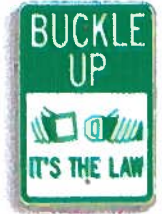


PASSENGER BILL OF RIGHTS

1. The driver is not permitted to take a longer route to the passengers' destination than is necessary, unless specifically requested to do so by the passenger (NRS 706.8846).
2. A safe and courteous driver who obeys all traffic laws.
3. Clean air, smoke free environment.
4. Air conditioning or heat upon request.
5. A receipt provided upon request.
6. Pursuant to NRS 484.6415 "Any passenger who is 18 years or older, who rides in the front or back seat of any taxicab on any highway, road or street in this state shall wear a safety belt if one is available for his seating position."
7. If, for any reason, you are having trouble securing your seatbelt, ask and your driver will provide assistance.
8. For your safety, passengers should use curbside door to exit taxi.
9. Remember to take all your possessions when exiting the taxi. YCS Transportation Lost & Found 702-933-1804.



For comments, questions or concerns, please contact YCS Transportation at 702-873-8012 or contact the Nevada Taxicab Authority at 702-668-4000.

It is your responsibility to take reasonable measures to ensure your safety as a passenger. Wearing a seatbelt is one such measure. Wearing a seatbelt will likely minimize, if not eliminate, any injuries you may sustain should an accident occur while riding in this taxicab.

Proactive ways to avoid incidents

- Formal complaints
 - Watch how you treat your customers. You are in the customer service industry.
 - Watch your behavior in valet areas. Don't argue with door men.
 - Don't get sucked into road rage
- Fare Disputes
 - You are not permitted to take a longer route than necessary without permission. You must notify the passenger that the route is longer in distance and the fare may be higher than traveling the most direct route. The passenger must agree to the alternate route. If the passenger doesn't agree, you must take the direct route.
 - Always explain to passenger their options for routes and get permission to take alternative route.
- Be honest

- Run-outs

- Company policy is to ask for a deposit on all rides that are estimated to be over \$30.

- Assaults

- Stay in your cab at all times. The majority of assaults happen outside of the cab.
- If your customer doesn't pay and gets out and walks away, DO NOT walk after them. A simple run-out for \$8 could easily end up with someone going to the hospital or jail.
- If customer is verbally abusive and you are fearing for your safety, don't argue back. Pull into a well lit area (parking lot, store front) grab your keys and walk into the store.
- Panic Button- Little "red" button on left side of steering wheel. Push it and it will send an emergency message to Kabit.

* Known as "CODE RED" When Drivers fear of HIS/HER SAFETY.

NEW DRIVERS

THE MOST DIRECT ROUTE

- ① DOES THIS NRS MENTION ANYTHING ABOUT MONEY?
- ② IS THIS NRS MORE ABOUT THE DRIVER OR MORE ABOUT THE PASSENGER?
- ③ WHEN CAN THE DRIVER (YOU) TAKE A ROUTE OTHER THAN THE MOST DIRECT ROUTE? WHY?
- ④ ARE YOU ALLOWED TO INITIATE ANY CONVERSATIONS WITH YOUR PASSENGERS AS TO THE ROUTE TO BE TAKEN?

NOTES PAGE:

1. THE NRS DOES NOT MENTION ANYTHING ABOUT MONEY, BUT IF A DRIVER ELECTS TO GIVE AN ESTIMATION OF HOW MUCH MORE IT WOULD COST A PASSENGER IF AN ALTERNATE ROUTE IS TAKEN THEN YOU MUST BE AS ACCURATE AND HONEST IN YOUR ASSESSMENT OF THE FARE.
2. THE NRS COVERS THE DRIVER'S PROHIBITED ACTIONS IN REGARD TO DOING THE RIGHT THING WITH ALL PASSENGERS
3. WE REINFORCE THE NRS THAT A DRIVER SHALL NOT: (ACCORDING TO BULLET #3) **"Take a longer route to the passenger's destination than is necessary, unless specifically requested to do so by the passenger"**. Also reinforce it **VERBATIM** with the Company policy on Proactive ways to avoid **FARE DISPUTES** incidents.
4. Being Honest is the key. You must always explain route options whenever situation dictates, you must articulate that an alternate route is recommended due to event (an accident, road construction) and get permission

No Long Hauling

You are not permitted to take a longer route than necessary without permission. You must notify the passenger that the route is longer in distance and the fare may be higher than traveling the most direct route. The passenger must agree to the alternate route. If the passenger doesn't agree you must take the direct route.

Long Haul List

Search (TA #)

Search

Import Taxicab Authority List

Web Import

Employee ID	Violation Date	Adjudicated Date	Citation No.
112291	8/14/2017	8/31/2017	8-00057282
117207	8/13/2017	8/28/2017	8-00058354
117305	8/13/2017	8/31/2017	8-00056936
111804	8/6/2017	8/15/2017	8-00056931
18849	8/3/2017	8/22/2017	8-00058352
114573	8/1/2017	8/16/2017	8-00058009
114687	7/30/2017	8/15/2017	8-00056498
108479	7/29/2017	8/29/2017	8-00054199
117138	7/29/2017	8/15/2017	8-00054198

CAB NUMBER 5000

The Taxicab Authority has regulatory authority pursuant to NRS 706.8811 to 706.885. If you have a comment or complaint, please call (702) 668-4000 or e-mail us at taxiauth@taxi.state.nv.us

The driver is not permitted to take a longer route to the passenger's destination than is necessary, unless specifically requested to do so by the passenger.

FIRST 1/12th MILE. \$3.50
EACH ADDITIONAL 1/12th MILE. \$.23
WAITING TIME, PER HOUR. \$32.40
EACH TRIP FROM MC CARRAN PROPERTY. \$2.00
3% EXCISE TAX WILL BE ADDED TO ALL RATES AND FEES

Business and Industry
Taxicab Authority
2090 E. Flamingo Road Suite 200
Las Vegas, Nevada 89119



\$3.00 CREDIT/DEBIT CARD FEE