

# CABBY

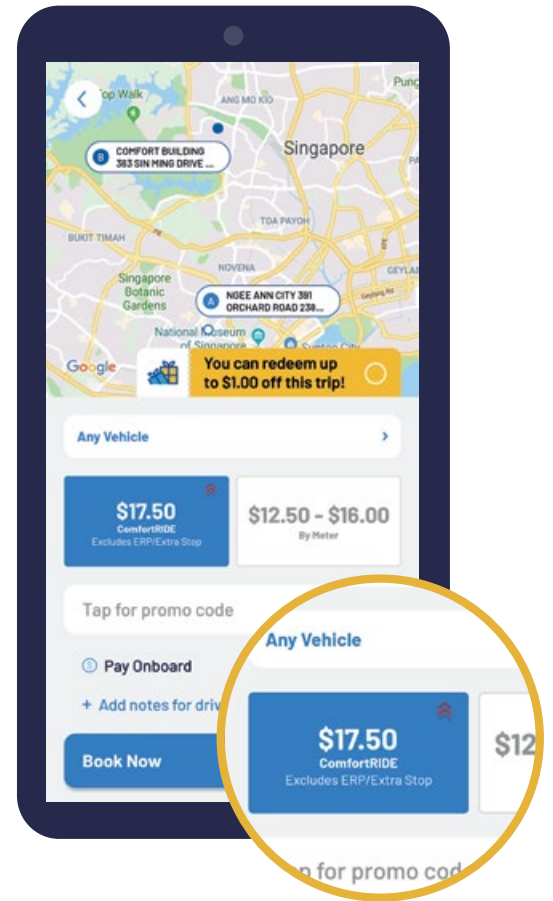
Issue 86 / April-May 2019

MCI (P) 013/01/2019  
Company Reg No. 200300002K 199303821R 199601557N



## New ComfortRIDE Service Extended to All Passengers

# New ComfortRIDE Service Extended to All Passengers



The new ComfortRIDE booking service is off to a good start.

Following the successful pilot test that was limited to only a small group of passengers in May, ComfortRIDE has since been extended to all passengers.

Cabby Frankie Chew, 51, has been accepting more ComfortRIDE trips recently. He said: "I have tried taking ComfortRIDE trips. I find the fares are higher during peak and not too low during off peak so it's good so far."

ComfortRIDE fares which adjust according to market demand and supply are applicable only for current bookings. Fares are monitored to ensure surges are not too high during peak or too low during off peak.

The traditional metered taxi option continues to be available to passengers alongside ComfortRIDE in the App.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi said: "The aim of ComfortRIDE is to meet the demand especially during peak hours. With more taxis on the roads during peak hours, commuters will be confirmed a vehicle faster and their waiting time will be reduced. This will create demand, so our cabbies can look forward to better earning opportunities and less empty cruising."

Cabby Chew added: "I believe this is a win-win situation as it means less waiting time for passengers eventually, and more jobs for ComfortDelGro cabbies."



# 全新 ComfortRIDE 服务向有乘客全面开放

全新的 ComfortRIDE 电召服务取得了很好的开始。

继 5 月份仅限于一小部分乘客的试行计划取得成功后, ComfortRIDE 服务已向所有乘客全面开放。

51 岁的德士师傅周金才最近接受了更多 ComfortRIDE 的工作。他说:“我曾经尝试接受 ComfortRIDE 工作, 发现繁忙时段的车资较高, 非繁忙时段也不太低。”

ComfortRIDE 车资是根据市场需求和供应情况调整, 仅适用于即时电召工作。我们对车资进行监控, 确保繁忙或非繁忙时段的上下幅度不会太高或太低。

除了让乘客通过应用程序使用 ComfortRIDE 服务, 我们也继续为乘客提供现有的按表收费德士服务。

康福德高德士总裁洪维能先生说:“ComfortRIDE 的目标是要满足需求, 特别是在繁忙时段的需求。随着繁忙时段路上的德士越来越多, 乘客将能更快电召德士, 从而缩短等车的时间。这将有助于创造需求, 而我们的德士师傅也能够获得更多赚取车资的机会, 并减少空车兜客的情况。”

德士师傅周先生补充说:“我相信这将带来双赢的局面。这意味着乘客将能减少等车时间, 而康福德高德士师傅也能获得更多车资收入。”



# Rental Rebates for Cabbies



Cabby Neo Geok Chan switched to a hybrid taxi in April 2019.

In doing so, he will join some 2,800 hirers who will be receiving the Hybrid Rebate of \$5 daily starting from 12 June 2019.

The Hybrid Rebate\* is eligible for all active hirers who have made the switch from diesel-driven i-40s to hybrid Ioniqs or Priuses. Those who have indicated their interest to switch to a hybrid taxi even though they have not started driving one are eligible as well.

Hirers who are eligible can register their interest to make the switch by typing "dro<space>NRIC<space>hybrid" sending it via SMS to 72009. Alternatively, they can also send an email to

our Driver Relations Officers at [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) or approach our staff at our general service counter in our office in Sin Ming during office hours.

And these cabbies are not the only ones to receive rental rebates.

ComfortDelGro LimoCab Cabby Tommy Ong has also been receiving a daily rebate of \$1 for his three-year plus old four-seater Mercedes Benz E200 limousine. He is also eligible for the bonus incentive that will be paid on top of the rebate in November this year.

He is but one of 475 LimoCab hirers who are eligible for the daily rebate and bonus incentive\*. He said: "I appreciate the rebates and incentives that the Company has given."

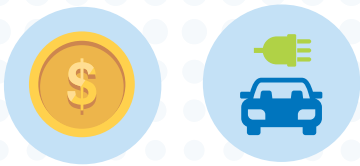
Age of LimoCab (Years)	Daily Rebate¹	Bonus Incentive² (6-monthly)
Less Than 4	\$1.00	\$180
Between 4 & 6	\$1.50	\$270
Above 6	\$2.00	\$360

¹The daily rebate will be paid on the following Friday

²The bonus incentive will be paid on the 12th of the 7th month of active service

\*The rental rebates, Bonus Incentive Scheme and Fare Share Scheme are on trial for one year. All are subject to the Company's review periodically





# 德士师傅租赁回扣

德士师傅梁玉山上个月转而驾驶混合动力德士。

为此, 从今年 6 月 12 日起, 他和大约 2800 名租车师傅将可获得每天 5 元的混合动力回扣。

混合动力回扣\*适用于所有从柴油驱动的 i-40 转换为混合 Ionix 或普锐斯的在职租车师傅。凡是有兴趣转换为混合动力德士者, 即使还未开始驾驶这类德士, 也有资格获得混合动力回扣。

合格的租车师傅可通过输入 "dro <空格> 身份证号码 <空格> hybrid", 发送简讯至 72009 表达意愿。

或者, 他们也可以发送电邮 [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) 给我们的司机联系员, 或在办公时间到新民办事处的综合服务柜台洽询。

事实上, 获得租金回扣的并不仅是这些德士师傅。

驾驶车龄超过 3 年的 4 人座马赛地奔驰 E200 豪华德士的康福德高豪华德士师傅王泉生, 也获得每天一元的回扣。除了租金回扣, 他也有资格获得 11 月份发出的额外花红奖励。

他是 475 名有资格获得日常回扣和花红奖励\*的豪华租车师傅之一。他说: “感谢公司给予我回扣和奖励。”

豪华德士车龄(年份)	日常回扣 <sup>1</sup>	花红奖励 <sup>2</sup> (每 6 个月)
少过四年	\$1.00	\$180
四年至六年之间	\$1.50	\$270
六年以上	\$2.00	\$360

<sup>1</sup>每日回扣将在下一个星期五支付

<sup>2</sup>公司将在德士师傅服务第七个月的12号支付花红奖励

\*租赁回扣, 花红奖励和车资共享配套的测试期为一年。公司会定期探讨这些配套



# Fare Share Scheme\*

Cabby Ong Leong Hock joined the Fare Share Scheme (FSS) recently as he is still driving a near four-year-old i-40 taxi. As a hirer without any relief cabbies, he finds the FSS a suitable scheme.

He effectively saved close to \$120 in rental for the month of May. He said: "I think it is a good scheme and I look forward to paying lower rental."

Hirers who are currently driving an i-40 that is less than four years old and do not have any relief cabbies are eligible to consider the FSS.

To find out more, simply SMS **dro<space>NRIC<space>FSS** (e.g., "dro S1234567A FSS") to 72009. Alternatively, email our Driver Relations Officers (DRO) at **dro@cdgtaxi.com.sg** to indicate your interest or approach our staff at the general service counter in our office at Sin Ming during office hours.

# 车资共享配套\*

目前还在驾驶 i-40 德士 (车龄接近 4 年) 的德士师傅王良父, 最近加入了车资共享配套。身为没有任何替班师傅的租车师傅, 他认为这项配套很适合自己。

在五月, 他节省了近 120 元的租金。他说: "我觉得这个计划很好, 我期待缴付较低的租金。"

目前正在驾驶车龄少过 4 年的 i-40 德士, 又没有任何替班师傅的租车师傅, 可考虑加入车资共享配套。

欲知更多详情, 只需发送简讯 "**dro<空格>身份证号码<空格>FSS**" (例如 "dro S1234567A FSS") 至 72009。此外, 德士师傅也可发送电邮至 **dro@cdgtaxi.com.sg** 给我们的司机联系员, 或在办公时间到新民办事处的综合服务柜台洽询。



# Celebrating Greatness

In this issue of CABBY, we share acts of bravery, understanding, kindness and honesty that our Thumbs Up winners have displayed.

## **BRAVE CABBY (SHB4051X)**

Strong people stand up for themselves but the strongest people stand up for others.

Mild-mannered Cabby Seet Choo Tong (photo on page 9) was one who stood up for a mother and her daughter when they were caught in a bad situation with two delivery van drivers during Chinese New Year this year.

The mother could not find an available parking lot and had parked in a loading/unloading lot before picking up the daughter. When she came back to the car, she found it blocked by two vans. Despite her apologies, both van drivers refused to give way.

That was when Cabby Seet stopped to help.

He appealed to both drivers for their understanding but to no avail. By that time, the daughter, traumatised by the unruly behaviour of the men, started to cry. Cabby Seet immediately walked to his taxi, brought out two bottles of water and Rowntrees Mackintosh pastilles and gave them to the mother and to pacify the daughter.

He then asked the mother if she would trust his driving skills to which she said yes. So Cabby Seet took over the driver's seat. Although there was just a three-inch clearance on each side of the car to the vans, Cabby Seet managed

to manoeuvre the car out of the parking lot safely!

The grateful mother wanted so much to reward Cabby Seet with an *ang bao* but he declined. Her husband was so impressed that he wrote in to commend Cabby Seet. He said: "Until today, my daughter keeps asking for helpful uncle Cabby Seet as she has fallen in love with the Rowntrees Mackintosh pastilles that he had used to console and calm her down during her traumatic experience.

To her, this kind cabby is now known as 'colourful sweet uncle' and whenever she sees any blue taxis on the road, she will wave to them.

"We are not your taxi passengers but was accorded with such great kindness and this reflected how your Company nurtures your cabbies. My wife, daughter and I hereby salute your Company and please, on our behalf, convey our heartfelt appreciation and gratefulness to this kind, calm and helpful cabby from your Company."

Well done, Cabby Seet!





# 向卓越司机致敬

我们的表扬奖得主展现了勇气、谅解、关怀和诚实等可贵的特质，本期让我们一同分享他们的故事。

## 见义勇为的德士师傅 (SHB4051X)

坚强的人自强不息，最坚强的强者则能为他人排忧解难。

今年农历新年期间，性格温和的德士师傅薛聚铜眼见一对母女遭到两名送货司机欺凌，挺身而出，仗义相助。

原来，那名母亲因为找不到停车位，只好把车停在上下货的车位，再去接女儿。当她回返取车时，却发现车子被两辆货车阻挡。尽管母亲向两名货车司机道歉，对方却不肯让位。这时，薛师傅决定下车帮忙。

他代为出面干涉，希望获得司机的谅解，却不得要领。此时，妇女的女儿被两名凶神恶煞的男子吓哭。于是，薛师傅立刻从德士取出两瓶水和 Rowntrees Mackintosh 糖果，交给该名母亲安抚女儿的情绪。

接着，他问那名母亲是否相信他的驾驶技术，对方表示相信。于是，薛师傅进入驾驶座开动车子。尽管车子两侧与货车之间只有区区三英寸的空间，薛师傅还是安全地将车子从停车位开了出来！

为了表示感谢，该名母亲希望薛师傅收下她的红包，但薛师傅对此予以婉拒。薛师傅此举令妇女的丈

夫留下深刻的印象，特别写信表扬。他说：“直到今天，我的女儿还一心想看到好心的薛师傅，他用来安抚她紧张情绪的 Rowntrees Mackintosh 糖果，如今已成了她的最爱。在她眼中，这名充满爱心的德士师傅已经成为“五彩缤纷的糖果叔叔”，每当她在路上看到任何蓝色德士，她总会向它们挥挥手。

“我们不是贵公司的德士乘客，却获得德士师傅如此善待，这正反映出贵公司如何培养你们的德士师傅。我的太太、女儿和我谨此向贵公司致敬，请代我们向贵公司这名善良、冷静和热心助人的德士师傅，转达最衷心的感谢之情。”

做得好，薛师傅！





### UNDERSTANDING CABBY (SHA8207T)

Remember Cabby A. Jayaraja (above) who lent \$5 to his passenger, Mr Tjw, who had forgotten his wallet? His act of kindness did not go unnoticed. He was also given the Thumbs Up Award. Well deserving, Cabby Jayaraja!

### 善解人意的师傅 (SHA8207T)

还记得借了 5 元 给忘了钱包的乘客 Tjw 先生的 A.Jayaraja 师傅吗? 他的善举并没有被忽略。他也获得了公司颁发的 "表扬奖"。恭喜 A.Jayaraja 师傅!



### KIND CABBY (SHC8079K)

A passenger was very grateful to Cabby Tay Hak Leang (below) for sheltering him with an umbrella and for even waiving the fare.

### 热心师傅 (SHC8079K)

德士师傅郑学良 (下) 不仅撑伞为乘客遮风挡雨, 甚至不收车资, 令对方深表感激。



### HONEST CABBY (SHC8810R)

A passenger, Ms Tan, commended Cabby Goh Ah Bar (top) for making the effort to find the ring that she had dropped in his taxi. He promptly returned it to her and refused to accept any reward for it.

### 诚实师傅 (SHC8810R)

乘客陈小姐表扬德士师傅吴亚峇 (上) 尽心尽力地为她寻找遗落在德士内的戒指。他找到戒指后, 马上物归原主, 并拒绝接受任何奖励。





# CabbyCare Provides Free Transport



Time may be money but for CabbyCare cabbies, helping others is well worth their time.

In April alone, apart from their regular bread and meal deliveries, CabbyCare cabbies also gave 20 Kidney Dialysis Foundation patients a lift to and from their homes to an education seminar in Jurong – for free.

On 20 April, 16 CabbyCare cabbies helped collect enough food for 1,500 needy households from NTUC Fairprice and deliver it to Ngee Ann Polytechnic for its annual Charity Food Drive.

Thank you, CabbyCare!



## 爱心德士提供免费交通服务

虽然说时间就是金钱，但对爱心德士师傅而言，他们十分乐于花时间和精力来帮助他人。

单单在四月份，除了定期的面包和送餐服务之外，爱心德士师傅还免费载送 20 名肾脏透析基金会的病患往返于中心和裕廊之间，参加教育讲座。

今年 4 月 20 日，16 名爱心德士师傅也从职总平价超市为 1,500 户贫困家庭收集了足够的食物，并将它们载送到义安理工学院的年度慈善义卖会现场。

谢谢爱心德士！



## Have A Heart? Serve with CabbyCare



Have the heart and the energy, but don't know what you can do? Why not join CabbyCare and serve the needy?

Check out CabbyCare's recruitment booth at the next Cabbies' Carnival. Details are as follows:

Date: 8 and 9 June 2019

Time: 10am to 5pm

Address: 383 Sin Ming Drive Car Park

## 想要行善助人? 加入爱心德士!

满腔爱心和热血，却不知道该如何行善？何不加入爱心德士，为贫困者伸出援手？

请在下一次的德士师傅嘉年华会到爱心德士招募柜台了解详情。详情如下：

日期：2019 年 6 月 8 日及 9 日

时间：上午 10 时至下午 5 时

地址：383 新民通道停车场

# Pick-Ups and Drop-Offs at Seletar Airport

Firefly flights now land at Seletar Airport. Please familiarise yourselves with its location and flight schedules. You may refer to the map for the drop-off and pick-up points at the airport.

## 实里达机场载客和下车处路线图

飞萤航空的航班目前已在实里达机场降落。德士师傅应进一步熟悉有关地点和航班详情。附图为机场的载客和下车处，作为参考。



### Commercial Flight Schedule 商业航班时间表

Arrival 抵境

Departure 离境

Flight Number 航班号码	Scheduled Time 时间	Flight Number 航班号码	Scheduled Time 时间
FY3122 <sup>1</sup>	0810 <sup>1</sup>	FY3123 <sup>1</sup>	0840 <sup>1</sup>
FY3124	0850	FY3125	0920
FY3126	1050	FY3127	1120
FY3128	1350	FY3129	1420
FY3130	1605	FY3131	1635
FY3134 <sup>2</sup>	1805 <sup>2</sup>	FY3135 <sup>2</sup>	1835 <sup>2</sup>
FY3132	1850	FY3133	1920

<sup>1</sup> Firefly flight FY3122 and departure flight FY3123 only operates on Monday to Friday.

<sup>2</sup> Arrival flight FY3134 and departure flight FY3135 only operates on Saturday and Sunday.

<sup>1</sup> FY3122抵境航班和FY3123离境航班只在星期一至五之间飞行。

<sup>2</sup> FY3134抵境航班和FY3135离境航班只在星期六和星期日飞行。





### Seletar Airport

实里达机场

- 1** Drop-off at Departure Kerb  
离境路缘下车处
- 2** Taxi Stop/ Queue  
德士站/队伍
- 3** Pick-up at Carpark (On-call/Booking)  
停车场载客 (电召工作)

### Seletar Business Aviation Centre

实里达商业航空中心

- 1** Drop-off and Pick-up  
下车和载客处



Address: 21 Seletar Aerospace Rd 1, Singapore 797405

地址: 21号实里达宇航1路新加坡邮区 797405

# Use ActiveSG Credits at Orchid Bowl



Cabbies, you can now scan and pay for your bowling games at Orchid Bowl using ActiveSG credits!

All payments must be made at the counter using the ActiveSG App to enjoy the offer.

There are currently five locations — Orchid Country Club, Our Tampines Hub, SAFRA Punggol, SAFRA Yishun, THE CHEVRONS — that you can go with your family and friends to enjoy this offer!

## 在胡姬乡村俱乐部保龄球场使用 ActiveSG 电子钱包

现在，德士师傅将能在胡姬乡村俱乐部保龄球场使用 ActiveSG 电子钱包付费！

须在柜台使用 ActiveSG 应用程序付费，才能享有优惠。  
您和您的亲友可在 5 个地点享有这项优惠 — 胡姬乡村俱乐部, Our Tampines Hub, SAFRA 榜鹅, SAFRA 义顺, THE CHEVRONS。



Weekdays 周日	Sat/Sun/Public Holidays 星期六/星期日/公共假日
Offset up to 50% using ActiveSG credits  使用 ActiveSG 电子钱包可抵消高达 50% 费用	Offset up to 25% using ActiveSG credits  使用 ActiveSG 电子钱包可抵消高达 25% 费用