

## **Texting and Driving**

The fastest way to lose a cash tip, and piss off your customer is to text and drive. You should also never pull over to text with a customer in the car. If someone needs to tell you something, that's okay, but don't respond via text, or stare at your texts with the customer in the vehicle. It doesn't matter if it's a dispatcher.

You are 23 times more likely to get in an accident while driving distracted, which includes reading on your cell phone or texting. It is okay to call a dispatcher back if you use Bluetooth, speaker or hands free, but keep your conversation extremely short, and let your customer know what you are doing ahead of time.

You should say something like “I have a customer in the car, is this an emergency?”

Customers will text the company, take pictures, and record videos if the driver is speeding, texting or being rude, so please be professional and do the right thing.