



Weekly Dispatch

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Blue Star Group



Did you know?

Taxi driving is one of the oldest professions

People find it easier to talk to a cabbie

than to their spouse or significant other.

Most taxi drivers like people.

Most people like taxi drivers.

Customers prefer classical music

It calms them and helps them relax

Driver of the Month of January, 2006- Congratulations, Walter McNeal, Jr.



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

Honoring our drivers- recognition and reward!

Each month a Driver of the Month is selected by the Advisory Group. This group is made up of managers of each department in Barwood. Anyone in the company can nominate a driver for this great award. However, the driver must not

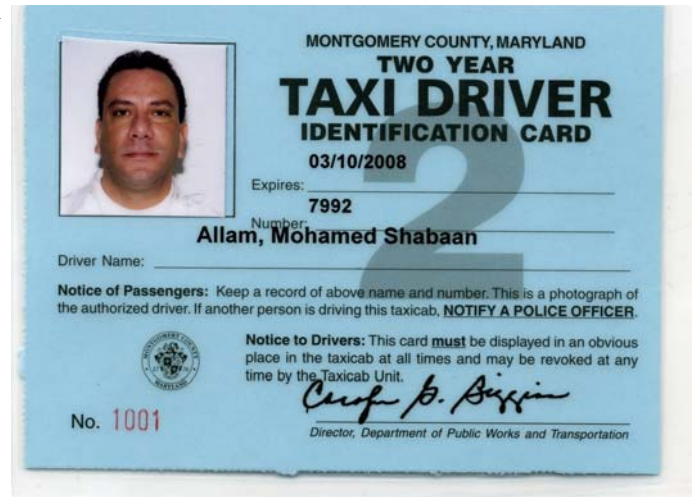
Have any customer complaints, rent must not be overdue and he/she must have received more than 2 compliments in the last 60 days. Walter has received more than 10 compliments and customers rave about his service. Whenever he

comes into the office, he is always smiling and takes time to say hello to whoever he encounters. We are so proud of you, Walter. You deserve this award and recognition along with a free days rent! Congrats!

TAXI ID CARDS NOW WILL BE ISSUED FOR 2YEARS!

Yes—its true, Taxi ID cards now are good for two(2) years. Please remember that it is your responsibility to make sure that you apply for your Taxi Driver ID at least 3 months in advance before it is about to expire. Please check with Driver Services to find out where the best place is to go get your fingerprints done. This makes a big difference as to how long the whole process will take. Please make sure you keep copies of everything that you have submitted to the Taxi Unit. Record the date and time and to whom you presented your pa-

perwork to. If there is a delay, having this information at hand will certainly assist in trying to locate the application. It is very important that you make this a priority. Without a valid ID, you can not operate a taxicab. It is the most vital part of your business.



Picking up flaggers enroute to a time call.

Many customers ask, why when I order a taxi for 5pm to take me to an airport, it doesn't arrive until 15 minutes later. There are many reasons for this and as we all know, taxi service is not a guaranteed reserved service but more of an on demand service depending on availability of taxis in the area at the time. Me and many others in the Company deal with customer complaints and believe me, it gets to be v

be very exhausting and frustrating. But the worst one of all is when a driver picks up a flagger enroute to a time call. That one really gets me. It has happened twice this week. The first time, the call was dispatched and received by the driver. That went well. Driver was expected to be on scene within 15minutes. We tried to contact the driver but he would not answer his radio. We noticed his me-

ter was on, so we dispatched another taxi. As that taxi was about to go on scene, the first taxi showed up and picked up the customer. So you can see why it gets frustrating. The customer is upset because the taxi was late, the 2nd driver is mad because he didn't get the customer and now the office staff have to follow through with the complaint. Please be considerate.

DRIVING IN SNOWY CONDITIONS

Who loves snowy days, not many in the Transportation business do—that's for sure. But children love snow, they do all sorts of things to try and make it snow, they wear their pyjamas inside out, they do a snow dance, they pray that snow will come and schools will be closed. I know all you professional taxi drivers know to be extra careful when driving in snowy conditions. However, when school's are out,

this puts a different kind of pedestrian on the main roads and neighborhood areas. Children are very excited and not looking where they are going. They also walk in the street the side-covers are extremely icy. Please



for the little ones. Please remember to adjust your speed and make sure your headlights are on. It is a good idea to keep a snow brush in your car and an old towel to wipe off moisture from your seats.

