

CABBY

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**More Bookings,
Better Bidding Rate
with Autobid**

More Bookings, Better Bidding Rate with Autobid!

Since the Autobid function was introduced in September 2018, cabbies have found getting booking jobs easier.

Cabby Teh Cheng Hai (right), who has an Autobid acceptance rate of about 90%, completed over 300 Autobid booking jobs in just two months!

He said: "Autobid is easy to use and I now have more booking jobs compared to before."

How does he do it?

Said the 59-year-old: "I don't hesitate and just accept most of the Autobid jobs. In fact, I managed to hit my daily target slightly earlier because of Autobid."

He is not the only one who finds Autobid convenient. Cabby Poh Tze Toon, 43, echoes his view.



He doesn't see why he should reject Autobid jobs. Cabby Poh said: "If it helps me get more jobs, why not? I'll take whatever jobs I can. The only time I turn Autobid off is when I'm changing shift."

Autobid 让预订更快捷 投标更容易

自 2018 年 9 月推出 Autobid 功能以来, 德士师傅也比过去更容易争取到电召工作。

Autobid 接受率高达 90% 的德士师傅戴增泰, 在短短两个月内就完成了 300 个 Autobid 电召工作!

他说: "Autobid 很容易使用, 现在的电召工作比过去增加了不少。"

他是怎么做到的呢?

这名 59 岁的德士师傅说:

"我没有任何犹豫, 接受大部分的 Autobid 工作。事实上, Autobid 帮助我每天提早达标。"

他并非唯一享受到 Autobid 便利的德士师傅。

43 岁的德士师傅傅子端也有同感。

他不认为自己有拒绝 Autobid 工作的理由。他说: "如果它能帮助我争取更多的工作, 为何要拒绝? 我会尽量争取工作。我只在换班时关掉 Autobid。"

Improving Your Bidding Rate

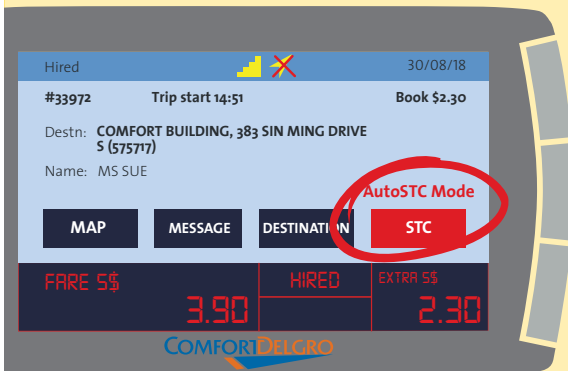
Our booking system is now smarter. The more our cabbies bid for booking jobs, the better their bidding rate, and the more booking jobs will be assigned to them.

As such, one of the ways in which our cabbies can improve their booking job performance is to ensure their job bidding rate is high.

Here are simple tips on how cabbies can better manage their bidding rate:

Tip #1

Accept more booking jobs.



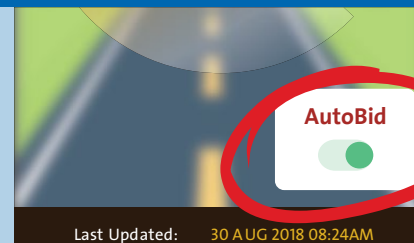
接受更多工作。

Tip #2

Turn AutoBid on only when you are ready to accept booking jobs. Autobid jobs are:

- Within 1km from pick up points;
- Assigned to the nearest taxi; and
- To be accepted within 7 seconds

Note: Cabbies may still receive normal booking jobs whose pick-up points are within 2 to 3km when AutoBid is turned on.



只有在你准备接受电召工作时才打开 AutoBid。

Autobid 工作是:

- 距离接送点1公里范围内;
- 分配到最近的德士;和
- 在7秒内接受

备注: 当 AutoBid 打开时, 可能仍会收到接送点在 2 到 3 公里之内的正常电召工作。

提高你的 投标率



我们的预订系统如今具备更高的智能。

我们的德士师傅投标电召工作的次数越多，他们的投标率就越高，电召工作的分配也就越多。

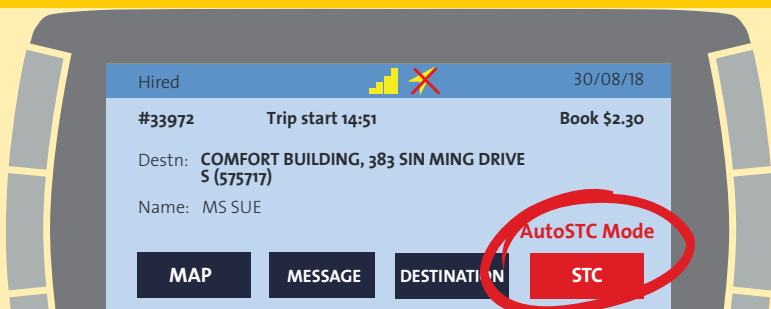
因此，我们的德士师傅提高电召工作绩效的方法之一，就是确保他们的投标率很高。

以下是有关德士师傅如何提高投标率的简单提示：

Tip #3

Keep the Soon-to-Clear (STC) turned on if a trip is about to be completed unless the passenger has another stop to make.

For trips without destinations, you must manually press the "STC" button when you are reaching the drop-off points so as to increase your chances of getting more booking job offers.

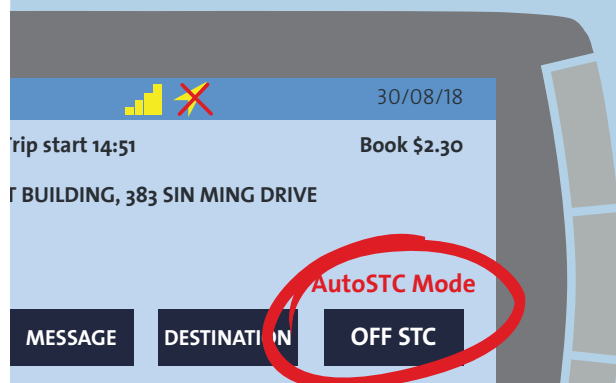


如果行程即将完成，请继续开启 Soon-to-Clear (STC) 功能，但在此之前，请记得询问乘客是否需要在其他地点停顿。

至于没有目的地的行程，你必须在到达下车点时手动按下 "STC" 按钮，以增加获得更多电召工作的机会。

Tip #4

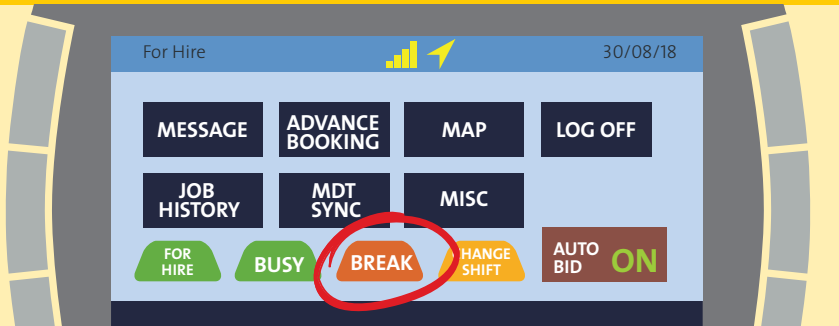
Press "OFF STC" button if you are not ready to accept another booking job, and especially if you need more time to complete the current trip.



如果你还没准备好接受其他预约工作，请按 "OFF STC" 按钮，特别是如果你需要更多时间来完成当前行程。

Tip #5

Press "Break" button if you are not ready to accept booking jobs. This will help reduce job wastage and improve your bidding rate.



如果你还没准备好接受电召工作，请按“Break”按钮。这将有助于减少工作浪费并提高你的投标率。

Tip #6

Call passengers in advance if you are going to be later than the Estimated Time of Arrival. Records have also shown that passengers are more willing to wait if cabbies inform them that they are reaching the pick-up points soon.



如果你要比预计抵达时间晚到，请提前致电乘客。数据也显示，如果德士师傅通知乘客即将到达接送点，乘客更愿意等待。

Download ComfortDelGro Bidding App



The ComfortDelGro Bidding App allows cabbies to bid for booking jobs outside the taxi. Cabbies can refer to the 'Demand Heat Map' for areas with high demand in real time.



下载康福德高 投标应用程序

康福德高投标应用程序允许德士师傅在德士外投标电召工作。德士师傅可参考“需求热图”，掌握这些地区的最新情况。

Cabbies Won Up to 30 Rental Free Days with NETS

It was as if he had struck lottery.

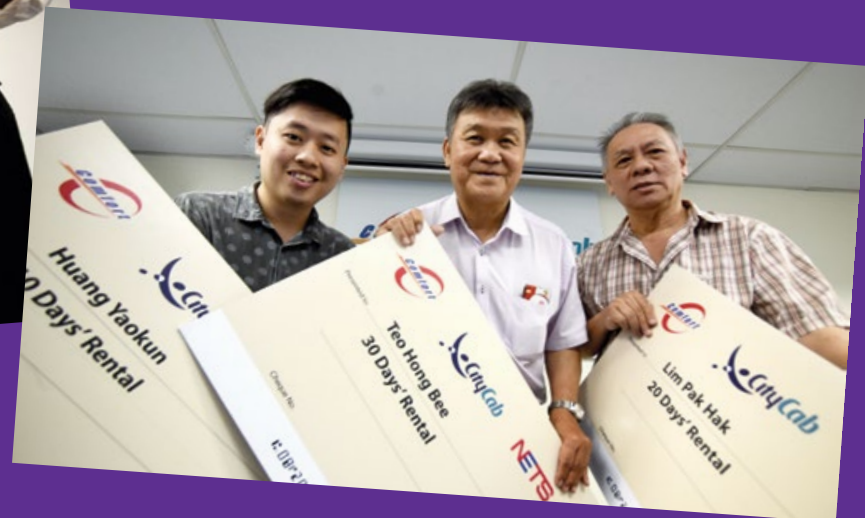
Cabby Teo Hong Bee (middle, bottom picture), a ComfortDelGro cabby of 23 years, recently won 30 rental-free days as part of a monthly lucky draw by NETS, which will end on 31 December 2018.

And he wasn't the only one.

Cabby Tor Puay Liang also won the first prize of 30 rental-free days. Four others – Cabbies Lim Pak Hak, Low Foon Tong, Huang Yaokun and Kuek Kian Tiong won 20 and 10 rental-free days respectively. Another 100 won between three to five rental-free days. In total, over \$52,000 worth of rental-free days were given out!

All they did was to accept NETS as payment from passengers.

Said Cabby Teo: "I am very happy to have won this!"





NETS 幸运 抽奖德士师 傅免缴 30 天 租金



他的感觉就像是中了大彩。

在 2018 年 12 月 31 日截止的 NETS 每月抽奖中, 加入康福德高 23 年的德士师傅张逢米成为幸运得主, 免缴 30 天租金。

他并不是唯一的幸运儿。

德士师傅戴培亮也赢得了免缴 30 天租金的大奖。其他 4 名德士师傅林保贺, 罗凤昌, 黄耀坤和郭建忠各赢得了免缴 20 天租金和免缴 10 天租金的奖品。另外 100 名德士师傅则赢免缴 3 至 5 天租金的奖品, 总值超过 5 万 2000 元!

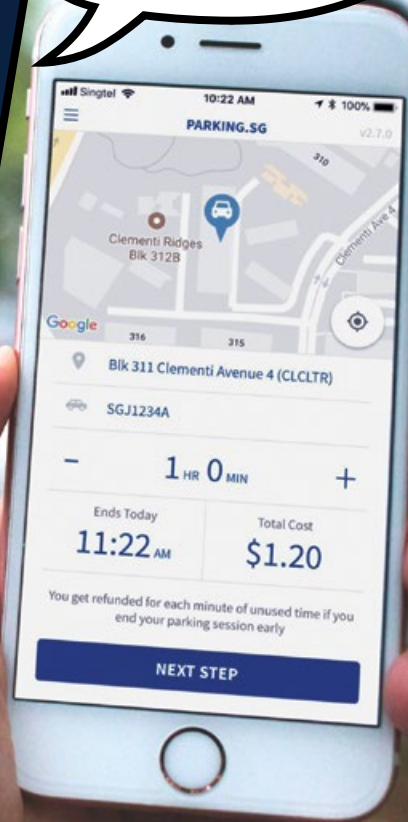
他们都是因为接受乘客通过 NETS 付款而成为幸运儿。

张师傅说: “我很高兴能够得奖!”

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PARKING.SG



Application For Study Achievement Awards Opens Now!



Cabbies may submit their child/children's academic results to apply for ComfortDelGro Taxi's Primary and Secondary Levels Study Achievement Awards.

Application Period: 18 to 31 January 2019.

现在就申请学习成就奖!

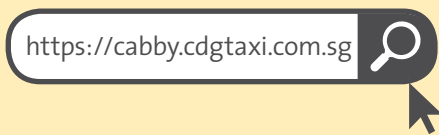
有意申请康福德高德士小学和中学学习成就奖的德士师傅, 可呈交他们的子女的成绩单。

申请时间: 2019年1月18日至31日。

如何申请?

How to Apply?

1. Log into Cabby Portal
<https://cabby.cdgtaxi.com.sg>



1. 登录 Cabby Portal
<https://cabby.cdgtaxi.com.sg>

2. Log in using your NRIC
(eg: S1234567F) and key in
your password

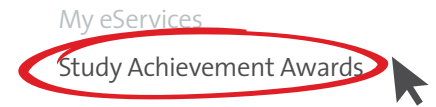
Login

NRIC Number

password

2. 使用您的身份证号码
(例如: S1234567F) 登录并输入您的密码

3. After logging in, select
"My eServices" then select
"Study Achievement Awards"



3. 登录后, 选择 "My eServices",
然后选择 "Study Achievement
Awards"

*Do remember to attach your child's birth certificate and results slip in Cabby Portal.

*请记得在 Cabby Portal 中附上您孩子的出生证书和成绩单。

Direct Current Fast Charging for Electric Vehicles

Time is money for cabbies.

Which is why Cabby Joseph Lim is happy that ComfortDelGro has installed a Direct Current (DC) fast charging station on its premises in Braddell.

The 65-year-old switched to a fully electric Hyundai Ioniq taxi in July this year, and charges the taxi at Komoco Motors.

Said Cabby Lim: “This charging station at Braddell will be a convenient en-route stop should I ever need to charge the taxi in this area.”

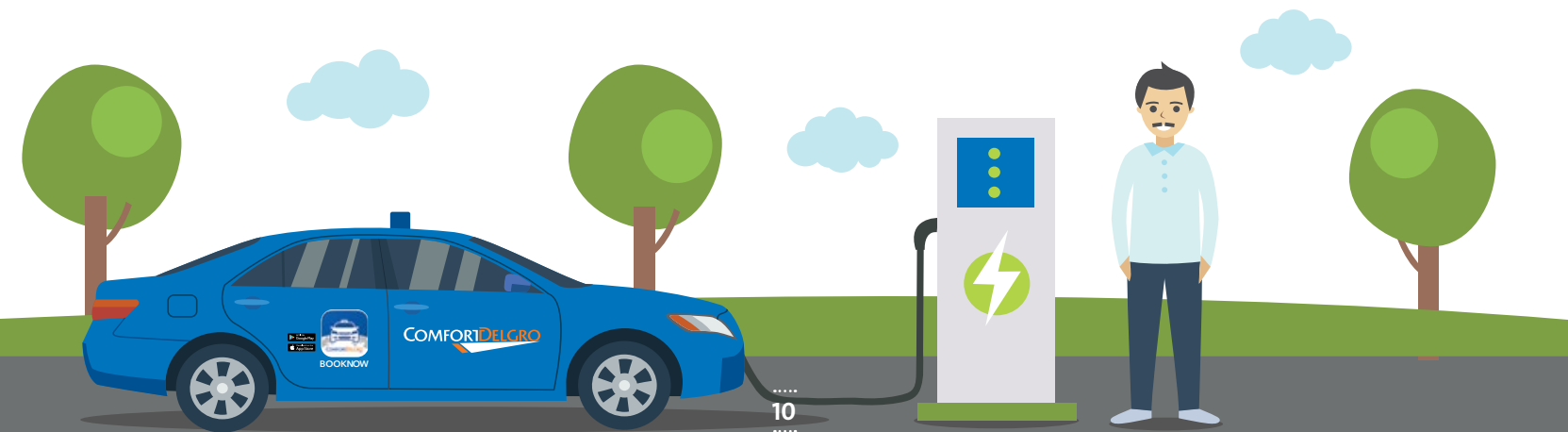
Operated by ComfortDelGro Engineering in partnership with Greenlots, the Terra 54 CG

charging station offers the 50kW Combo-2 DC fast charger and the 43kW Type 2 Alternate Current (AC) charger – the first of its kind here.

Charging time for the DC fast charger can be as little as 30 minutes as compared to AC charging, which takes up between three and four hours.

Other Greenlots users, who have applied for a special access pass with ComfortDelGro Engineering, will have access to this charging station round-the-clock.

Cabbies do not require access pass and can check the availability of the charging station and pay through the Greenlots App.





电动车快速直流电 充电服务

对德士师傅而言，时间就是金钱。

这正是德士师傅林文华对康福德高在布莱德办事处设立快速直流电充电站感到高兴的原因。

这名 65 岁的德士师傅是在今年 7 月转驾全电动的现代 Ioniq 德士，并在 Komoco Motors 为德士充电。

林师傅说：“如果我要在布莱德一带为德士充电，这个充电站将是一个十分便利的途中站。”

由康福德高工程和 Greenlots 合作推出的 Terra 54 CG 充电站，设有一个 43 千瓦



(kW) 的 Type 2 交流电充电器，以及一个 50 千瓦的 Combo-2 快速直流电充电器，是本地首个为公众提供的直流电充电服务。

和充电需要三至四个小时的交流电相比，快速直流电充电服务能让电动车在 30 分钟内完成充电。

其他向康福德高工程申请特别通行证的 Greenlots 用户，也可以全天候使用这个充电站。

德士师傅无须通行证，并可通过 Greenlots 的应用查看是否有人在使用充电站以及付款。

Petrol Pumps Available At Six Kiosks

Cabbies driving petrol-electric hybrid taxis have more options now.

With Braddell Kiosk converting to selling petrol since August this year, ComfortDelGro Engineering (CDGE) now offers petrol pumps at six of its 14 kiosks.

To help reduce cabbies' waiting time and improve their experience, dispensers at these six dual pump kiosks come with automated touchscreens that offer a step-by-step guide to pumping fuel as well as cashless payment option. A status tower light on each dispenser and an indicator board help cabbies know which dispenser is available.

Said Cabby Stan Yap (below), who drives a petrol-electric hybrid taxi: "It's good that we have more dual pump kiosks now and it's more convenient for me to refuel my taxi."



6 油站设立油泵

驾驶汽油-电动混合动力德士的德士师傅，如今将有更多选择。

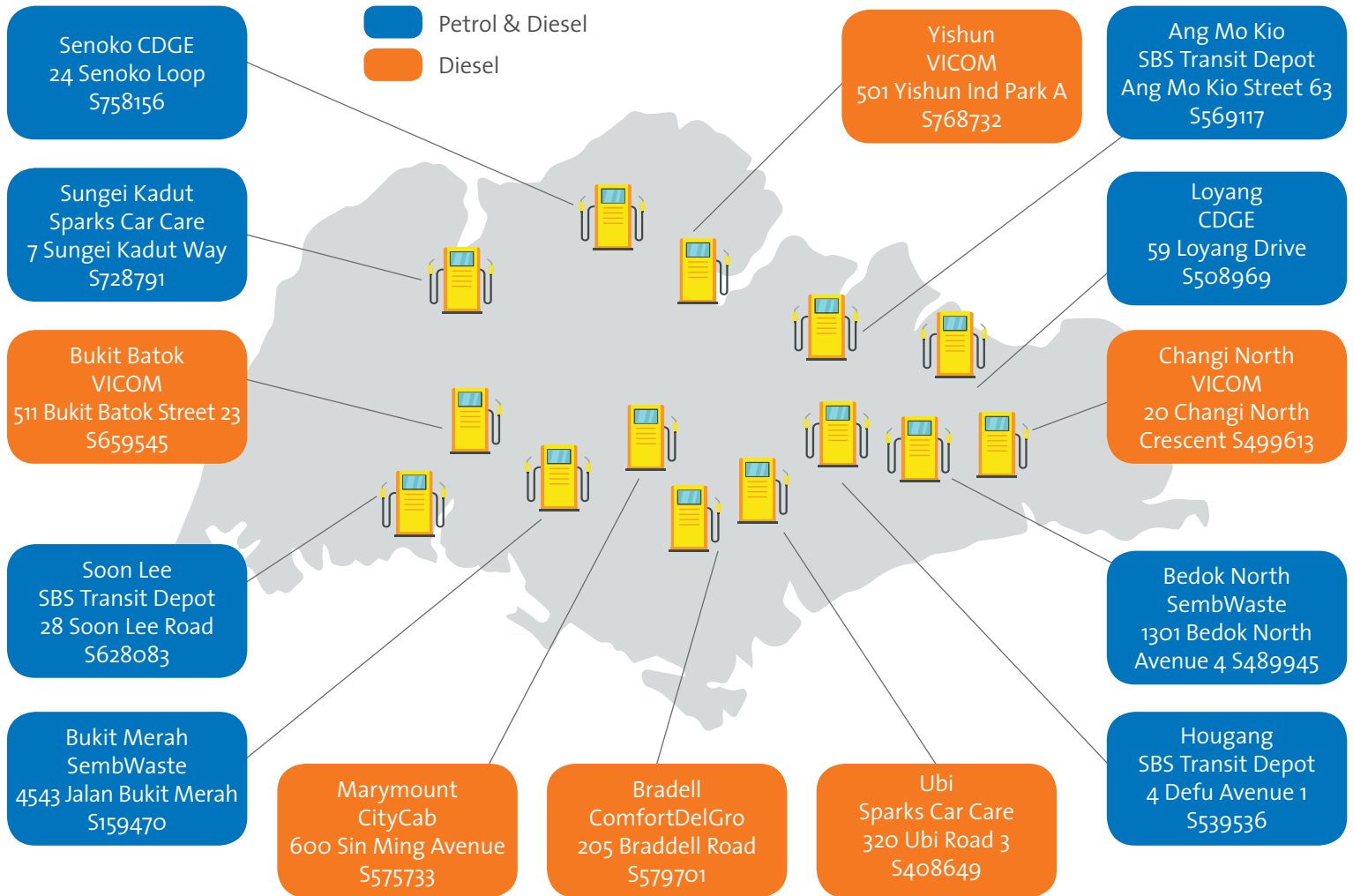
随着布莱德油站从今年 8 月起转售汽油，康福德高工程如今在其 14 个油站中的 6 个提供汽油泵。

为了协助德士师傅缩短等候时间，并改善他们的服务体验，这六个双泵油站的分配器配置了自动触屏，为德士师傅提供打油和无现金支付选项的步骤指南。分配器状态板还显示哪个分配器可供使用。

驾驶汽油-电动混合动力德士的叶银德说：“增加双泵油站的数量是一件好事，为德士打油也比以前更加方便。”



Location of CDGE Fuel Kiosks



Celebrating Our Winners



On 1 November 2018, 29 ComfortDelGro Taxi staff and cabbies received the National Kindness Award-Transport Gold 2018 from President Halimah Yacob at the Istana.

Of these, Cabbies Seet Choo Tong, Hok Swee Kwan, Ng Chin Yiau and Kok Teck Wee (right pix, clockwise direction from top left) received the Outstanding Award in the Taxi Operations Category! You can read about their extraordinary acts of good service and kindness on our Facebook page (fb.com/comfortdelgrotaxi)!

向我们的得奖者致敬

今年 11 月 1 日, 29 名康福德高员工和德士师傅在总统府举行的 2018 年全国行善奖-交通金奖颁奖典礼上, 从哈莉玛总统手中接过奖项。

其中, 德士师傅薛聚铜, 何悦坤, 黄锦耀和郭德伟 (上图, 从左上角开始, 顺时针方向) 获得了德士业务类别的杰出奖项! 想了解他们如何为乘客提供优质与热心的杰出服务, 请阅读我们的面簿 (fb.com/comfortdelgrotaxi)!

ComfortDelGro Taxi
1 November at 19:23

Here's the story of one of four National Kindness Award-Transport Gold Outstanding Awardees in the Taxi Operations category - Cabby Ng Chin Yiau. When a lorry hit his taxi from the back last July, Cabby Ng's first instinct was to stretch out his hand to prevent his passenger, Ms Lim, from hitting her head on the dashboard.

Although his hand was hurt in the process, Cabby Ng was more concerned about Ms Lim's well being, so he quickly sent her to the hospital for a check up. It even slipped his mind to ask the doctor about his hand until she asked him to. Touched by Cabby Ng's selfless act, Ms Lim said: "I find this to be quite a heroic act from him as a driver trying to help his passenger in an extended way."

ComfortDelGro Taxi
2 November at 13:00

Yesterday, we shared the first of four stories of our National Kindness Award-Transport Gold outstanding winners. This is the second story in the series.

Turning a blind eye when someone needs help is never an option for Cabby Hok Swee Kwan.

On 16 March, he had stopped along the expressway to help a young female motorcyclist, who was injured in an accident and was lying on the road. Although it was raining, he alighted from his taxi and carried her to the road shoulder. He also shifted her motorbike to clear the road. No one would have known what Cabby Hok did had it not been for the passenger on board his taxi at that point. She wrote in to the Company and called him a "hero in his own way". Well done, Cabby Hok!

ComfortDelGro Taxi
4 November at 15:00

The last in the series of our National Kindness Award-Transport Gold Outstanding Awardees is Cabby Seet Choo Tong!

Cabby Seet knows to never enter bus lanes during operating hours lest he gets penalised. However, on 21 September 2017, when a wheelchair-bound elderly lady fell off the pavement and onto the bus lane along Thomson Road, Cabby Seet took the risk and drove into the bus lane. He stopped about 4m away from the elderly lady, so that an oncoming bus would avoid them. He then alighted to help the lady up. His kind act left a deep impression on the passenger who was on board at that time. "His heroic act, placing a stranger's safety before his was highly commendable," she said.

Kudos to all our National Kindness Award-Transport Gold awardees! Keep up the good work!

ComfortDelGro Taxi
3 November at 15:00

It was peak hours in the evening when a female passenger boarded Cabby Kok Teck Wee's taxi. She was rushing to the airport to pass her daughter her passport. Cabby Kok knew that traffic was beginning to build up and immediately communicated via the walkie-talkie with his fellow cabbies to check on the road conditions before choosing the smoothest route possible. He also checked with them which gate was best to alight her. Simple gestures but they paid off - the passenger managed to pass the passport to her daughter in the nick of time, right before the check-in gate closes.

Wrote the passenger's son: "His [Cabby Kok's] efforts reassured my mum in her state of panic that she was in safe hands and in receipt of quality service. Taxi drivers like him are the reason why we think ComfortDelGro is the more reliable cab service and our preferred choice."

Our heartiest congratulations, too, to another 108 cabbies who were presented the Excellent Service Awards (EXSA) on 27 November.

(From left to right) Cabbies Ong Hwee Hong, Frankie Chew, Anthony Chee, Tan See Quee and Ong Swee Ker (not in picture) were the five to achieve EXSA Star Award.



Our EXSA Star Awardees with ComfortDelGro Taxi CEO Mr Ang Wei Neng. EXSA 星奖的德士师傅们与康福德高德士总裁洪维能先生。

我们也要衷心祝贺 11 月 27 日获得卓越服务奖 (EXSA) 的另外 108 名德士师傅。

(从左到右) : 德士师傅王飞鸿, 周经财, 钱翰明, 陈世贵和王顺踞 (不在照片里) 是五名获得 EXSA 星奖。

CabbyCare Provides Free Rides for KDF Patients



For patients who require kidney dialysis, going on excursions can sometimes be challenging where transport is concerned.

Luckily, transport for patients from Kidney Dialysis Foundation (KDF) for the past three years hasn't been, thanks to CabbyCare which provides taxi trips – for free.

This year was no different.

On 25 November, CabbyCare deployed 57 taxis to bring the patients directly from their home to SAFRA Toa Payoh for a health seminar on foot care, before sending them to S.E.A Aquarium at Resorts World Sentosa.

CabbyCare 为肾脏透析基金会病患提供免费行程

对需要肾脏透析的病患而言, 要找到适合他们的代步工具并非易事。

所幸, 肾脏透析基金会的病患过去三年都没有这方面的烦恼, 因为 CabbyCare 为他们提供免费行程。

今年也不例外。

今年 11 月 25 日, CabbyCare 安排了 57 辆德士上门, 将病患载往大巴窑战备军协出席足部护理健康讲座, 再续程到圣淘沙名胜世界的 S.E.A. 海洋馆。

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