

PROBATIONARY 90-DAY TAXI CAB DRIVER'S LICENCE INFORMATION PACKAGE

- You will have **30 (thirty) days** from the date of the issuance of your Probationary Taxi Cab Driver's Licence to complete the one day in class Customer Service Training and submit the Customer Service Certificate to the City of Hamilton; failure to submit will result in the revocation of your 90 (ninety) Day Probationary Taxi Cab Driver's Licence
- If the one day Customer Service Training Class is not available within the 30 (thirty) days; then applicants must complete the course at the next available class that is offered; failure to attend the course will result in the revocation of your 90 (ninety) Day Probationary Taxi Cab Driver's Licence
- You will have **90 (ninety) days** from the date of the issuance of your Probationary Taxi Cab Driver's Licence to complete the 8 (eight) hour online Taxi Cab Driver's Training Course and submit the Certificate of Completion to the City of Hamilton; failure to submit will result in the revocation of your Probationary Taxi Cab Driver's Licence
- Information on Taxi Cab Driver's Licence classes and online course information can be obtained at: taxiacademy.ca or changeyourskills@gmail.com or **905-381-4296**

During the 90 (ninety) day period of your Probationary Taxi Cab Driver's Licence you shall adhere to the provisions of the City of Hamilton Licensing By-law 07-170 By-law and Schedule 25 including:

1. While operating a taxicab, be neat and clean in personal appearance and personal hygiene;
2. Act with honesty and integrity as a Taxi Cab Driver as you carry on your business in accordance with the law;
3. When operating a taxicab, be civil and behave courteously and polite in dealings with the customers and members of the public;
4. Provide excellent customer service; as described through the Customer Service Training; which would include:
 - Code of Conduct:
 - Acting ethically, to increase customer confidence
 - Accept all passengers
 - Make passengers feel welcome
 - Take the most economical route (unless directed otherwise)
 - Remind passengers not to leave belongings behind

- Performing with professionalism and providing sensational service as outlined in the Customer Service Training (and training from your broker)
 - Always keep the taxi clean;
 - Offer assistance to passengers according to their needs
 - Communicate clearly and listen carefully
 - Know your job and the road

Any verified complaints and or violations of the City of Hamilton Licensing By-law 07-170 inclusive of Schedule 25 during the 90 (ninety) Day Probationary Licence period will result in the following:

- The Director of Licensing may suspend or place conditions upon the licence, without a hearing for up to 14 days if the Director of Licensing has reasonable grounds to believe that the drivers continued operation poses an immediate danger to the health or safety of any person or to property.
 - Following the 14 days and the payment of applicable appeal fees, the Probationary Driver is entitled to a hearing before the Licensing Tribunal
- For your convenience we are also providing you the provisions of the City of Hamilton Business Licensing By-law 07-170 that apply to all Taxi Cab Drivers