

# DUTY OF CARE

## FOR ALL GROUND TRANSPORTATION SERVICES

## AND THEIR DRIVERS

All ground transportation services and drivers, whose vehicles include but are not limited to a sedan, SUV, van, mini-coach or bus should adapt the following suggested practices:

Drivers should be properly screened, licensed and trained, which includes the following:

- 1 Criminal background and security check by a certified agency or equivalent
- 2 Pre-hire drug testing and random testing program, when required by USDOT
- 3 Driver training program that includes driver duties, customer service, safety and defensive driving skills
- 4 Certified medical examination, as required by local, state and federal regulations
- 5 Proper supervision, retraining and discipline when appropriate

Ground transportation vehicles should be properly licensed, safe, and commercially insured which includes the following:

- 1 Commercial insurance with liability coverage, as required by local, state and federal regulations
- 2 Proper licensing permits
- 3 Motor vehicle inspections, as required by local, state and federal regulations

Ground transportation services should acknowledge that passengers can reasonably expect a level of care as outlined by the Passenger Bill of Rights as established by Ride Responsibly™.