



Safety Practices & Standards

Elite Limo has been dedicated to safe operation practices since our inception.

Security measures are the foundation of our company. We ensure that all limousines, products, and procedures follow extensive safety precautions. With an average of 10,000 transfers per year, there is no room for errors. Our employees are extensively trained to deliver consistently secure and dependable luxurious transportation to our clients. We do not accept any compromises nor do we take any shortcuts when it comes to the safety of our guests and employees.

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Ford® Qualified Vehicle Modifier

QVM or **Q**ualified **V**ehicle **M**odifier is the Ford Motor Company's certification process which can be earned only by the finest coachbuilders in the United States. Elite Limo has only purchased limousines by a QVM certified modifier Krystal Coach. This ensures that our vehicles are recognized by Ford to be the safest in the industry. Below are the guidelines for QVM certification, directly from the Ford website.



"Because the Ford Motor Company QVM Program assists approved manufacturers in developing a high-quality conversion process, you can feel confident that the finished product will meet your high expectations. And while Ford doesn't actually produce the finished converted product you receive, the Ford and Lincoln conversions are specifically designed by Ford to meet the unique demands of your industry."

How does Ford® qualify a coachbuilder?

To qualify as a QVM, a coachbuilder must be successfully evaluated by Ford Motor Company on criteria such as engineering, the manufacturing process, quality control, and adherence to Ford and Lincoln Divisions guidelines. Specifically, the QVM Program requires the following from coachbuilders:

- **Compliance with all applicable Federal Motor Vehicle Safety Standards (FMVSS).** (To see a list of the types of items required to meet FMVSS [click here.](#))
- **Conformance with all Ford and Lincoln industry guidelines for vehicle conversions.**
- **Annual facility inspection and review.**
- **A commitment to continuous improvement.**

How does QVM ensure your safety?

If you are planning on renting a limousine, the National Limousine Association (NLA), the QVM-CMC Vehicle Manufacturers Association, and Ford Motor Company strongly recommend that you ride only in limousines that are built by manufacturer-certified coachbuilders.

Ford Motor Company's certification program, called "QVM" or Qualified Vehicle Modifier, develops stringent rules which are designed with the safety of the riders and the vehicle capabilities in mind. The program verifies that all internal and external components of the vehicle are intact and in perfect working condition.

QVM rules state that only Lincoln Town Cars, Ford Expeditions and Lincoln Navigators are approved for conversion into a stretch limousine. In addition, QVM rules specify that a Town Car can only be stretched 120" and Expeditions and Navigators 140" (about twice their size). In addition the maximum passenger capacity for a stretch Town Car under the QVM guidelines is nine plus a driver and the Navigator and Expedition is fourteen plus a driver.

Find out more information about Elite Limo's certified manufacturer, Krystal Coach, by checking out Ford's official [QVM list](#).

To find out more visit the Ford website:
https://www.fleet.ford.com/showroom/specialty_vehicles/QVM_F.asp

QVM is a start, Elite Limo builds upon it and here's how:

Elite Limo maintains **no modification** policy; we will not modify any major components of our limousines. We believe this is a crucial factor in maintaining the integrity of our fleet. It guarantees our vehicles are as safe and dependable as when Ford certified the limousine and its components for fleet use.

The benefit of having a **fleet of 25 vehicles** is that we do not depend as greatly on each vehicle, and if there are any issues with a limousine that presents the possibility of compromising the safety of our clients or employees, we do not use that vehicle. Additionally, if at any point during a transfer the safety is compromised, we have the large fleet and available staffing to replace the current vehicle with an alternate.

Our **home base** or office is another reason we have the ability to maintain such strict policies. Our location is **fully staffed 7 days a week, 365 days of the year, from 7am to 10pm**. Additionally, we have an **in-house mechanic** that handles all light mechanical maintenance and repair. For all standard technical repairs or maintenance we rely on the Bay Area's most dependable repair facility, **Bay Area Limousine Repair**. Even though operating a limousine company does not require a storefront, Elite Limo believes that having one enables us to monitor and successfully ensure the quality of our service. Our telephone lines are answered 24/7/365 and our management team is always on call.

Insurance & CHP Inspection



Insurance Policy: The state mandated requirements for a limousine company are set at \$750,000. Elite Limo's insurance policy is double the state requirements thus we are among the strictest in the industry. Potential employees are required to submit a 10 year driving record for review and are not allowed more than 1 point in that period. We are also enrolled in the DMV pull notice program and if at any time there is a change in the status of an employee's record (i.e. infraction, new restriction, etc.), an updated record is automatically sent to our office directly from DMV.

For an insurance accord copy please email or call our office.

CHP Inspection: Every 13 months, our larger vehicles are inspected rigorously through a state mandated process known as the CHP (California Highway Patrol) Inspection. During this process, a representative of the state thoroughly assesses every aspect of our company and B-class vehicles. Maintenance records are reviewed, past trip records are inspected, and the vehicle itself is searched extensively by the inspector. Elite Limo has passed each yearly inspection with flying colors.

If you would like a copy of our most recent inspection please email or call our office.

Chauffeur Quality Assurance

Elite Limo hires dependable and knowledgeable career chauffeurs to provide service for you. Our employees are dedicated to their work and are equipped with the proper tools to offer you consistently safe and luxurious transportation. Elite Limo adheres to the following procedures to ensure the safety for you and your guests while traveling:

Employment: Our hiring process is exceptionally thorough. Its purpose is to train a new employee comprehensively. The training period takes anywhere from two weeks to a month (depending on prior experience). Additionally we allow **only proven chauffeurs to provide service for hourly reservations**. Proven chauffeurs have repeatedly demonstrated their willingness to go above and beyond to ensure excellent service for the transportation of large groups. The average time before an employee is allowed to service hourly reservations is generally one year. Below is an overview of our general hiring process:

- All new employees are required to attend a three hour video class in office with a written exam. The service is provided by Executive Chauffeuring School Inc.
- Once the exam is passed, one of our veteran chauffeurs take the new employee with them for field experience. This process takes anywhere from 10-30 hours (depending on prior experience). The new employee is taken to all major airports and our most frequented destinations.
- Lastly, the employee will provide a ride along to an office staff member.
- For the first 90 days, the newly trained chauffeur is closely watched for performance and work ethic. On average, less than 50% of the applicants that reach this point will in fact pass our probate period.

Continued monitoring: All chauffeurs are continuously monitored throughout their career with Elite Limo. We have found that our most powerful tool is our client's feedback; it is our most valuable insight to the performance and behavior of our employees and generates a system of continual improvement. Additionally, we are enrolled in the state mandated random substance screening program where an independent third party will choose 2-5 employees per month for a screening.

Our Fleet

We take exceptional care of our fleet. Elite Limo does not accept any compromises because your safety is our main goal. Each and every one of our vehicles is inspected rigorously by all employees; any issue that presents itself is addressed immediately. We can do this because of the following:

Office staff: The office staff at Elite Limo is one of the most dependable in the industry. They have been with the company for many years and continue to take pride in their work. Our approach to communication and training cultivates a responsible and trustworthy office environment. Their preparation extends into safety protocol for any situation, whether on the road or in the office.

Chauffeurs: Our drivers report all issues, small and large. We have created a dedicated email address that communicates directly with the fleet manager. By having the direct line of communication, all issues are responded to promptly until the chauffeurs return to home base and fill out a service request. Additionally, because the issue is reported in real time, it is accurately described.

Vehicles: Our fleet is maintained above factory standard specifications. Our maintenance model ensures all vehicles are dependable and safe. At the start of every week, each vehicle goes through a 150 point inspection. Any and all issues automatically place the vehicle on non-operational status until the issue is resolved.

Elite Limo is here for you, each and every day our goal is to ensure that we are a safe, dependable, and luxurious transportation service for our clients. That is the reason each and every year we have grown as a company. Our commitment to our Safety Policies and Standards does not compromise.