

Weekly Dispatch

Volume 1, Issue 6

December 19, 2005

Blue Star Group, Inc.



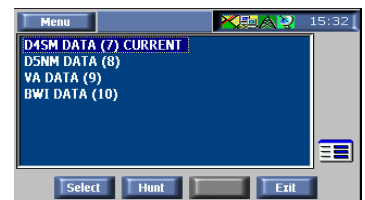
Not Receiving Data?

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Last week we experienced a problem with Data Channel D4. This was related to a telephone circuit line from Verizon’s central office on Montrose Road to our office at Nicholson Court. It was very difficult for Verizon to troubleshoot because it was intermittent. The Verizon technicians spent many trips to their central office on Montrose and to our office until they finally resolved the situation by moving us to another circuit. On Monday, December 19, 2005 at 9:30 a.m., the problem with this circuit has reoccurred. Now Verizon thinks there may be another problem from their Central Office on Montrose Road to the

Central Office on Bradley Blvd. Regardless, there are alternatives. We have a total of 3 data channels that drivers can manually switch to if they are not receiving data on the channel they are on. Channel D4 has always had the best reception so most drivers are usually on that channel. Some drivers wondered why some cabs are working while their MDT was not receiving data. This is because the driver with the working cab knew how to switch data channels. From the general screen, press the right arrow twice until the CHAN button appears. Press the CHAN button and select another data channel by pressing on any

of the channels that are labeled “D5-DATA” or “D6=DATA BWI” The MDT/Radio Pocket Guide has step-by-step instructions on how to do this. Keep a copy of this guide on your visor so that it’s handy when you need it. Extra copies can be obtained from your driver services manager or from a Call Center Supervisor. If you feel that you would be better served by speaking to an MDT/Radio technician, please call the shop directly at 240-514-1292.



Soup of the Week

New Years Eve—The biggest night of the Year

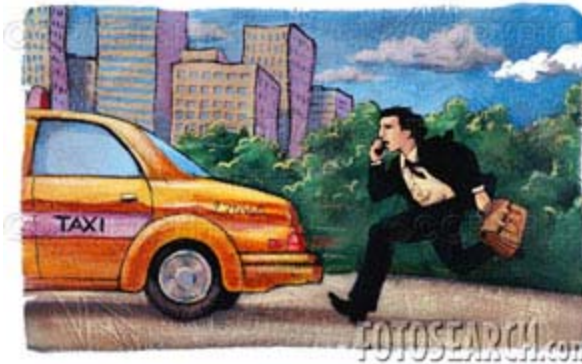
Every year the Call Center prepares for New Year’s Eve. Call Center agents are told “don’t even think about asking for the night off”. This is the night when every one prefers to take a taxi to and from their event. Some events even

pay to have taxis waiting for their guests. Some have even paid to have taxis wait from 8pm—2am. Nice work if you can get!! How do you get it? You need to prepare in advance—Get some rest during the day and plan to work all night



Customers Experiencing Delays

Are you getting too many messages on your MDT from the Call Center???? Every day we see customers waiting, we see drivers not booked in those critical Zones where the customers are, we see a whole slew of Metro Hounds just sitting in Silver Spring and we see many calls sitting in the Auto Dispatch. Any call that goes past 20minutes waiting, we have to open that up, call the customer and let them know that we are still trying to get them a taxi. That's when we



send out the Fleet Wide message—"Customer waiting Bel Pre, Zonexxx, please book in, etc. etc. etc. I know

you see them because the computer lets me know the message was delivered to the entire fleet. I really need to have as many drivers as possible book in. If you don't know where to book in, please call me or the Supervisor on duty. Better still, ask the dispatcher, he/she know where the customers are. Our customers need us to be on time, to be friendly, to be safe and to know where we are going. Be a professional taxi driver, be out when your customer needs you and be helpful. Service is always rewarded.

Drivers taking advantage of "Open Door" Wednesday's.

I am pleased to report that I have had several driver's come in to see me on Wednesdays to discuss dispatch and Call Center issues. I have a very positive attitude and look at these meetings as a way we can all improve. One driver was so upset about calls being sent to him even though he was not in that zone. After we had looked at his view log(summary of all MDT input) we realized that he had CBooked in

several zones and that is why the computer was sending him the calls. Another situation was a driver was upset because he had accepted a call, went to do the pickup, yet saw another taxi pick up the customer. Upon investigation, the other driver who picked up had not booked in for his call (his personal) did not communicate with the dispatcher and went about his merry way and picked up

the customer. In this case, we paid the driver who got the NO Show and did not pay the driver who picked up the customer without informing dispatch.

**Open Door
Wednesday
11am-3.00pm
Call Center Issue
Only
Christine Barnes's
Office**

New Years Eve.... continued

and you will not be disappointed. In fact, this may be a good time to try out the DBOOK feature. A sure way to keep you moving. Another way to prepare is to let your customers know now that you will be out working on New Years Eve and give them your driver number. We, in the Call Center will make sure that your driver number is entered correctly and that you are sent your personals in a timely

manner. Our customers rely on us and even more so when they need us the most. Many customers will be celebrating in DC and will want to come home with a familiar taxi company-Barwood. SOBER RIDE will also be in effect and many people take advantage of this great service. If you have any questions and have not worked a New Years Eve before, please call the Supervisors on duty, but not during

rush hours. Look forward to you being out on New Year's Eve.

