equipment to your vehicle.
- The vehicle may not be used for pulling a boat or trailer: don't remove the seats or drive the vehicle off-road.

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Mike Pasquantonio

Operations Manager

## B. Driver Selection

### Rideshare Driver Qualifications

- **Must be at least 21 years of age**
- **Have at least 5 years driving experience**
- **Have a current, unrestricted driver's license in the state where they reside.**
- **Alcohol and drug-related violations disqualifies a driver candidate**
- **More than 3 points on driving record is cause for rejection or suspension**
- **3 points or less on driver record will be evaluated on a case by case basis**
- **Rideshare evaluates a driver history based on points, accidents, moving violations, and license suspensions or revocations**

Rideshare will also monitor to see if any insurance company has cancelled the individual's auto insurance in the last five years because of driving behavior.

Please make us aware of any health conditions that could affect an individual's ability to drive.

**NOTE: Rideshare reserves the right to remove or deny any driving privileges if it is deemed necessary.**

**Only approved drivers may drive our vehicles.** We encourage the client/ customer to recruit additional drivers. The more approved drivers there are in your organization, the more smoothly your transportation program will run.

To Request additional drivers, use the Rideshare driver application.

Driver application and agreement can be found online at [Rideshare.com](http://Rideshare.com)

## C. Driver Training, Safety and Vehicle Use

Drivers will be required to complete the Driver Safety Training modules within 30 days of date of hire. The online training modules can be found at [www.rideshare.com/easyfleet/driver-safety-training](http://www.rideshare.com/easyfleet/driver-safety-training).

### GPS Device

Every vehicle is equipped with a GPS device to monitor vehicle performance, speed and fuel consumption.

This device is another step to ensure everyone's safety. It is connected to the on board diagnostic computer and will alert TRC of certain maintenance needs. You will be notified of any alerts that require action on your part. TRC will remove anyone who tampers with the device. It is set up to notify TRC immediately if it is unplugged, damaged or removed.

Please obey all posted speed limits. Obeying posted speed limits reduces risk and improves fuel consumption. For everyone's safety, TRC may remove drivers who have 3 speeding incidents.

The driver agrees to:

- Maintain a valid driver's license, keep a clean driving record (we review all driving records annually), and report any moving violations and/or accidents in their personal vehicle within three days of occurrence to both their HR department and The Rideshare Company. (Accidents /incidents and moving violations that occur with a Rideshare vehicle are addressed in Section D.)
- Keep the vehicle clean and serviced, inspecting it regularly and reporting if the vehicle needs repair. Check for proper operation of: windows, exterior, mirrors, seat belts, gauges, and the emergency brake daily. Monitor steering, brakes and exhaust while driving.
- Complete the Monthly Vehicle Inspection Report to verify that the vehicle remains in outstanding roadworthy condition. (See Monthly Inspection in Section G)
- Report to TRC within 24 hours any incidents of vehicle or property damage. Contact TRC immediately if an accident occurs involving any injuries. (See section D)

### Vehicle Use Rules

Safety & Accident prevention is TRC's top priority.

Our policy:

- Obey Speed limits; excessive speed is a major cause of accidents.
- Buckle up; wearing a seat belt improves your chances of survival if you are involved in a collision.
- Driving requires full attention, **no cell phone use is allowed** when driving. If necessary, park in a safe location before you use it.
- Signal well in advance of turning, changing lanes or stopping.
- Reverse and change lanes only when absolutely necessary.

- Do not tailgate.
- Maintain reasonable distance, allow for speed, road and weather conditions.
- Never contest right-of-way. Always yield to avoid collision.
- Adjust for others merging into traffic flow
- Merge into traffic without forcing yourself in.
- Obey all traffic signs and signals with a full and complete stop.
- Do not pass any vehicles at intersections, railroad crossings or where vision may be limited.
- No unauthorized persons will drive a TRC vehicle. This includes employees, family members, and non-employees. All persons who drive a TRC vehicle will be required to be an approved driver.
- Drivers will perform a daily vehicle safety inspection.
- Drivers will follow all applicable State and Federal regulations.  
**FOLLOW THE SPEED LIMIT & BUCKLE UP!**
- Drivers will immediately report any unsafe conditions or vehicle problems to TRC. Vehicles with problems that could affect safe operation, **SHOULD NOT BE DRIVEN UNTIL THE CONDITION IS CORRECTED.**
- Driving while under the influence of drugs or alcohol will be cause for immediate termination of driving privileges by TRC. If a driver is on prescribed medication, this information should be reported to The Rideshare Company. TRC will determine if driving is still acceptable.  
The transportation of alcohol or drugs in Rideshare vehicles is **PROHIBITED.**
- No racks, trailer hitches, or external luggage devices will be permitted without the express approval of The Rideshare Company.
- The use or installation of Radar detectors is prohibited.
- Accidents are to be reported IMMEDIATELY to The Rideshare Company. Accident investigation forms are to be completed by the driver at the scene of the accident.
- Tickets and moving motor vehicle violations are to be reported to The Rideshare Company within 24 hours.

## D. Accident/Incident Risk Management Procedures

### Emergency Procedures

A TRC representative will train drivers on emergency procedures and materials before they drive, so that they are prepared in case of an accident or breakdown.

### Accidents

The guidelines detailed here are also summarized on the Rideshare Accident Procedures card provided in the vinyl document and fuel cardholder. (Accident/Incident & Damage Report available at [rideshare.com](http://rideshare.com))

Follow instructions below:

1. Protect the scene.  
Take precautions to protect the scene of an accident from additional accidents or trouble.
  - Turn on the vehicle's hazard flashers.
  - If possible, and if no one is injured, move vehicle out of traffic
  - Make sure the riders are in a safe location. If the vehicle location is dangerous, direct them to a safe area away from the vehicle. If the vehicle is not severely damaged and the situation outside could be dangerous, direct them to remain in the vehicle.
  - Set up emergency triangles.
2. Notify the police.  
Always notify the police—even in the case of a minor accident. For emergency assistance, call 911. If the driver can't get to a phone, someone else can make the call.
3. Cooperate.  
Cooperate with emergency personnel at the scene.
4. Exchange information.  
Exchange with other parties:
  - Names, addresses, and phone numbers
  - Driver license numbers
  - Vehicle license plate numbers
  - Insurance information — give The Rideshare Company name and phone number
5. Gather information.  
Find out:
  - Names and phone numbers of any witnesses and include in the report
  - Names, badge numbers, and jurisdiction of the law enforcement officials at the scene. Also obtain the police report case number.

**6. Limit discussion of the accident.**

Do not admit fault. Discuss the accident only with Rideshare personnel, our insurance representatives, or our attorneys.

**7. Report to Rideshare**

Contact TRC as soon as possible if you're involved in an accident. Send a completed Accident Report to TRC within 48 hours of the accident.

**Safety note – For the safety of the driver, riders and the public do not attempt to drive an unsafe vehicle from the scene of an accident.**

**If an “Incident” Occurs**

Incidents are situations which are not considered accidents but involve damage to the vehicle—most often vandalism. If damage is discovered, a report must be filed with the local law enforcement agency that will assign a case number for future reference. The driver must complete an Accident Report and check the “Damage Report” box on the front of the form.

Report the incident to TRC within 24 hours; TRC will arrange for repairs.

**If the Vehicle Breaks Down**

In the event of a breakdown, protect the area where the vehicle is disabled. Turn on hazard flashers, and move the vehicle out of traffic, if possible. Determine where the riders are most safe (in the vehicle or away from the scene), set up the emergency reflectorized triangle kit. Call TRC if the driver needs help. TRC will arrange for towing and/or a backup vehicle, if necessary.

If help is needed after-hours, call TRC emergency number and follow the prompts. An operator will ask for the name of the driver, license plate number, a phone number, and a brief description of the location and the vehicle's condition. Expect a TRC representative to call the driver back within ten minutes. If TRC does not respond within ten minutes, please call again.

**Setting up Emergency triangles**

Each vehicle is equipped with a set of three reflectorized triangles to protect the area when the vehicle is stopped or disabled on a roadway or shoulder. The driver should practice opening the triangles and looking over the setups to insure for correct placement in an emergency situation.

On a one-way, divided highway or Interstate

Place one triangle 10 feet behind the vehicle, a second triangle 100 feet behind the vehicle, and the third 200 feet behind the vehicle.

Angle the triangles slightly toward the roadway.

On a two-lane roadway, curve, or hill

Place one triangle 100 to 150 feet in front of the vehicle and the second 100 to 150 feet behind the vehicle. Decide the best location for the third triangle based on the greatest need for warning—10 feet behind or in front of the vehicle. Angle the triangles slightly toward the roadway.



### **Handling Complaints**

The Rideshare staff handles all complaints quickly and efficiently, giving priority to safety issues. While TRC will not take action on anonymous complaints, the identity of any person filing a complaint remains confidential.

If someone files a complaint against the driver, TRC will contact you to discuss the issue. If the complaint concerns safety, TRC may ask the driver to step down temporarily while TRC look's into the problem.

Based on what TRC learns, TRC will determine if any action needs to be taken. Actions TRC will consider, includes a verbal or written warning, suspension of privileges, driver refresher training, probation, or removal.

## **E. Vehicle Maintenance and Inspection**

To ensure each vehicle's operating efficiency, safety, and optimum level of performance, an extensive preventive maintenance and inspection program is standard for all vehicles.

Every 7,500 miles, each vehicle receives a regular, routine service and safety inspection including lubrication, oil and filter change. Also, at each 7,500-mile increment, a comprehensive safety inspection is performed by the vendor. This inspection monitors all major and minor mechanical systems including wear/air pressure of tires, brakes, belts, hoses, water pump, fluids, suspension, wheel bearings and exhaust. (See Vendor LOF/S Inspection in section G)

### **Scheduling Service**

When the odometer reads 7,000 miles since the last maintenance service, the client/customer needs to call The Rideshare Company to schedule an appointment and arrange to have the vehicle picked up.

The client/customer needs to tell TRC about any specific concerns they have about the vehicle's condition or performance requiring immediate attention.

On the scheduled day of service, TRC will pick up the vehicle and return it after service. If the work can't be completed the same day, TRC will provide a backup vehicle. When the vehicle is ready, TRC will return it and pick up the backup vehicle.

Before TRC picks up the vehicle for service, you must:

- Record the vehicle's mileage on the day of service. (Keep this for the Monthly Expense Report)
- Remove personal items and important materials such as parking passes.
- Record the mileage and plate number of the backup vehicle on the expense report.

### **Routine inspection**

TRC counts on drivers to help uncover any vehicle problems before they become serious. The client/customer should complete the Monthly Vehicle Inspection Report carefully each month. If there is anything unsatisfactory, call TRC right away so that the problem can be taken care of.

### **Driving a Backup vehicle**

When the vehicle is in for extended service, TRC will leave a backup vehicle that, over time, is used by a number of client/ customers who share the responsibility for its care. Before driving any backup vehicle, inspect it and report any damage or problems to TRC. Perform the usual routine inspections, keep it clean, inside and out, and keep the fuel tank at least half full. If the driver experiences any mechanical or operating problems, let TRC know right away.

### **Vehicle Emissions**

Rideshare will coordinate with the vendors and the client/customer to arrange to have the client/customer vehicles picked up for testing. If the client/customer has the vehicle tested, as opposed to the vendor, the client/customer will have to pay cash and submit a receipt for reimbursement.

