



MTData Dispatch System Bulletin - volume 2

Car Pre-installations have commenced

Black & White Cabs is now well into the project plan after announcing the decision to move to MTData in May 2012 for our Brisbane and Redcliffe fleets.



Cabling installation program has commenced

Pre-installation cabling has commenced for the Brisbane and Redcliffe fleets. With over 1,000 cars to be done, it was essential that we commenced in October 2011. Should any Operator be replacing their car from now on, it will provide an opportunity to install the MTData cabling at the same time the Raywood System is swapped over to the replacement car.

Both Taxicomms and Schmart Meters will be involved in the cabling rollout program. Taxicomms has just moved to larger premises at 27 Nariel Street, Albion to cater for the project. Both businesses have been briefed on the project and they will provide an important service to our Taxi Operators at all stages of the MTData rollout.

The cable pre-installation process takes about 3 hours for each vehicle. Taxicomms will be able to complete about 30 installs per week with Schmart Meters able to cater for up to 10 per week. The cabling kits will be supplied by Black & White Cabs to the approved installers. We have commenced with the larger fleets in the early stages of the program. For our Multi Fleet Operators (MFOs) it is recommended that their vehicles

be installed commencing with the newest vehicle to the oldest vehicle, in order to avoid cabling of cars that may be replaced prior to commissioning of the MTData System.

Once the larger fleets have been completed, we will then develop a timetable for the rest of the fleet that will indicate when your car has been scheduled for cabling. A copy of this timetable will be sent to these respective Operators once it has been produced.

As advised in Bulletin One, the cost to cable and install the relevant in-car hardware will be \$440.00 (incl GST) per car. This amount will be charged to our Taxi Operator's accounts commencing in June 2012 and will be spread over four periods (\$110.00 per car per period).

This will be the only capital cost to our Taxi Operators for the new system.



Operator and Driver Reference Group

To ensure we deliver the best possible dispatch system to our Taxi Operators and our Taxi Drivers we want to include a number of you in our **MTData System Set-up Reference Group**. We intend to have 10 / 12 representatives from our key stakeholder groups provide commentary and feedback to our team charged with the implementation of MTData for Black & White Cabs.

Our key stakeholder groups include:

- Multi Fleet Operators
- Operator's Group / Committee
- Road and Rank Supervisors
- Business Class Operators or Drivers
- Maxis Operators or Drivers

The first meeting of this group will be held in January 2012. We have already received indications from a number of people wanting to be a part of this group. To ensure fairness in our selection process, any of our affiliated Taxi Operators or Drivers can now express their interest to John Tighe, General Manager, on 3860 1853 or by Email to jtighe@blackandwhitecabs.com.au.

The role of the **MTData System Set-up Reference Group** will be to provide input to the Company on how the MTData system could be best configured in an operational sense so it delivers the best customer service to all stakeholders (Passengers, Drivers, Operators & the Company).

Driver Training

Black & White Cabs is currently developing training material to assist Drivers with the changeover to MTData. It is intended to conduct training sessions that will require each Driver to register and attend for a briefing on the key points of the system. These sessions will also provide an opportunity for Drivers to provide the Company with their up-to-date name, address and contact details. At each of the sessions we will provide every Driver with a MTData system manual, a handy hints flyer providing quick reference information on the system as well as their new PIN for access to the MTData Dispatch System.

The instructors at these sessions will also talk Drivers through what will be required in the days just prior to the commissioning of the new system scheduled for the 14th of May 2012.



Driver Security Feature

Did you know that you will be able to activate the cab security system even when the Driver is out of the vehicle?

This can be done via the remote control unit that is a part of the MTData Dispatch System.



The change to MTData by Black & White Cabs has been well considered by Management. We waited until the MTData system was “mature”, providing a stable dispatch solution in other locations. We have also taken the time to ensure our staff (call centre, IT & admin) are already trained and have obtained considerable experience with the MTData system due to the dispatch services we currently provide to Toowoomba, Maryborough & Gympie using MTData. Internally, we are ready for this change which will free up our

project team to assist the fleet with the change (Driver & Operators). We expect a seamless change for our passengers with long term benefits & added booking features.

We welcome feedback from the fleet and have set up a specific email address for this communication to occur:
MTData@blackandwhitecabs.com.au

Please let us know your thoughts, concerns and ideas in relation to Black & White Cabs change to MTData.