



# Weekly Dispatch

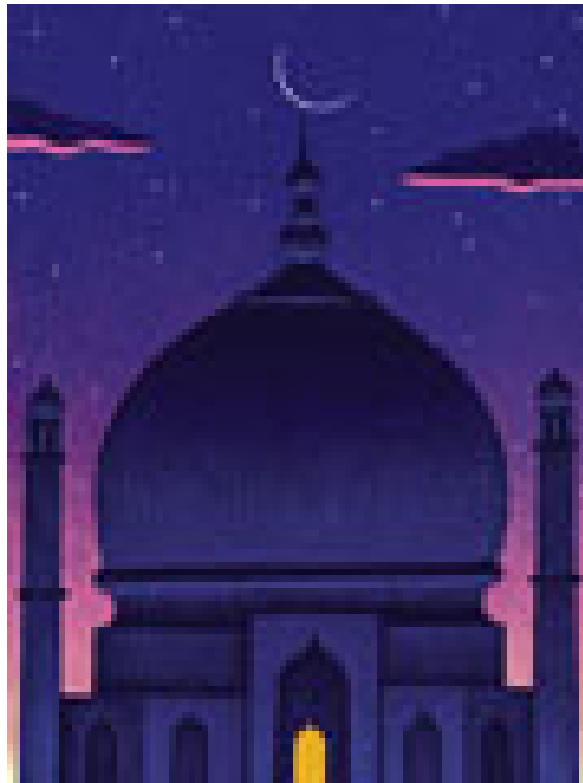
Blue Star Group

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## A BLESSED RAMADAN TO ALL



### 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

## The Fall Season is upon us \$\$\$\$\$



This is the time of year when the weather gets cooler and customer's demand for taxi service increases. Many customers prefer to place their calls directly with the Call Center so they have a reference number and an idea of

when to expect a taxi. We encourage all drivers to book in and to utilize the Call Center. This is where the business is and the Call Center is here for you. The weather has changed and people do not want to wait outside for their taxis.

Please be accurate with your ETA. Your customer will appreciate it.



## RENEWING YOUR TAXI IDENTIFICATION

Please check your taxi ID expiration date. If it is due to expire in six months, you need to reapply NOW. Do not wait!!!! There are several delays within the County, State and Federal Governments and some drivers have been out of their taxi while they wait on their ID renewal. We at Barwood, along with Regency and Action have spent countless hours and money trying to convince the Taxi Unit and the County Council that this regulation is unfair and needs to be revised so our drivers can stay on the road and service their customers. This is not doing

anything for Customer Service and hurts our driver's income and well being if they are out of work. Once you submit your application, note the date and stay in touch with the Taxi Unit on the status of your application. Please see your Driver Services Manager if you have questions or need assistance with the processing of your renewal. We are here to help you as much as we can and care about your welfare.



## Taxi Inspectors Out in Force.

It is extremely important that all drivers familiarize themselves again with the County Code , Chapter 53.

Did you know that Failure to Notify department of address change within 2 business days is a \$50.00 fine., Failure to display the PVL is a \$50.00 fine, Failure to give a passenger a receipt upon request is a \$50.00 fine, charging other than the posted meter

rate is \$100.00 Failure to record rest breaks on the trip record. The Taxi Inspectors are out day and night checking out Montgomery County taxis. Hopefully, they will be able to see while they are out that there are an increasing number of DC taxis in areas where they have not been seen before. I saw 4 DC taxis in Bethesda the other evening just cruising looking for customers. Perhaps if you have a

moment you could add these sightings of DC or PG taxis on your manifest and point that out to the Inspectors if you are stopped.



## An experiment we are hoping you will try!



Everyday we are constantly sending messages to drivers to book into several zones where we always have customers waiting. We know that some drivers are out there but not booked in. There are plenty of jobs available early morning rush hour and mid to evening rush hour. If we cannot service (pick up a customer in a timely manner) we will lose our customers. We do have a system where we can

schedule drivers for the following day and have the computer select the jobs based on the start point and drop points. For these drivers who would like to do this, they must commit to the schedule, not pick up flaggers and not forfeit the calls. They must maintain a clean taxi inside and out and be appropriately dressed. This is also a good way to establish a customer base for yourself. These drivers who want

To do this will be rewarded with consistent work and consistent money. It is worth a try for a week or so to see if you like it. I know our customers will. They are becoming unhappy with the fact that we are not able to provide a definite time of arrival because of a shortage of drivers created by the lengthy processing delays to get a Taxi ID. Call me if you are interested. 240-514-1223.