



# The Weekly Dispatch

Volume 1 Issue 2

November 21, 2005

Blue Star  
Group, Inc.



## Meet your morning Dispatcher Team!



### Inside Dispatcher Tips

Please be patient asking for call outs

We always have drivers ahead of you-

Please press Code 12-  
Made pick up

Pax in cab or Code 62  
-Cancel call out

***Problems with dispatch, please call***

***Supervisor on duty!***

Be safe—Drive Happy

The sun is not up but shift change is beginning. Its busy at 6am, many airport calls have been dispatched and many more are waiting, people needing to get to work, to get to Union Station, area metros and so forth. The place is buzzing!

Jeremy Musgrove is in deep discussion with the overnight dispatcher, Joenella Misal is reviewing the call outs, message boards, status screens, GPS screen, auto dispatcher and surveying the room. Reports are being run, Tow reports, accident reports, callouts, voice records, equipment reports and customer service reports. Its 6:20am and the changeover is complete. A quick review of taxi plus

calls, whats in the auto, special calls such as cus-

Joenella take a deep breath, a sip of coffee and



tomers who have had problems-not getting picked up-have to be handled with care. Drivers waiting for voice etc.. Jeremy and

they start the day. What will it be like- whether its raining or fine, it will be stressful if drivers are not out and booked in. !!!!!

### To speed up getting your Personal on your MDT!

- \* Inform dispatch or supervisor (to verify driver# on call) one hour before call is due.
- \* 30 minutes prior to pick up time and book into Zone 1999
- \* And press Code 21 Looking for my personal

### Drivers Personals--Whose call is it really ????

Many of our drivers have "Personals". These are calls that are usually on an account, Meditrans or Logisticare. These companies have an account with Barwood with stringent performance and billing requirements. Our drivers

have formed a relationship with them and are their personal drivers. This is a win-win situation for everyone and works well when the proper procedures are followed. However, we are experiencing some problems lately and have been

advised by these contracts to enforce their requirements. To give you an example, we have an order in the system for a client who has a personal driver. The client wants a pick up at 10.00am. The system tries to send that call out to the

## Drivers Personals, Whose Call Is it?? Continued:

driver at 940am. The call comes back because the driver is not booked in. We at that point have to send the call out in the autotp. Driver gets the call, goes to pick up customer, customer has already left with personal driver. In this case, we must pay that driver a NO SHOW, and advise the personal driver that he will not be paid for the call. Everyone loses, Barwood cannot bill the account, Barwood eats the \$12, Personal driver loses his fare and now the Account Holder may advise the passenger that she/he can no longer ride with Barwood because he/

she is not following procedure. There are many reasons for these requirements. The main reason being that these calls are paid for by government money and they must provide accurate pick up information to qualify for more monies in the future. If the Personal driver does not book in for the call, none of this data will show, therefore it looks like the customer was never picked up, so we submit a bill and it looks very fishy. The bottom line is, if you have a personal that is being paid for on an account with Barwood, then you must book in at the

proper time to enable the call to be sent to you. If you don't do this and run the job, you will not get paid and may in fact have to pay the No Show to the driver who attempted to pick the customer up. We appreciate you having Personals, this shows what savvy business talent you have— but if someone other than the passenger is paying then you must follow the procedures. So, you see, it may be your Personal, and it may come from the Call Center but in reality it belongs to the one who is paying the bill!!

## Is your ID about to expire?

Without a face ID you cannot drive. Many of you may be aware of the new restrictive laws in effect, if you have not got a new ID since February of this year you are going to be in for a surprise. To get a new driver in a cab and making money now takes from 30 days to 2 months. The Taxi Unit no longer will issue a Temporary ID within one week. This new law also applies to drivers renewing their li-

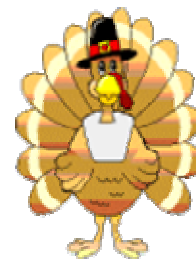
cense.. Be proactive—give yourself 3 months, because if you don't you will be out of a cab and not making money and servicing customers. If you need additional information, please contact your Driver Services Manager..



## Happy Thanksgiving from everyone at Barwood

Its that time of year again, all the leaves have fallen and the air is crisp and chilly. Everyone is getting ready for the Thanksgiving Holiday which for some lasts more than one day. No matter what religion you are, everyone celebrates Thanksgiving and makes plans to be with loved ones., Don't let our customers down—BE AVAILABLE-BE BOOKED IN-

Beginning Monday 21 November the Call Center will be sending out messages announcing upcoming calls in the auto dispatch. It is going to be very busy leading up to Thanksgiving and over the weekend. Remember, the roads are going to be clogged with people trying to get out of town, pay particular attention to traffic reports and watch out for pedestrians particularly



at area malls and grocery stores.

Most importantly, this is a time to give thanks, our hearts go out to all you Drivers.

Please find a little time to say Thank You to your loved ones and have a blessed day!