



FIELD OPERATIONS

Field Operations agents work closely with transportation vendors to ensure their vehicles, drivers, and procedures meet contractual requirements for vehicle safety, maintenance, driver training, certification, licensing, and quality service delivery.

Our field staff ensures that drivers have all the necessary qualifications to transport clients, including appropriate driver's license and endorsement, DMV medical certification, First Aid, CPR and extensive background checks.

Vehicle readiness is equally as important as driver preparedness. Physical vehicle inspections are conducted to assure the cleanliness and safety of the vehicle. R&D offers a formal quarterly audit process to review driver's credentials, vendor performed driver training, physical vehicle inspections, review of maintenance files and verification of contractually required insurance policies, business licenses and CHP terminal inspections.

Our process is rounded out with quarterly driver training which can be done with all transportation vendors. During these meetings, we review safety and service requirements with the drivers and answer questions regarding procedure and passenger behavioral issues. This interaction is key to our continued successes in the area of field services.

