Driver Certification Training Subjects

Driver training will consist of a minimum of 18 hours of instruction provided for in subsection (a), including the following subjects:

  (1) Authority regulations governing taxicab drivers.

  (2) Authority regulations governing taxicab certificate holders.

  (3) Authority regulations governing equipment.

  (4) Penalties for violation of Authority regulations.

  (5) An overview of the administrative process related to violations.

  (6) The identification and address of the Authority offices responsible for administering the act.

  (7) Customer service issues, including the following:

    (i) Personal appearance of drivers.

    (ii) Driver courtesy and hygiene.

    (iii) Assistance to elderly and people with disabilities.

  (8) Driving and customer safety issues, including the following:

    (i) Defensive driving techniques.

    (ii) Emergency aid.

    (iii) Vehicle and equipment inspections.

    (iv) Crime prevention.

    (v) Accident reporting procedures.

  (9) Issues related to the geography of Philadelphia, including the following:

    (i) Map reading.

    (ii) Overview of major street and traffic patterns.

    (iii) Identification and location of popular landmarks and locations.