

## **Relationship between taxi owners/agents and drivers**

- It's really not working!
- Hi, Tat! The air-con does not blow out any cold air. Only its fan is blowing air.
- Sure, I'll meet you at the shift-changing location as usual. Thanks!
- Tat, sorry for bothering you!
- No problem, this is what a taxi owner should do.
- What are the obligations of a taxi owner actually?
- There are many obligations we must meet. Let's go there to talk in detail.
- For example, we have to ensure the condition and equipment of the taxi comply with the road safety standard under the laws of Hong Kong.
- The laws require a taxi to have a meter checks (minor checks) every six months and a vehicle examination (major examination) every year.
- Also we have to arrange for checking and repair of any defective equipment or mechanical parts of the taxi as soon as possible.
- Just as in your case, I came to you at once.
- It's out of refrigerant, I guess. Let me refill it later!
- Are those all you have to handle?
- I haven't finished yet!
- We have to ensure the lead seals of the taximeter are properly secured;

- to ensure the rentee-drivers are holding valid taxi driving licences when driving the taxi;
- to ensure the radio transceivers in the taxi are only connected to legal telecommunications channels without modifications;
- and, of course, to ensure the rented taxi is not used for illegal purposes.
- If the rented taxi is involved in a traffic offence, and the Police requests information regarding the driver driving the taxi, we have to ensure the information provided is true and correct.
- I thought that being a taxi owner was a very easy job!
- Of course not!
- We also have to ensure that when the taxi isn't in operation, it's parked at a safe and legal place.
- And, of course, we need to remind the taxi driver to comply with the Road Traffic Ordinance and other relevant laws, and most importantly to drive safely and not to drink-drive or drug-drive!
- I'd rather be a taxi driver then!
- We are just doing our part!
- If every driver is just like you, paying attention to safety, and having good attitude, then my job would be much easier.
- I'm flattered!
- It's no joking matter, indeed.

- If the rented taxi is involved in a traffic accident, regardless of severity, we have to arrange the driver to report to Police in accordance with the law, and submit the traffic accident claim form to the insurance company.
- If a complaint is made against the rented taxi, we have to actively respond and investigate the case.
- If the complaint is substantiated, we have to urge the driver to take steps to improve the taxi service quality.
- It will be fine if the driver cooperates.
- Otherwise, we'll have to check the contract terms whenever something happens.
- It will be quite troublesome!
- If every driver is as cooperative as you, it'll be a great help to us.
- No wonder you came as soon as I called!
- So? Why not treat me to lunch!
- It seems that the taxi still has some problems!
- It can be handled after lunch!
- Better get the job done first!
- Haha!