



CO-OPERATIVE TAXI CABS SOCIETY LTD
(trading as)

Adelaide Independent Taxis
Adelaide Access Taxis



With the ever-changing traffic conditions & customer expectations we have and will continue to amend the Dispatch Actions where needed.

Starting February 21, 2018, the following amendments will apply -

- * Out of Area will be extended from 1 min to 5 min's.
- * Plot Restriction Zones will be revised and adjusted accordingly.

The following Stats Screen came into play Monday 19, February 2018 -

- * Plot = Total number of Plotted Cars in the zone
- * JbT = Number of Cover Jobs available in the zone
- * D60 = Number of Jobs Dispatched in the last 60 min's in the zone
- * H60 = Number of Hails Completed in the last 60 min's in the zone
- * PrT = Ptospects to be Dispatched in the next 30 min's in the zone
- * PrS = Standard Prospects to be Dispatched in the next 30min's in the zone

The following came into play Tuesday 13 February 2018 -

- * Reject Penalty - Increased to 1 minute in all fleets.
- * Recall Penalty - The 3 Free Recalls were reduced to 2. The other Recall Penalties remained the same.
- * A Rejected or Recalled Booking will be Re-Offered to the same vacant car after 2 mins if the booking is still available.

As many of you are aware the dispatch system using our Booking App dispatches work to vacant cars that meet the booking criteria. The customer can see that there are a number of vacant cars in the area and in good faith makes a booking, either from the app or from our web site. Our customers need to have confidence when making a booking regardless of the booking method, the method of payment, or the value of the fare. We expect all drivers to accept all bookings in accordance with the Passenger Transport Act 1994 and Passenger Transport Regulations 2009.

Thank you for your continued support.

Jim Triantafyllou
General Manager