

# CABBY

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COMFORTDELGRO



## New EV on the Block

# New EV on the Block





"귀여워요" \*(pronounced as "Gwi-yeo-wo-yo") would be the most apt adjective to describe the latest electric vehicle (EV) model that ComfortDelGro Taxi has added into its ongoing EV trial.

But do not be deceived. Beneath the bonnet of the cute-looking Hyundai Kona Electric taxi packs a 64 kWh lithium polymer battery, which is twice the power of the battery of the fully electric Hyundai Ioniq that is already part of the ongoing trial.

This means it is able to travel up to about 350km when fully charged. And, with Direct Current (DC) fast charging capabilities, the vehicle will fully charge up in slightly more than an hour.

The Hyundai Kona Electric taxi also comes equipped with active safety driving assistance technologies including Blind Spot Warning and Rear Cross Traffic Collision Warning, as well as, regenerative braking system.

Cabbies trialling the new Hyundai Kona Electric taxis will have round-the-clock access to the fast charging electric stations at the Group's headquarters in Braddell and Komoco Motors in Alexandra.

Cabby Khoo Siong Peck (left in photo), 50, who has driven both diesel and hybrid taxis, said: "I found it to be very comfortable to drive. I stay in Serangoon North so charging the taxi here in Braddell is very convenient for me. The fact that electricity costs less than fuel makes it even better!"

Mr Ang Wei Neng (right in photo), ComfortDelGro Taxi CEO, said: "The feedback from our cabbies about the fully electric Hyundai Ioniq taxis has been positive. To go even Greener, we have decided to expand the trial with Hyundai Kona Electric taxi which will be first Kona on Singapore roads. The Kona Electric taxi has higher headroom, more safety features and more importantly, can travel longer on one charge. Moreover, we have our very own fast charging station at ComfortDelGro now so that makes it even more convenient for our cabbies."

\* Cute in Korean



## 测试新电动德士

用 Gwi-yeo-wo-yo\* 来形容康福德高德士扩大测试工作所加入的最新电动德士, 可说是最恰当不过了。

不过, 大家可别被骗了。这款外观可爱的现代 Kona 电动德士装有 64 千瓦时 (kWh) 的锂聚合物电池, 比公司测试中的另一款电动德士—现代 Ioniq 电池强一倍。

这意味着它的总行驶里数约为 350 公里。这款使用直流快速充电设备的电动德士, 能在一个多小时内完成充电。

现代 Kona 电动德士也装有盲点侦测及后方车辆警示系统等安全驾驶辅助科技，以及再生制动系统。

测试新的现代 Kona 电动德士的德士师傅，可 24 小时全天候使用设在康福德高位于布莱德路总部内，以及 Komoco Motors 亚历山大路车行内的快速充电设备充电。

曾驾驶柴油和混合动力德士的 50 岁德士师傅邱松柏说：“我觉得驾起来很舒服。我住在实龙岗北，回布莱德路公司充电也很方便。而且更好的是，电费比燃油费便宜！”

康福德高德士总裁洪维能说：“德士师傅对 Ioniq 全电动德士提供了正面反馈。为了进一步促进环保，我们决定将测试范围扩大至现代 Kona 电动德士。这也是本地公路首次出现 Kona 电动德士。Kona 电动德士更大，设有更多安全设备。更重要的是，每充一次电能行驶得更远。而且，康福德高也有自己的快速充电设备，对德士师傅来说更加便利。”

\* 韩语可爱之意





# Thumbs Up to Our Cabbies

Sometimes all it takes for good service to become great is a simple act of kindness.

CABBY shares stories of our cabbies whose acts of kindness had not only touched the hearts of their passengers and fellow motorists, but also earned them the Thumbs Up Award in December 2018.

## 表扬我们的 德士师傅

优质的服务往往始于小小的善举。

公司德士师傅的热心善举,不仅让他们的乘客和其他驾车人士深受感动,也让他们在2018年12月赢得表扬奖。CABBY特别与大家分享他们的故事。

Cabby Aw Kim Teck already had a passenger on board when a fault in his taxi forced him to stop at the road shoulder. Cabby Aw immediately contacted the Customer Contact Centre for a replacement taxi and even flagged for one for his passenger. As it was raining, Cabby Aw offered an umbrella to the passenger. He even refused to accept any fares.

So impressed was the passenger with Cabby Aw's service despite the hiccup that he wrote in to the Company to commend him.



Cabby Aw Kim Teck (SHA9103C)

### 德士师傅胡景迪 (SHA9103C)

德士师傅胡景迪载客时,因为德士突然发生故障,而被迫在路肩停车。当时,胡师傅立即通知客户服务中心为他的乘客寻找替换德士并且下车呼召德士。由于当时正在下雨,胡师傅便为乘客递上雨伞。他也拒绝收取车费。

尽管发生了意想不到的状况,胡师傅的优质服务仍然让乘客留下了深刻的印象,特地写信到公司表扬他。

An elderly man, whose head was bleeding after a fall, was trying to flag a taxi when Cabby Lee Kok Seng spotted him. He immediately drove him to the hospital and even escorted him into the clinic until he was attended to.

The daughter of the elderly man was so thankful that she wrote in to thank Cabby Lee. She said: “My father was very grateful to the taxi driver for stepping up for him when he was bleeding from injury, so are my family and I.”

### 德士师傅李国成 (SHC7962S)

当德士师傅李国成看到一名跌到头破血流的老汉在路边召德士时,他马上停车将老汉送到医院,甚至还搀扶他到诊所,直到医务人员接手后才离开。

老汉的女儿感激不已,并写信表扬李师傅。她说:“我父亲非常感激这名德士师傅,在他受伤流血的时候伸出援手,我的家人和我也一样非常感激他。”

### Cabby Lee Kok Seng (SHC7962S)



### Cabby Lam Sze On (SHA7777X)

A passenger had left his winter jacket and scarf in the taxi and the items were discovered by Cabby Lam Sze On only after he had driven off. Despite being a distance away, Cabby Lam drove back to the airport immediately. He parked his taxi and even walked all the way to the security area in the Departure Hall to return the items.

Said the passenger: “People like Cabby Lam have reinforced my faith in humanity and Singapore.”

### 德士师傅蓝而安 (SHA7777X)

德士师傅蓝而安驾车离开后,才发现乘客留在车内的御寒夹克和围巾。尽管已经开了一段距离,蓝师傅立即回返机场。在停车之后,他甚至步行了一段距离,到离境大厅的保安区归还失物。

该名乘客说:“像蓝师傅这样的好心人,加强了我对人性和新加坡的信心。”

### Cabby Cai Wu Tong (SHC7626M)

It was raining cats and dogs but that did not stop Cabby Cai Wu Tong from stepping out of his taxi to shelter the passenger who was dropping his daughter off at the childcare centre. He also waited and sheltered the passenger with the umbrella back to the taxi.

### 德士师傅蔡武桐 (SHC7626M)

尽管下着倾盆大雨,德士师傅蔡武桐仍然步出德士,为一名送女儿到托儿所的乘客撑伞。他也特别等候对方出来,以便为他撑伞,重新登上德士。



Cabby Lim Soo Heng (SHC1606K)



A female motorist was stranded when her car tyre burst. It was already 8.25pm at night and she began frantically surfing the Internet for a tow service that she could call.

Just then, Cabby Lim Soo Heng came to her rescue. He parked his taxi in front of her car, got down and helped change the punctured tyre. He even advised her on the workshops that she could visit at that hour. It took him 15 to 20 minutes to replace the tyre, but he refused to accept any token.

The grateful motorist later wrote: "Thank you, Sir, for lending a helping hand to a stranger in distress." Her story made it to STOMP and Cabby Lim received a STOMP goody bag for his act of kindness.

When asked why he helped, Cabby Lim, who has three daughters, said: "I remember thinking to myself, if this was my daughter, I would surely want someone to help her. In this situation, I would not want to regret not stopping to help and allowing the chance for something potentially bad to happen."

### 德士师傅林洵兴 (SHC1606K)

一名女司机因为汽车爆胎而感到手足无措。由于当时已是晚上 8 时 25 分，她连忙上网尝试寻找拖车服务。

这时，林师傅及时为她伸出了援手。他把德士停在她的车前，然后下车帮忙更换轮胎。此外，他也告诉对方该把车子送到哪一个厂房。他花了 15 到 20 分钟换好轮胎，并拒绝接受任何报酬。

事后，女司机写信表示谢意：“先生，谢谢你在陌生人有困难时伸出援手。”这起好人好事获得 STOMP 的报道，而林师傅也为此获赠一个 STOMP 礼包。

被问及伸出援手的原因，育有 3 名女儿的林师傅说：“当时我心里在想，如果是我的女儿，我肯定希望有人帮忙她。在这种情况下，我不希望自己因为没有停下来帮忙，导致意外发生而追悔莫及。”





Cabby Seet Choo Tong (SHB4051X)

### 德士师傅薛聚铜 (SHB4051X)

凌晨 5 时，一名心急如焚的乘客花了 20 分钟仍然无法在路边召唤德士。当时，他要到多个地点办事 – 到淡滨尼工业区领取器材；去建德道载主管；最后到海湾中心，准时登上原油油轮到海外工作。

所幸，他遇到了德士师傅薛聚铜，终于上了车。让他感到欣慰的是，薛师傅表示能够载送他到所有地点。到了目的地后，尽管乘客付出

了额外的车资，但被这名 58 岁的德士师傅所婉拒。

薛师傅的善举让乘客铭记在心。当他在一个月后回返新加坡后，他写信到公司表扬薛师傅：“多亏这名德士大叔，我才没有错过这次的工作机会...我刚在昨晚从外国回返新加坡，心想我必须写这封电邮感谢康福德高德士。贵公司的德士师傅真的超级棒！注重安全，又充满爱心！”

It was 5am in the morning. For 20 minutes, a desperate passenger tried to street hail a taxi but to no avail. He had multiple stops to make – from Tampines Industrial Area to collect a device; to Kian Teck Avenue to pick his supervisor; and finally to HarbourFront Centre where they had to board a crude oil tanker in time for an overseas assignment.

It wasn't until Cabby Seet Choo Tong showed up, that the passenger finally got himself a ride. To the passenger's relief, Cabby Seet offered to send him all the way. At the end of the trip, the passenger offered Cabby Seet more than the fare but the 58-year-old cabby refused to accept more.

The passenger never forgot what Cabby Seet did. A month after he returned from overseas, he wrote to the Company to commend Cabby Seet: "...this taxi uncle saved me and I did not miss this job...I have just returned home from my overseas job assignment last night, and...I was thinking I must write this email today to thank ComfortDelGro Taxi. Your drivers are super, super good! Safe and caring!"



# CabbyCare Gets A Boost

CabbyCare, our cabby volunteer group, got a boost in funds recently.

It's all thanks to cabbies who had completed booking jobs last Christmas. Close to \$30,000 of call levies was collected that day and donated to CabbyCare.

The donation came at a good time especially since CabbyCare had forked out about \$50,000 to donate haemodiafiltration machines to Kidney Dialysis Foundation last year.

CabbyCare Chairman, Cabby Kanapathy Shunmugam, said: "We fully appreciate our Company's generosity in donating a day's call levies to us and we will continue to help others."

## 行动支持爱心德士

我们的志愿福利团体爱心德士最近获得一笔资金的支持。

这一切都归功于去年圣诞节完成电召工作的德士师傅们。当天所获得的将近 3 万元电召费，全数捐给了爱心德士。

这笔捐款来得正是时候，特别是因为爱心德士去年向肾脏透析基金会捐赠了大约 5 万元的血液透析过滤器。

爱心德士主席德士师傅 Kanapathy Shunmugam 说：“我们衷心感谢公司慷慨解囊，为我们捐献一天的电召费，我们将继续帮助其他有需要的人士。”

## Be A Part of CabbyCare

CabbyCare has been delivering bread, meals and library books to the needy – for free – since 2003. To find out how you can be a part of CabbyCare, please fill up the registration form at [https://cabbycare.cdgtaxi.com.sg/page/joinus\\_benefit](https://cabbycare.cdgtaxi.com.sg/page/joinus_benefit).

## 加入爱心德士的行列

自 2003 年以来，爱心德士一直向有需要的人士免费载送面包、餐食和图书馆书籍。要了解如何加入爱心德士的行列，请上网 [https://cabbycare.cdgtaxi.com.sg/page/joinus\\_benefit](https://cabbycare.cdgtaxi.com.sg/page/joinus_benefit) 填写登记表格。

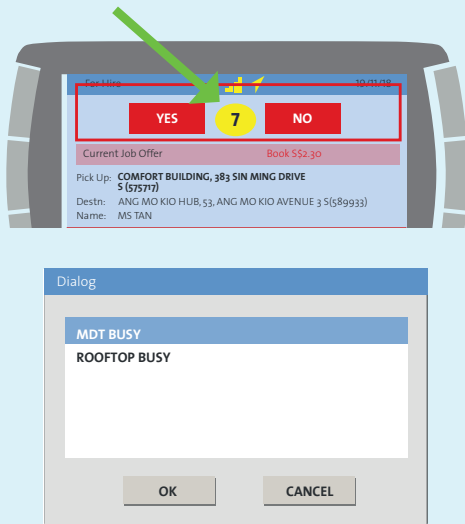


# New Features on the MDT

New features have been added to the Mobile Data Terminal (MDT) recently after feedback from our cabbies. CABBY shares what they were.

## Time Counter for Autobid Jobs (top)

A time counter has been added for Autobid jobs so that cabbies know how much time they have to accept them.



## Rooftop and MDT BUSY Buttons Renamed (bottom)

The “IVD BUSY” sign is now “MDT BUSY”. With this option, the taxi rooftop sign will show “TAXI” but cabbies will only be able to do street hail jobs and not receive current booking jobs.

The “BOOKING (LED Busy)” is now “ROOFTOP BUSY”. With this option, the taxi rooftop sign shows “BUSY”. This means cabbies are able to receive booking jobs via the MDT.

Existing Name 现有名称	New Name 新名称	MDT	Rooftop Display 车顶显示	Receive Job 收到工作
IVD Busy	MDT Busy	Busy	Taxi	No
Booking (LED Busy)	Rooftop Busy	Free	Busy	Yes

## MDT 新功能

最近，我们针对德士师傅的反馈为流动数据终端机 (MDT) 增设了新的功能。详情如下：

### 自动投标工作的时间计数器 (左)

我们为自动投标工作增设了时间计数器，方便德士师傅知道他们有多少时间接受这项工作。

### 车顶和 MDT 忙碌按键易名 (右)

“IVD BUSY” 显示将改为 “MDT BUSY”。在这个选项下，德士车顶显示牌将显示 “TAXI”，不过德士师傅只能接受路边召唤工作，而不是现召工作。

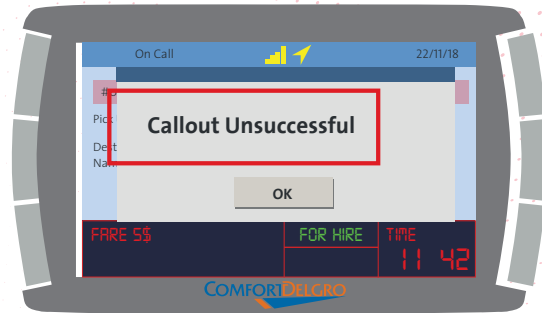
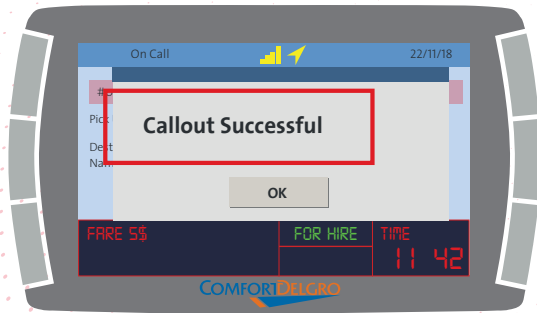
“BOOKING (LED Busy)” 改为 “ROOFTOP BUSY”。在这个选项下，德士车顶显示牌将显示 “BUSY”。这意味着德士师傅 能在 MDT 接受电召工作。

# Call Out to Passengers Made Automatic

Although Cabby Leow Yang Khoon never had an issue activating call outs for booking jobs in the past, the 65-year-old appreciates the fact that the system does the call out automatically now.

# 呼叫乘客功能自动化

虽然德士师傅廖荣坤过去在为电召工作启动呼叫功能方面从未出现问题, 这名 65 岁的德士师傅依然对新的自动化系统表示欢迎。



## This is how it works:

- 1 When the taxi is reaching the pick-up point, the system will make the call out to the passenger.
- 2 The Mobile Display Terminal (MDT) will display the message "Callout Successful" if the passenger has been successfully notified (left).
- 3 In all, the system will attempt two call outs.
- 4 If both call outs are unsuccessful, a "Callout Unsuccessful" message will display on the MDT (right).
- 5 Despite that, cabbies are to wait for the passenger until the "No Show" button appears.
- 6 If there is still no sign of the passenger, cabbies may proceed to activate "No Show".

With the call out made automatic, the "Callout" button is no longer displayed on the MDT.

For enquiries, cabbies can email to our Driver Relations Officers at [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) or SMS them at 72009. ....

## 以下为其操作步骤:

- 1 当德士抵达载客地点时, 系统将向乘客发出呼叫。
- 2 如果成功通知乘客, MDT 将显示“呼叫成功”(左)。
- 3 系统总共将进行两次呼叫。
- 4 如果两次呼叫都不成功, MDT 将显示“呼叫不成功”的信息(右)。
- 5 尽管如此, 德士师傅仍须等候乘客, 直到“没出现”按钮显示为止。
- 6 如果乘客依然不见踪影, 德士师傅可启动“没出现”功能。

随着呼叫功能自动化, MDT 将不再显示“呼叫”按钮。

如有疑问, 德士师傅可电邮至 [dro@cdgtaxi.com.sg](mailto:dro@cdgtaxi.com.sg) 或发简讯至 72009 向司机联系员询问。



# Decommissioned With A New Purpose

A number of our taxis has been decommissioned and given new purposes. Joining these decommissioned taxis is this Hyundai Sonata taxi – the 23rd one – that is going to Alexandra Hospital for rehabilitation purpose. May it serve the patients well.

## 报废德士全新功能

公司捐出了不少报废德士，赋予它们全新的使命。这辆报废的现代索纳塔德士（第 23 辆报废德士）将捐予亚历山大医院作为复建用途，希望它能顺利完成使命。



# Know this Location

A new NUHKids Specialist Centre is now open at the National University Hospital. Located at 5 Lower Kent Ridge Road, Singapore 119074, the building does not have a taxi stand but it has a designated drop-off point. Here's how you get to the drop-off point.

# 熟悉新地点

国大医院新增设的国大医院儿童专科中心位于肯特岗下段 5 号，新加坡邮区 119074。这座建筑物没有德士站，但它设有特定的下车处。德士师傅可按照以下路线前往下车处。

1

Upon entering Lower Kent Ridge Road, turn left immediately after Medical Centre.



进入肯特岗下段时，在医疗中心之后立即左转。

2

Continue straight.



继续前行。

3

Keep left before the entrance to Kent Ridge Wing



在肯特岗侧翼停车场入口处之前靠左行驶。

4

Turn right before the entrance to Medical Centre Carpark.



在医疗中心停车场入口处之前右转。

5

Make a right turn towards NUHkids Specialist Centre.



右转前往国大医院儿童专科中心。

6

NUHkids Specialist Centre is located on your left.



国大医院儿童专科中心就位于德士左边。



### Legend

- ★ NUHkids Specialist Centre
- ① National University Cancer Institute, Singapore
- ② National University Heart Centre, Singapore
- MRT Kent Ridge MRT Station @ Level 1
- A Linkway @ Level 1 via MRT station (Exit A)
- B Linkway @ Level 1
- C Linkway @ Level 4
- E Linkway @ Level 2
- P Carpark
- Drop-off Point

# Develop Good Road Sense

(By the Traffic Police)

It's important that our cabbies develop good road sense given the many hours that they spend on the roads. Here's how cabbies can develop good road sense:

**R**est well and take a break when you are tired.

**O**bserve traffic and look out for other road users, especially motorcyclists, the elderly and children.

**A**void tailgating and keep a safe distance from the vehicle in front of you.

**D**o not road hog. Always keep to the left lane if you are a slower driver.

## 培养良好的公路意识

(资料由交通警察提供)

我们德士师傅长时间在公路上驾驶，为此培养良好的公路意识是很重要的。以下为大家提供一些提示：

- 好好休息，疲倦时歇息片刻
- 注意交通状况，为其他公路使用者，尤其是电单车骑士、乐龄人士和儿童着想。
- 避免紧跟前方车辆，保持安全距离。

**S**tay alert and drive with care. Always check your blind spots.

**E**nsure proper maintenance of the taxi to prevent accidents. Should passengers highlight mechanical problems to you, immediately send it to the workshop to check.

**N**ever drink and drive, or use handheld devices while driving.

**S**peeding kills. Always drive below the road speed limit or vehicle speed limit, whichever is lower.

**E**nter school or silver zones at lower speed to be safe.

- 不要霸占车道。如果你开车较慢，请在左侧车道行驶。
- 保持警惕并小心驾驶。随时检查盲点。
- 确保德士接受适当维护保养，避免意外的生。倘若乘客指出车辆机械问题，应立即送厂检查。
- 驾驶时切勿饮酒或使用手提设备。
- 超速危害生命。确保在公路或车辆时速限制下（视何者为低）行驶。
- 进入学校或银发区时低速慢驶，以策安全。

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