



Weekly Dispatch

Volume 2 Issue 4

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Blue Star Group



Tips from your overnight dispatch team.

Rush hour starts at 4am. Lots of airports.

Let us know the areas where you work.

Be signed on-How can we send you work.

If you have a personal but can't do it, please

Let us know so we can get someone else

Please read comments on calls.

Drive Safe!!!

Happy Valentines Day to our Drivers! xoxoxox

Its that time of year again, when couples profess their love for one and other by sending romantic cards, flowers, balloons and chocolates. Its that time of year when everyone tells those they care about how much they love and appreciate them. We in the Call Center want to let you know how we appreciate you— our Drivers, not just on Valentines Day but everyday. We want you to know that without you we would not be able to deliver quality, on time transportation to our customers. We also want you to know that we need you, we need you to be out at rush hours and to be booked in so we can send you work which in turn will put more money in your pocket. We hope you all have a wonderful Valentines Day and we send you lots of hugs and kisses from the Call Center Staff.

Be sure to stop by on February 14th for some chocolate candy. We look forward to seeing you!



Drivers First



Please stop by and make an appointment to sit with our dispatcher or a Call Center agent. Come in and experience first hand how an order is taken and what is involved at dispatch.

Christine Barnes.;Editor.

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3 month update!

Can you believe it has been nearly 3 months that I have been back in the Call Center. It has been a busy and interesting time for me. Most of my time has been spent in working with Nadine and helping coach the agents on how to be

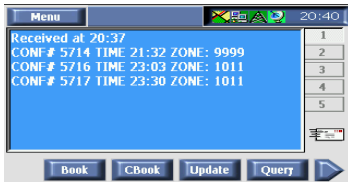
more helpful, friendly and caring to our customers and drivers. Many meetings have taken place with dispatchers and Supervisors in a effort to get everyone on the same team and to reinforce that our Drivers are our priority. We are

continuing to make a difference and want to let you know that we strive daily to answer more calls, enter correct data and to get more business so we can deliver to you-our Drivers, more work to make you successful.

Using your MDT to its full advantage!

Get your personals in one minute!

In order to retrieve a list of the next 4 jobs (whether it is a personal or customer that requests your services, go to the coded message screen and input 60, press send.



To request your personal by Conf. #, go to Forms and select Form #7—Phone. Input the conf. # and press send.

Want to see where the work is?

Select Fare/Zone from your main menu. For example, 1051 = dispatch zone and 02F means that there are 2 fares in that zone. To bid on the call, tape the zone and press send. If you are close enough to the zone, it will send you the call.



Want to be prescheduled for advanced orders? Please complete a prescheduling form from the receptionist and complete the form showing the days and hours that you would like to be scheduled for advanced orders. Our scheduling program will book as many jobs possible during that time period. If there are certain areas that you do not work in or have many personals that you manage already, do not sign up to be scheduled. Return the completed form to the receptionist and we will contact you one day prior to scheduling. The schedule will be ready most evenings around 11:00 p.m.

Tools of the Taxi Trade! Cell phones, business cards.....etc

Most drivers today are very business savvy. They realize that they are independent businessmen or businesswomen and take the necessary steps to help themselves be successful. They have a cell phone, fully charged at all times, they have business cards with their name, driver number and cell phone and they carry a calendar. These drivers can be seen wearing a tie and opening the door for their cus-

tomers. We see them in the office about twice a week when they come in to do their business transactions. They stand out in a crowd. They are usually on their cell phone writing down customer details and are always in a hurry to leave. Their taxis are clean, front passenger seats clear. In one taxi I saw a small box of candies for their customers. This is what being a successful taxi driver is, realiz-

ing that your business is in your hands and only you can make it happen. Other drivers who are not so successful spend their time complaining and blaming their non-productivity on everyone else except themselves. These drivers will not make it in this industry if they continue this way.

“Choice not Chance determines one’s Destiny”—Unknown.

MV Transit/Metro Access Update

We continue to negotiate the best deal for you—our drivers. We currently are still operating under the Logisticare guidelines and are serving many Metro Access customers on a day and night basis. We ask for your assistance—our drivers—to be part of a team effort to help these vulnerable customers. If you hear of any problems that they are experiencing, please let the Supervisor on duty know, and he/she

will relay this information to MV Transit. Our Call Center staff have been very busy doing additional duties such as calling all Metro Access customers in advance to reconfirm their ride. Some calls we are not able to make due to the fact that they may already be in a Doctor’s office or already in transit. We have managed to decrease the No Show rate by doing this. Please make note of the following

Reminders about Metro Access calls. To be paid for these calls, you must receive the call on your MDT, You cannot pick up a customer after a NO SHOW has been granted and then expect to get paid. If you do this, you must let Dispatch know by sending Code 35 so we can revive the call and resend it to you. Please use your ON Scene button for all calls not just Metro Access. Most important, please be on time.