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# **ANTIGUA AND BARBUDA DRAFT NATIONAL STANDARD**

## **DNS 17 (1st Revision)**

### **Specification for tourism ground transportation**

**Stage 40 - Enquiry Stage  
November 2016**

FOR PUBLIC COMMENTS



**ANTIGUA AND BARBUDA BUREAU OF STANDARDS**  
Old Parham Road • P.O Box 1550 • St. John's • Antigua • West Indies

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**ANTIGUA AND BARBUDA DRAFT NATIONAL STANDARD**  
**Specification for tourism ground transportation**

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## NATIONAL FOREWORD

The Antigua and Barbuda Bureau of Standards (ABBS) is a statutory body established under the Standards Act of 1987, Cap 411 of the revised Laws of Antigua and Barbuda. The Standards Act mandates the Bureau to promote and encourage the maintenance of mandatory and voluntary standards in relation to goods, services, processes and practices. The Bureau also has the responsibility for monitoring the manufacture of goods and the production of services to both local and international standards. In executing its mandate, the ABBS focuses on the quality and competitiveness of products and services; the health and safety of the consumer; and the protection of the environment.

The ABBS has a transparent Standards Development Process in accordance with the provisions of the Standards Act, which provides the opportunity for all stakeholders in each standards development project to participate actively in the development of the standard, by serving on technical committees (TCs), sub-committees, project committees (PCs) or working groups (WGs), by submitting comments on draft standards available for public comment and attending stakeholder consultations.

The ABBS holds membership in the following standards organizations:

- International Organization for Standardization (ISO) as a Subscriber Member
- International Electro-technical Commission (IEC) as an Affiliate Member
- Codex Alimentarius (WHO/FAO) Commission
- Caribbean Regional Organisation for Standards and Quality (CROSQ)
- Pan American Standards Commission (COPANT)

Additionally, the ABBS has a Memorandum of Understanding (MOU) with ASTM International.

The ABBS is the National Codex Contact Point, and also serves as the enquiry point for the World Trade Organisation (WTO) on matters pertaining to the Technical Barriers to Trade (TBT) Agreement. It has notified acceptance of the WTO Code of Good Practice.

Antigua and Barbuda National Standards (ABNS) are subject to review every five years or sooner if necessary, in accordance with good standardisation practices. Any suggestions for improving the standard can be submitted to the Bureau of Standards for consideration during the review process

**Specification for tourism ground transportation**

**AMENDMENTS ISSUED SINCE PUBLICATION**

AMENDMENT NO.	DATE OF ISSUE	TYPE OF AMENDMENT	NO. OF TEXT AFFECTED	TEXT OF AMENDMENT

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**Committee Representation**

This Antigua and Barbuda National Standard was prepared under the supervision of the Tourism and Hospitality Services Technical Committee , which at the time comprised of the following members: -

<b>Members</b>	<b>Representing</b>
Fay C. Shantia Weatherill ( <b>Chairperson</b> )	Ministry of Tourism, Economic Development, Investment and Energy
Paul M. Jarvis ( <b>Vice Chairperson</b> )	Consumer Association of Antigua and Barbuda
Geneva George	Antigua and Barbuda Airport Authority
Jasentha James	Prices and Consumer Affairs
Jomica Carbon-Constant	Ministry of Trade, Industry and Commerce
Kevin (Arif) Jonas	Antigua and Barbuda Transport Board
Nathan Dundas	Antigua and Barbuda Cruise Tourism Authority
Neil Forrester	Antigua and Barbuda Hotel and Tourist Association
Paula Frederick-Hunte	Ministry of Tourism, Economic Development, Investment and Energy/ Standards Council Representative
St. Clair Soleyn	Antigua and Barbuda Hospitality Training Institute
Gem Reynolds ( <b>Technical Secretary</b> )	Antigua and Barbuda Bureau of Standards
Carlton Best ( <b>Recording Secretary</b> )	Antigua and Barbuda Bureau of Standards

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## **Introduction**

This National Standard is a revision of ABBS 17: 2010. This second edition was adopted by the Standards Council On . It has been adopted with the reference number , effective .

The tourism industry has been the highest contributor to the national economy and is seen as the most important source of foreign exchange and foreign direct investment in the country. As Antigua and Barbuda aims to increase investment and diversify its tourism product, it becomes increasingly important that quality services are offered.

Tourism ground transportation contributes to the visitor experience. This revised standard includes a new category for limousine and luxury taxi operators to meet the growing demand for this exceptional level of quality service. It also considers horse drawn carriages. This standard highlights the requirements for quality service not only from drivers but also from tourism transport companies.

This national standard is aimed at ensuring that service providers within the ground transportation sector adhere to the best practices by maintaining and exceeding the required level of services.

In preparing this standard, assistance was derived from the following publications: -

- SLNS 74: 2016 Specification for tourism ground transportation (Second Edition)

## 1 Scope

This standard establishes the minimum requirements for acceptable practices relating to business conduct, physical facilities and record keeping, within the tourism ground transport subsector.

This standard gives guidelines for taxis, tourism transport drivers, luxury and limousine operators, tourism transport companies, jeep safaris associations and cooperatives certified or approved by the Ministry of Tourism.

This standard is not applicable to recreational transport operators which include bicycles, scooters and segways.

## 2 Terms and definitions

### 2.1 competent authority

a Minister, Ministry, Department of government, statutory body or any authorised person administering any law regulating the tourism ground transportation

### 2.2 established place of business

a fixed location housing the necessary facilities for the conduct of business operations

### 2.3 front line staff

employees whose normal duties necessitate having regular contact with customers

### 2.4 horse-drawn carriage

a two or four-wheeled vehicle drawn by no more than two horses and operated over a fixed or defined route of travel

### 2.5 limousine

a “for hire” vehicle, typically larger, longer and more luxurious than a full sized production motor vehicle, sometimes equipped with a separate cabin for the chauffeur

### 2.6 luxury vehicles

a “for hire” vehicles or tourism taxis that is characterized by a suite of desirable features which add value to the transportation experience (to be reviewed)

NOTE These may include brand equity, refined interiors, superior ride quality, safety equipment, special gadgets etc.

### 2.7 operator

any firm or individual registered under the appropriate legislation to offer motor vehicles for transfers

### 2.8 safari vehicle

a four-wheeled drive open carriage motor vehicle for-hire, with the capability for travelling off the main road to special interest sites designed to carry not more than fifteen (15) persons which has been approved for the transportation of tourist under the Transport Board Act

### 2.9 tour buses

for-hire vehicles with not less than 17 seats that has been approved by the relevant authorities for the transportation of tourists

### 2.10 taxis

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motor vehicles with passenger carrying capacity of not more than 16 seats, which have been registered as taxis

### **2.11 tourism transport**

land transport vehicles with passenger carrying capacity of a minimum of two passengers and not more than forty-five passengers, used primarily for the conveyance of stay-over and cruise visitors from point to point licensed by the competent authority

EXAMPLE Limousine, tour buses, taxis and luxury vehicles.

### **2.12 tourism service providers**

companies or firms such as hotels, destination management companies and tour companies that utilize the services of tourism transport operators

### **2.13 tourism transport driver**

a public service vehicle driver who meets all the requirements for driving a licensed tourism transport as stipulated by the Transport Board Act or its most recent amendment

## **3 Tourism transport companies, associations and cooperatives**

### **3.1 General Requirements**

**3.1.1** Tourism transport companies, associations and cooperative shall ensure that members:

- a) conform to the terms and conditions stipulated by the relevant authority from which they operate;

EXAMPLE The seaport, airport or hotel.

- b) are provided with a clean, covered and shaded structure to gather when not driving;
- c) are knowledgeable about the constitution (rules and regulations) of the association and any action (disciplinary or representative) capable of being undertaken by the executive body; and
- d) proceed directly to the designated parking area and maintain their place in line until dispatched.

### **3.2 Designated parking area**

**3.2.1** A sign shall be posted, identifying a parking area strictly for use by drivers.

**3.2.2** The parking spaces shall be clearly marked out.

**3.2.3** The parking area shall be kept in a clean condition at all times.

NOTE No littering.

### **3.3 Business practice**

**3.3.1** All related businesses shall conduct their business lawfully, in full compliance with all legislation and regulations pertinent to their operations.

**3.3.2** The business shall be covered by a public liability insurance policy which shall remain in effect with continuous coverage.

**3.3.3** All related businesses shall trade fairly and responsibly, conducting their business with honesty, integrity and transparency. In particular, proper accounting practices and procedures shall be established and maintained.

**3.3.4** Public advertisement of operations, and in particular, rates, taxes, charges, services offered and conditions thereto, shall be truthful. The content and design of displays shall be such that they do not lend themselves to misleading or ambiguous interpretation.

**3.3.5** Official business hours shall be established, maintained and advertised.

### **3.4 Physical facilities**

**3.4.1** Sheltered accommodation shall be provided for customer reception and service and shall be kept clean, well ventilated, and afford a reasonable degree of comfort.

**3.4.2** Where vehicle storage and customer service facilities are housed on the same compound, clear separation between these functional areas shall be established and maintained.

**3.4.3** Facilities shall be supplied with the tools and equipment necessary for efficient service delivery. Communication equipment shall include at least one telephone line for accessing information related to the operations or for dealing with emergencies. Other relevant equipment may include:

- a) fax machine (communications);
- b) computers (information storage and retrieval);
- c) calculators and cash register (billing);
- d) electronic card reader (credit card transactions).

### **3.4 Vehicle fleet**

Vehicles offered shall be of a type approved by the Licensing Authority to be used for this purpose. They shall, in addition satisfy all other legal and regulatory requirements including those relating to registration, insurances, safety equipment and road worthiness; status based on inspections conducted by, or on behalf of the Licensing Authority.

### **3.5 Staff**

**3.5.1** All employees shall be equipped with the necessary knowledge and skills to enable them to perform their functions efficiently. In satisfying this requirement, operators shall ensure that employees' expertise is continually enhanced by regular exposure to appropriate formal and informal training; records of participation in such training activities shall be maintained as part of employees' records.

**3.5.2** All front line staff shall be clearly identified by name tag or uniform for ease of recognition and reference. Due to their highly interactive role in service delivery, such personnel shall possess expertise in the following specific areas:

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- a) good public relations skills;
- b) preparation and maintenance of reports;
- c) knowledge of complaints handling procedures;
- d) sufficient knowledge of the destination to guide customers through brochures, maps, and other documents.

**3.5.3** Business shall be conducted in a professional manner with the necessary tact, courtesy and responsiveness in dealing with customers.

## **4 Requirements for tourism transport**

**4.1** Vehicles offered shall be of a type approved by the Licensing Authority to be used for this purpose.

**4.2** The legal and regulatory requirements relating to the registration and the licencing of the vehicles are satisfied in the manner specified by the relevant and competent agency.

**4.3** The vehicles shall at all times carry the registered plates approved by the Licensing Authority.

**4.4** The vehicles utilized by the company shall carry adequate insurance for providing tourism ground transportation services.

**4.5** The vehicles shall meet all the standards for design, body requirements, stability and structural strength as prescribed by the relevant authority.

**4.6** Each vehicle shall be operated by a driver with the requisite licence.

**4.7** Each vehicle shall be equipped with the necessary safety equipment and features to ensure the general safety of passengers. These include, but are not limited to:

- a) safety belts for all passengers;
- b) shoulder harnesses for use in the front seating position,;
- c) portable fire extinguisher of the type and size recommended by the competent authority;

NOTE Recommended fire extinguisher

- d) first-aid kit;
- e) proper signage; where applicable; and

EXAMPLE Location of the emergency exit, NO SMOKING, etc.

- f) safety information for people with special mobility disabilities.

**4.8** Each vehicle shall have garbage bags or bins available on demand. The contents of the bags or bins shall be disposed of daily in the proper manner and in the places designated for that purpose by the relevant authority.

**4.9** Every vehicle shall have an air conditioning unit in good working order. Tinting of vehicles shall be in accordance with The Transport Board Act.

**4.10** Passengers shall have easy and safe access/or egress.

**4.11** One spare inflated, road worthy tyre fitted to the rim and capable of being fitted to the vehicle in question or inflator kit shall be carried at all times.

**4.12** Each vehicle shall be kept in a clean, well maintained, road-worthy condition. The vehicle shall be examined and certified for road worthiness by Antigua and Barbuda Transport Board

**4.13** Tourism service providers shall use only vehicles approved by the appropriate authority.

**4.14** For those vehicles engaged in passenger airport transfers, the maximum number of passengers allowed per vehicle is as follows:

- a) 45 seater buses shall not carry more than 30 passengers with luggage;
- b) 30 seater buses shall not carry more than 20 passengers with luggage;
- c) 25 seater buses shall not carry more than 16 passengers with luggage;
- d) 14 seater buses shall not carry more than 8 passengers with luggage;
- e) 12 seater buses shall not carry more than 6 passengers with luggage;
- f) 9 seater buses shall not carry more than 4 passengers with luggage;
- g) 4 seater vehicles shall not carry more than 2 passengers with luggage.

NOTE The seating capacity for excursions may differ.

## **5 Requirements for safari jeeps**

**5.1** Operators shall ensure that all legal and regulatory requirements are satisfied including registration, insurances, safety equipment and roadworthiness.

**5.2** All seats shall be fitted with lap belts.

**5.3** The passenger area shall be reinforced with padded steel bars to the side and top of the open vehicle in a manner that is consistent with the manufacturer's specifications to ensure the safety and comfort of the passengers.

**5.4** Every vehicle shall provide covering where there is no permanently affixed roof.

**5.5** Every vehicle shall have garbage bags or bins available on demand.



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**5.6** Passengers shall have easy access/egress through the use of handrails and secure bench/step.

**5.7** Passengers, including the tour guide, shall be provided with their own seat.

## **6 Requirements for horse-drawn carriage operators**

**6.1** Operators shall conduct the business of operating a horse-drawn carriage in full compliance with all legislation and regulations stipulated by the relevant authorities including registration, public and passenger safety, welfare of horses, local endorsement of operator's licence, convenience of the public, accommodation of special events and aesthetics of the carriage.

**6.2** Operators shall operate the carriage with due regard for the safety of the passengers and pedestrians alike.

**6.3** Carriage passengers shall be properly briefed, prior to the tour, on how to respond properly when horses behave in an unexpected or unusual manner.

**6.4** The horse-drawn carriage operator shall provide and maintain public liability insurance for care, injury, death and property damage. Such policy insurance shall specify the area written which the horse-drawn carriage operates.

**6.5** When not in hire, the operator shall not solicit patronage in a manner that will annoy or obstruct the movement of persons, follow persons or groups for the purpose of soliciting business.

**6.6** The horse-drawn carriage shall be equipped with at least one rate card affixed to the carriage in a prominent location. The rate card shall bear the name and address of the carriage business and the quoted shall be same as those approved by the relevant authority.

**6.7** Loading and unloading of carriage passengers shall take place only at the designated carriage stands prescribed by the relevant authority.

**6.8** A veterinary inspection shall be carried by the relevant authority and certificates or reports shall be kept on carriage to assure passengers of health/well-being and safety of animals.

**6.9** The operator of the horse-drawn carriage shall ensure that all wastes produced by the horses are treated and/or disposed in the manner recommended by the appropriate authority.

## **7 Requirements for tourism transport drivers**

### **7.1 General**

**7.1.1** All drivers shall be trained, certified by the appropriate authority and able to speak, read and understand the English Language.

**7.1.2** Tourism transport drivers shall:

- a) hold a valid driver's license;

- b) have the appropriate license to operate the particular tourism transportation vehicle;
- c) show documented evidence of having completed the Defensive Drivers Training Course and received other special training;
- d) wear the uniform prescribed by the Association or Licensing Authority while on duty;
- e) wear clothing that is clean and in good condition, free from tears, holes or excessive wear;
- f) wear closed shoes, boots or sneakers with socks;
- g) conform to proper personal hygiene;

NOTE Other proper grooming shall be controlled and shall not be offensive to others.

- h) have hair, beards or mustaches in a clean and groomed condition;
- i) refrain from utilising electronic devices while driving;

EXAMPLE Mobile phones, tablets, ipads, etc.

- j) be free of any disabling drug while on duty;

EXAMPLE Alcohol, narcotics, or any form of intoxicating substance.

- k) wear in a prominent position an Identification Badge, issued by the Authority, which bears a photographic likeness of the driver;
- l) refrain from smoking while any passenger is in the vehicle;
- m) immediately hand over any property, accidentally left in the taxi to the Dispatcher or the Police;
- n) not operate a taxi for more than 12 consecutive hours in any 24 hour period;
- o) not use a horn or any other instrument for the purpose of soliciting passengers;
- p) not solicit, harass, use any abusive language or insulting gestures to any passenger, dispatcher, ground handler, hotel or cruise representative or fellow driver;
- q) not race his/or her engine or make any loud unnecessary noise with the vehicle while waiting to pick up passengers;
- r) not carry friends or family members, while hired by persons other than those named;
- s) drive to the destination required by the passenger without making any unnecessary detours;

EXAMPLE Stopping home, petrol station and supermarket unless requested by the passenger.

- t) not play loud music in the vehicle while on duty;

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- u) not induce any person to engage his/or her vehicle by misleading or deceiving that person about location, distance or fare to any destination; undertake pre-journey checks which should include checking brakes, tires etc. and ensure sufficient fuel to complete the contracted journey.

**7.1.3** Drivers shall collect customers promptly at the times stated on the transfer vouchers or given by the ground handler, hotel or customer, allowing plenty of time to load luggage.

**7.1.4** Drivers shall ensure that the luggage is properly secured and is carried in a safe and reasonable manner to the satisfaction of the customer or ground handling representatives.

**7.1.5** Drivers shall assist in moving the luggage from the drop off area to where the taxi is loading.

**7.1.6** Drivers shall not demand more than the maximum prescribed fare approved by the Transport Board.

**7.1.7** Drivers shall not carry more passengers in the vehicle than the number of persons specified in the Transport Board Act.

**7.1.8** Drivers shall transport the passengers to their destination as directed by the Dispatcher.

**7.1.9** Drivers shall be guided by the requirements of the Tour Operator Representative/or ground handlers when transporting their clients.

### **7.2 Luxury and limousine operators requirements**

**7.2.1** Suits shall be worn by drivers and of solid colour.

**7.2.2** Skirts worn by female drivers shall be no more than 2 inches above the knee and of solid colour.

**7.2.3** Closed toe shoes shall be worn with socks at all times by drivers and sandals of any kind shall not be worn while on duty.

## **8 Record keeping**

**8.1** Records generated from the operations shall be maintained for the period stipulated by law or for a minimum of seven (7) years where there is no stipulation.

**8.2** Records shall be made available on request to statutory and regulatory agencies for scrutiny or to facilitate monitoring and investigations.

**8.3** Operators shall make provisions for recording actual customer feedback including complaints.

**8.4** Operators shall institute and keep a record of a maintenance programme to ensure that vehicles are kept in sound physical and operational condition. Vehicle systems and components maintained shall include, where applicable:

- a) engine, including lubricating, cooling, ignition, intake, exhaust and fuel system;

- b) drive train, including transmission and differential;
- c) suspension system, including tyres and shock absorbers;
- d) steering system;
- e) braking system (hand and foot);
- f) electrical system;
- g) body, including doors, trunk, bonnet and soft top;
- h) air-conditioning system;
- i) internal accessories, including radio;
- j) interior including upholstery.

This requirement may be achieved by a combination of routine servicing, periodic maintenance in accordance with manufacturers' specifications, and repairs based on drivers report.

**END OF DOCUMENT**

**Annex A**

(informative)

Recommended items for first aid kit: -

- 2 absorbent compress dressings (5 x 9 inches)
- 25 adhesive bandages (assorted sizes)
- 1 adhesive cloth tape (10 yards x 1 inch)
- 5 antibiotic ointment packets (approximately 1 gram)
- 5 antiseptic wipe packets
- 2 packets of aspirin (81 mg each)
- 1 blanket (space blanket)
- 1 breathing barrier (with one-way valve)
- 1 instant cold compress
- 2 pair of nonlatex gloves (size: large)
- 2 hydrocortisone ointment packets (approximately 1 gram each)
- Scissors
- 1 roller bandage (3 inches wide)
- 1 roller bandage (4 inches wide)
- 5 sterile gauze pads (3 x 3 inches) [Available on the Red Cross Store]
- 5 sterile gauze pads (4 x 4 inches)
- Oral thermometer (non-mercury/non-glass)
- 2 triangular bandages
- Tweezers