

# FLAT RIDE TAXI INC.

## Contractor Orientation & Training Handbook — Strathcona County Compliance

**Welcome to Flat Ride Taxi Inc.!** As an independent professional service provider, you represent our brand to the public and act as a crucial link in the regional transportation network. This handbook is structured to assist you in aligning your operations with **Strathcona County's Vehicle for Hire Bylaw** and the high professional standards of our network.

### 1. MUNICIPAL COMPLIANCE (STRATHCONA COUNTY BYLAWS)

To operate legally as a Vehicle for Hire in Sherwood Park and Strathcona County, you must obtain, display, and maintain specific licensing and credentials at all times:

- **Operator Licensing:** You must maintain a valid Alberta Class 4 (or higher) Driver's License in good standing.
- **County Driver Permit:** You must obtain and hold a valid Strathcona County Vehicle for Hire Driver's Permit. This permit must be visually displayed inside the passenger-side sun visor of the taxi vehicle while operating on shifts.
- **Vehicle Markings:** The taxi vehicle must display valid front plates, designated county decals, and the municipal rate sheet visible to passengers.
- **Smoke-Free Environment:** In strict accordance with municipal laws, smoking or vaping of any substance by either the driver or passenger is 100% prohibited inside any commercial vehicle for hire.

### 2. VEHICLE OPERATIONS & SAFETY STANDARDS

A professional service begins with a safe, reliable, and pristine vehicle. You are required to execute regular safety routines:

- **Pre/Post-Shift Inspections:** Before and after each scheduled service block, you must complete a full inspection including: windshield condition, fluid levels, tire tread and inflation, brake performance, all exterior/interior lighting, and safety seatbelt functions.
- **Reporting Damage:** Any scratches, mechanical anomalies, or interior damage must be documented on your Daily Shift Log and reported immediately to Dispatch.
- **Cleanliness:** Keep the interior vacuumed, organized, and free of litter. Regularly wash the vehicle exterior to maintain a clean appearance representing Flat Ride Taxi Inc. professionally.

### 3. INSURANCE, VIOLATIONS, & INCIDENT MANAGEMENT

Safe driving practices minimize legal and financial liability. Understanding the incident policy is vital:

- **Traffic Violations:** All fines, photo radar tickets, parking citations, and municipal bylaw penalties incurred during your shift are your sole personal financial responsibility.
- **At-Fault Collision Policy:** If an accident, damage, or collision occurs while the vehicle is under your custody, and you are deemed partially or fully "at fault" by the police or insurance report, you are solely responsible for paying the active policy deductible.
- **Indemnification:** Contractors must indemnify and hold the Company harmless from third-party claims arising from negligent or illegal driving behaviors.

## 4. WORKERS' COMPENSATION BOARD (WCB) COMPLIANCE

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**Mandatory Pre-requisite:** In compliance with Alberta law and Company standards, all independent contractors must register and maintain an active, compliant Workers' Compensation Board (WCB) account in Alberta. You are strictly required to provide a valid, current **WCB Clearance Letter** to the Company before commencing your first shift. Clearances must remain valid throughout the active term of services.

## 5. CUSTOMER SERVICE EXCELLENCE & ROUTE DISCRETION

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Flat Ride Taxi Inc. stands for reliable, courteous, and efficient passenger transport. Always prioritize passenger comfort:

- **Route Discretion:** Ask the passenger if they have a preferred route. If none is specified, utilize GPS systems to select the most direct, safe, and efficient route.
- **Assistance:** Always offer to assist passengers with loading/unloading luggage, groceries, or folding assistive mobility devices.
- **Professional Etiquette:** Maintain a friendly, neutral, and helpful demeanor. Refrain from discussing sensitive political, personal, or religious topics.