



Weekly Dispatch

Volume 1, Issue 7

December 20, 2006

Blue Star Group



Tips from your afternoon dispatch team.

Zones 1145 and 1141 very busy 3pm –7pm

If there are more than 3 cabs in your

Zone, you should move to another zone

Don't let customers smoke in your taxi

It is against the law

Open the door for your customer

It will result in a good tip!

Drivers First



* If you feel that you are being treated unfairly by any member of the Barwood Team, please see your Driver Services Manager. If an issue has not been resolved to your satisfaction, please see me. Christine Barnes.

Christine Barnes.;Editor.

Weekly Dispatch

DRIVERS FIRST! Driver Hotline coming soon

In line with our ongoing efforts for our Drivers First program, I am pleased to announce a Drivers Hotline number. This number will allow quick access to our Call Center personnel by drivers who need assistance. Like any new programs there is always room for abuse and so I want to outline the proper use for this Hotline number.

This number is to be used for the following purposes:

1. Driver cannot sign on.
2. Driver needs personals and cant access on MDT
3. Driver has MDT/Radio problem
4. Driver has issue with customer in cab
5. Driver needs assistance with directions
6. Driver's credit card swipe not working
7. Driver has issue with customer
8. Customer says trip is on account

This Hotline Number is not to be used to over ride a Bailout by the dispatcher or to take a job back. Do not call this number for this purpose. You will be disconnected if you do.

An example of an abuse of a program that was put in place to assist drivers was making the customer's phone number available to the driver. Just last week I spoke with 3 customers who said the driver called and said very rudely. "I am about 5 minutes away and you better be at your door or I am leaving", another customer said, the driver actually called her a b itch, and said she should walk to the Metro because its too short a ride to take a taxi". We are considering removing the number from the orders because we are getting many complaints about rudeness from drivers. What is going on, why do we need to act this way? You catch more flies with honey than vinegar. Treat your customers well!!!!

BAILOUTS—how this affects your business



Recently we have experienced many customer complaints because customers have had lengthy delays in getting a cab. One of the reasons for this is that a driver accepts the call, sees the destination and decides not to run it without in-

forming the dispatcher. When the customer calls back, we contact the driver for an ETA and at that time he comes up with a reason as to why he did not run the call. All this can take about 15minutes. We then put the call out again

and the same thing happens ,by now 30minutes have elapsed, 2 drivers have been bailed out for 60 minutes each, the customer is mad and Barwood's reputation suffers. Bottom line 0 \$\$\$\$\$\$\$

The Call Center needs every driver to book in!

Lately, I have noticed many drivers booking in for work. This makes me very happy because I know that all our customers will get a taxi in a timely manner and our drivers will be making money and staying busy. At times there will be some mistakes. We all make mistakes and we are all not perfect, although some of us think we are.

When the Call Center makes a mistake we will reimburse the driver if it was an error on the order or the way it was dispatched. We will do that on the same day the error occurred. We

know it is frustrating for the driver to receive incorrect information and we are working very hard in the Call Center to deliver good service to you.

Please remember when communicating with the dispatcher, to be patient and courteous. If any one of my staff is not the same way to you, please let me know right away. All my staff have gone through the driver training program to help them understand what a driver experiences on the road, reading the MDT etc. If any driver would like to spend a little time in the Call Center sitting next to an agent

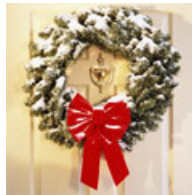
better understanding of what it takes to enter and dispatch a call. We are extremely busy in the Call Center from about 2pm up to 6pm and whenever the weather is cold, hot, snowing or raining. So finally Drivers, please book in and be safe out there!



The Holiday Season is here.

The holidays are upon us again and it is hard to believe another year has gone by. This is the busy season for everybody and also it can be quite stressful. A lot of shopping takes place and customers are needing taxis more than ever to get them to where they need to go. We urge all our drivers to be available when our customers need them. There are many airport trips as well and customers want their cabs on

time. It is frustrating and stressful for the customer if running late. Please remember there is a lot of competition out there. We have shuttle buses, executive sedans, legal and illegal, all types of medical vans to transport customers, flex cars, metro



is very important and for the customer the taxi is late. Please remember there is a lot of competition out there. We have shuttle buses, executive sedans, legal and illegal, all types of medical vans to transport customers, flex cars, metro

and buses. The customer has a choice and the choice they will make will be reliable, clean, safe transportation and friendly, helpful drivers. New Years Eve, the biggest night of the year will be upon us in a week or so. We need every driver out, lots of customers and lots of money to be made. We will have extra staffing all night and are here for you, our drivers.



CHANGES IN THE CALL CENTER

Changes continue to happen in the Call Center and we are

happy to announce that Ms Charnice Locke has been promoted to Overnight Supervisor on the 1030pm-645am shift. Charnice has been dispatching on that shift for the last several years and has a lot of experience serving drivers and customers.

Nadine Hendricks-Pitts is now back with Barwood after having a beautiful baby girl. Nadine is now in a very important and significant role as Quality Supervisor. She will be monitoring the quality of service of drivers and Call Center staff and interacting with customers when they have complaints about our service. Welcome Back, Nadine

