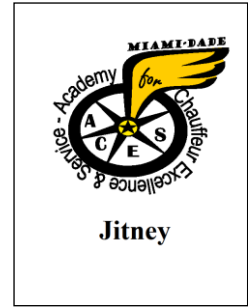


Jitney Exam Study Guide

This exam study guide works in conjunction with the Jitney manual, obtained from our office when you register for the class.



Customer Service & Professionalism

- What desirable qualities should a professional chauffeur possess?
 - Both behavioral and physical qualities.
- What should a knowledgeable professional know?
- What is a customer?
- What is your moment of truth?
- What factors contribute to the customer's overall satisfaction and dissatisfaction?
 - Both driver and vehicle factors.
- Review the Three C's (Courtesy, Care, Communication)
- Know and understand the Americans with Disabilities Act.
 - Can you refuse a service animal if you are allergic to it?
- How can you facilitate effective communication?
- What are some helpful tips for dealing with a difficult customer?
 - What does the T in H.E.A.T. mean?
- What is perceived value?

Personal Safety & Defensive Driving

- What are some safety suggestions when crossing a busy intersection?
- What are some things to think about when making turns?
 - What should you do before making turns or changing lanes?
- What are some factors that make your job a high-risk occupation?
- Understand the importance of being aware of your surroundings.
 - Keeping your windows rolled up and doors locked.
- Why is it important to greet and maintain eye contact with the customer?
- What are the most dangerous work hours?
- How should you handle a robbery situation?

Code Rules & Regulations

- Chauffeur Registration License
 - When does the C.R. license expire?
 - How many days prior to its expiration can you renew?
 - Review key information listed on the C.R license.
- What are the rules of operation for Jitney?
 - Where should jitney driver's pick up their customers?
 - In order to provide for-hire transportation in Miami-Dade County, what should the company obtain first?
- Review chauffeur violation/requirements
- Review For-hire Transportation Chapter 8CC - Schedule of Penalties (General requirements)
 - For example: Reference number 875: Failure to obtain a chauffeur's registration: \$1000 citation

Code Rules & Regulations (continued)

- Where should the Jitney ride rates and fares be posted?
- What are the for-hire vehicle standards and deficiencies?
- List of For-Hire vehicle standards code violations (FER)
 - For example: Code Section 31-104(a) No valid operating permit displayed or expired results in a vehicle suspension.

NOTE: It is important to understand what will happen if you violate an 8CC or FER.

8CC example: The use of abusive language will result in a citation.

FER example: Worn tires will result in a vehicle suspension/red reject decal.

FER example: Minor body damage will result in a deficiency/green temporary decal.

- Vehicle Inspections
 - How often does the vehicle need an inspection?
 - What happens to a vehicle if it has a minor non-safety or major safety related issue?
 - What happens if you appear for inspection after the decal has expired?
- What are some helpful hints when taking the vehicle to the inspection station?
- 8CC Citation & Revocation of C.R. license
 - What are the circumstances for which PTRD may suspend or revoke your C.R. license?