

Issue 3 April 2010

Drivers call for more spot checks

Blueline has heard from drivers that they would like more spot checks to take place to check if things like licence plates and roof signs are being properly displayed.

Each shift we regularly carry out spot check, but at your request, these will become more frequent.

This means that all drivers need to make sure they are following the rules:

- All vehicles must

comply with all the conditions of the licence. For example, if you have a licensed Berwick Hackney Carriage you must have a Berwick roof sign on display.

- Licence plates must be displayed externally on the rear of the vehicle not in the back window.
- All drivers should be wearing their badge.
- Company signs must be on display on car doors.

- All drivers must wear a Blueline uniform.

Ian Shanks said, "You have raised concerns that some drivers are not following the rules. At your request we'll be making more checks. Drivers will be suspended from a shift if they are not following the basic requirements."



**Spot checks
wanted by
drivers**

Key Facts about spot checks:

- Drivers must wear their badges
- Licence plates and door livery are compulsory for all cars
- All drivers must wear their Blueline uniform



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Thank you for your patience

Blueline would like to thank all drivers for their patience during recent IT system changes.

As reported in the March newsletter, the server hardware was upgraded on 17 March. We expected this to take a short

time but unfortunately, glitches in the system meant it took nearly an hour.

Ian Shanks said, "We planned the upgrade to take place at 3am when it would cause the least disruption. It took longer than expected and further

restarts were necessary later in the day. We are sorry for any problems it caused you and thanks again for your patience during the changes."

We'll keep you up-to-date with any future IT changes in the newsletters.

Driver's forum

Don't forget to register and have your say.

Log onto:

www.bluelinetaxis.com/forum

Newsletters are posted here first and you can get free advice from David Wilson at a2z licensing.

No more munchies!

The George Stephenson pub, Wallsend, is offering 10% off breakfasts between 8am and 11am for all Blueline drivers on production of your badge.

Ideas for stories

If you have a story idea for the newsletter, you can now contact the editor direct on the driver's forum. Why not post your ideas today log onto www.bluelinetaxis.com/forum

How not to speak to customers!

An innocent remark or joke might not seem funny to everyone – especially when the topic is kidnap!

A recent complaint Blueline has received was about a driver joking he was going to kidnap his passenger instead of taking her to the destination. The

customer happened to be a young girl travelling on her own and felt so uncomfortable that both she and her boyfriend complained.

Ian Shanks said, "Our industry was in the spotlight again, last weekend, for the wrong reasons, as it was reported in the press that

a girl was picked up and raped by a taxi driver.

"Treat customers with respect and don't make stupid comments like this. Inappropriate, innocent remarks can be taken wrongly – be polite and talk about the weather if you want to chat."

Reminders and changes.....**Badge and plate renewals**

Please remember it is your responsibility to ensure that the Blueline admin team have your up-to-date contact information. We need your address, telephone number and email address to help licence renewals to be processed more smoothly.



Contact Eddie Patterson on 0191 209 8029 ext. 213 or pop into the offices on Monday when you pay your rent.

Requests to speak (RTS)

RTS / using the radio should be kept to a minimum. Drivers must make every effort to locate their passengers, either by getting out of the car and knocking on the door or by using the text back service to notify the customer of your arrival, before using the radio.

Auto No-job update

Auto no-job has been turned off for a few weeks. Returning to the old system means that some drivers have had to wait long periods to get an answer from the office; and wait to be

plotted back into the system.

Blueline continues to check with customers about reported problems, like no shows. If drivers are caught not making every effort to get their fares we might need to remove this facility permanently.

A long-term decision has yet to be made; however, any driver who is caught abusing the auto no-job will face a £50 fine and / or be suspended for 24 hours.

