



YCC Driver Tutorial
Video Series: yellowcabcharleston.com/drivertutorial

Mobile Data Terminal (MDT) Instructions

Getting Started:

Press **DriveLinQ** ICON on home screen.
Log-in with your Driver#.



BOOK Icon:

This will tell you what ZONE (Z) you are in & what position.
You must be BOOKED IN in order to receive dispatch calls
or bid on available fares.

*** Always BOOK back in after every call when you are
ready to receive YCC dispatch calls.**



CITY/CITY STATUS Icons:

This will show any ZONE with available fares & taxis.

= ZONE, F= FARES, T = TAXIS, GREEN = your current ZONE.

10 1F = Zone 10 there is 1 fare available

3 1T = Zone 3 there is 1 taxi booked in



Receiving A Job:

When sent a job, you will hear an audible tone and
the MDT will display 'ACCEPT' and 'REJECT'.

If you 'REJECT' the fare you will lose your position in
the queue and will have to book back into the zone.



Once ACCEPT has been received by the host, the trip details will be displayed.
Remember to view trip detail NOTES for specific instructions regarding the job.

⊕ Yellow Cab - 2019 Cherry Hill Ln
APT: below
CONTACT NAME: John Doe
DEST: ⊖ 837 Centerwood Dr, Charleston, SC 29412,SC,Charleston
NOTE: Pick up at front office door \$10 min/ 1 gas\
Pick Up Time: 11:48

YCC CUSTOMER CONNECT: (843) 400-4466

Safely speak with a customer before picking them up using the Customer Connect phone number.

What must a driver do to prepare for this new technology?

- a) Make sure YOUR correct cell phone number is updated with Front Office or Dispatch.
- b) Program the CUSTOMER CONNECT # into your phone.

Does the customer see my personal phone number?

No. They see (843) 577-6565 - Yellow Cab.

If a customer cancels the call with you via phone, how do you complete the fare?

- a) Hit MENU → CODE → Code #14 – “Customer cancelled via Customer Connect”
- b) DO NOT METER ON/METER OFF
- c) Dispatch will void the call & your MDT will let you know when you are off the call.

What if a customer does not answer your call?

The call **MUST** be treated like a normal call & you **MUST** proceed to the pickup address.
Once on site, you can request a NO SHOW if needed to complete the call.

Can I use Customer Connect with ‘Charge Account’ fares?

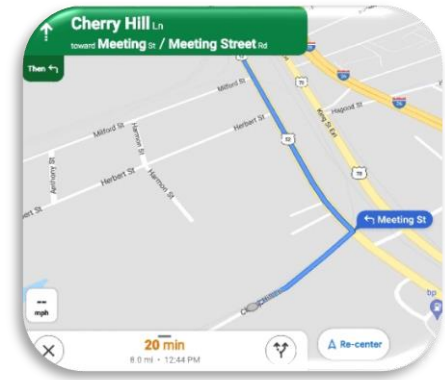
No.

My Customer Connect does not work when I call. Why?

- a) Your cell-phone number has changed & has not been updated with dispatch.
- b) You have been deactivated from use. Check with dispatch.
Customer Connect is a *privilege* that can be removed if necessary.

Directions:

Once you accept a call from dispatch, you can click on an address to receive directions. This feature will only work IF BOTH the pick-up/drop-off addresses are present.

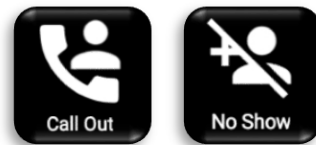


CALLOUT:

Use after you have arrived at your destination. Wait 2-3 minutes then...

NO SHOW:

Do Not leave until dispatch responds.

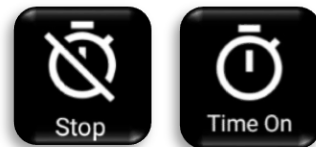


TIMER:

The TIMER automatically begins at the start of a trip and will remain ON until the STOP timer icon is pushed.

Examples of when you would STOP your Timer:

- Parked OR Stationary while on a trip
- Upon DROP OFF at destination
- Stuck in traffic
- Stuck by train
- If NOT wanting to charge a customer WAIT TIME during a stop



TIMER & WAIT TIME:

For the 1st \$5.00 of a trip, the DriveLinQ Platform is programmed to a DISTANCE of 2 miles and a TIME of 10 minutes.

If you are PARKED OR STATIONARY during a trip AFTER you have reached the initial 2 miles, your METER will automatically begin adding the standard WAIT TIME of \$.40 a minute to your fare by increments of \$.10.

If you are PARKED OR STATIONARY during a trip BEFORE the initial 2 miles has been reached, your TIMER must still reach the initial 10 minutes from metering ON before it will add WAIT TIME.

Customer Paying with Cash:

After you meter off at the conclusion of your trip, the MDT will read: CASH, ACCOUNT, PASSENGER. Select CASH → CALCULATE → OK. Select PRINT if receipt is needed.

Customer Paying with Credit Card:

Select PASSENGER → PRESS FOR CARD PAYMENT. This sends the next step to the passenger. Do Not send to the passenger until they are ready. The system will time out if they take too long.

NOTE: An ATM debit card requiring a PIN must be called into dispatch for Manual Authorization. If prompted, a customer can bypass the PIN screen by hitting the GREEN button twice for all other cards.

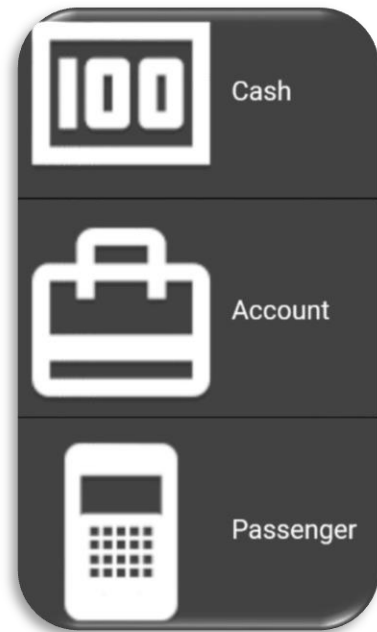
Passenger will enter amount of tip (four options) and final totals. Once they hit ACCEPT, card is then swiped. Your screen will show PROCESSING and PAYMENT APPROVED. Two receipts will be printed automatically. Have the customer sign your copy.

Can the customer stop the process?

The customer can hit CANCEL if they change their mind. If they cancel, your screen will show TRANSACTION CANCELED. You will choose CASH from your payment menu. If a customer changes their mind after a credit card has been approved, YCC must be contacted to void out the transaction. Bring in receipt to the front office to report the matter.

Customer Paying with Charge Account:

When a Charge Account call comes through, it will read as ACC on the ACCEPT/REJECT screen. As the passenger gets in the taxi, Choose PICK-UP → METERED RATE. At destination, choose DROP OFF and ACCOUNT from payment select screen. Confirm the Account Number & Fare Amount. Select CALCULATE → OK. Note: If Acct # is absent, contact dispatch asap.



The following are *prohibited* for any Charge Account calls:

- Adding Extras
- Changing the Destination
- Altering the Route
- Adding a Tip
- Receipt for Passenger

Account Num	00103	
Fare \$	5.00	
Tip \$	0.00	X
Toll \$	0.00	X
Total \$	5.00	

How To Program Meter for Correct Rate:

All rates should be applied when the fare BEGINS.

Select MENU → FARE → RATES → Choose from the 4 options available → PICK-UP.

Rate #1 – Daytime - \$5 drop + \$.50 per 1/5 mile

Rate #2 – Daytime Flat - \$7

(pickup/drop off on Charleston Peninsula Only)

Rate #3 – Midnight Flat (12am-4:59am) = \$14

(pickup/drop off on Charleston Peninsula Only)

Note: You can not add extras on this rate.

Rate #4 – Midnight Off City (12am -4:59am) (100% MRC)

(Out of City Only)

Note: - You cannot apply MRC if the fare begins BEFORE midnight.

You are not required to charge the legal MRC.

1 - Daytime
2 - Daytime Flat
3 - Midnight Flat
4 - Midnight Off City

Terms:

Day Time Rates = 5am – Midnight

Night Time Rates = Midnight – 5am

MRC = Maximum Rate Charge = 100% (normal rate x2)

City = Downtown Peninsula

How to BID and win a call:

Select CITY or CITY STAUS → All available fares to bid on will be displayed.



= ZONE NUMBER.

F = how many FARES are in that zone.

T = how many TAXIS are in that zone.

Green = what ZONE you are currently in.

Select the ZONE you would like to BID on → OK.

If the fare is available, you will WIN it.

If not, the system will notify you and you will have the option to bid on another fare.

Note 1: There is a 10-mile radius for BID calls.


If you BID & WIN a TIME CALL and know based on your current location you will not make it ON TIME, use CUSTOMER CONNECT to relay your status to your passenger.

Note 2: If you see multiple calls in a zone (Ex. Zone 12 has 2 fares) and you BID, you will receive the most RECENT call placed in that zone.

Note 3: If DISPATCH sends a fleet message stating “I have a call in Zone ___”, simply respond with Code 5 “I will take the call”. You will receive the call with no need to BID.

AREA MINIMUMS: (this card is available with dispatch)

Area Minimum Pricing:
These prices reflect the minimum fare for each location.



Awendaw - \$25	North Charleston - \$8
Daniel Island - \$12	Park West - \$16
Folly Beach - \$16	Ravenel/Jedburg - \$18
Goose Creek - \$14	Red Top - \$16
Isle of Palms - \$18	Sullivans Island/Dunes West - \$16
James Island - \$10	Summerville - \$18
Johns Island - \$15	Wadamalaw - \$20-30
Kiawah Island - \$35 + \$12 gate fee	West Ashley - \$8
Ladson - \$16	
Moncks Corner - \$35	Waiting Time:
Mt. Pleasant -	City of Charleston: \$12/hr. or \$.20/min.
A. Ravenel Bridge to IOP Connector - \$8	Areas Above: \$24/hr or \$.40/min.
B. IOP Connector to Hwy 41 - \$12	
C. Hwy 41 (Dunes West) - \$16	

How to price AREA MINIMUMS:

At the time of DROP-OFF, if your meter reads LESS than the MINIMUM for that AREA, you are allowed to increase that price until reaches the MINIMUM for that AREA.

Use the EXTRAS button to increase the fare to reach the minimum price.

If the meter reads MORE than the MINIMUM for that AREA, do not increase the fare.

- Example:
Folly Beach: MINIMUM \$16
Meter reads: \$12 at DROP-OFF
Gas Surcharge: \$1
Total: \$13
* You can add \$3 to make that AREA MINIMUM.

Further Information

DriveLinQ ICONS:



Top left corner of your DriveLinQ Platform:

Battery → Cell → Internal GPS → Soft Meter → CC Payment Device → Printer



If Credit Card Icon goes off:

Press the Icon. Select YES when it asks if you want to RESET.

Printer Instructions:

Paper reminder: If your printer runs out of paper, your system WILL NOT work. Check it every time you enter cab.

“No Com” Status:

When any ICON is not lit GREEN, there is an interference with the GPS. Move until glowing.

Top Light:

There is an on/off switch left of the steering wheel. Switch up for AVAILABLE (top-light lit). Switch down for HIRED (light off).

No Smoking:

By law ALL Yellow Cab taxis are ‘smoke-free’.

Weekly Inspections:

We are required by law to have all cabs inspected on a weekly basis. This must be done by Thursday 3:00PM EVERY WEEK. Any cab not inspected will not be allowed on the road for the weekend.

When Do I Receive My Money?

Cash = Immediately.

Credit Cards/Account Charges =

Monday – Wednesday: following day. Thursday – Sunday: applied to your account Monday.

Explain “Free Days” / Lease Amounts:

WEEKLY RATE (Monday – Sunday) If you work 5 days, you receive the extra 2 days FREE.
If you do not work 5 days, you will be charged at an increased DAILY RATE.
You still pay for your own gas. There are no rollovers, as each week stands on its own.

ZONES AND THEIR PULL MILES

Zone	Description	Pull Miles
1	Cooper Rv to St. Philip up to Mt. Pleasant St.	2
2	St. Philip to Ashley Rv up to Mt. Pleasant St.	2
3	Mt. Pleasant to Burton	Zone Only
4	Burton to Mark Clark – I-26 is the dividing line	2
5	I-526 to Midland Pk	2
6	Midland Pk to Trident Hospital	2
7	Ashley Phosphate Rd	2
8	AFB and AP	2
9	Tanger Outlet, hotels, Dor Waylan, Greyhound	2
10	West Ashley – Ashley Landing, 7 & Ashley Hall	2
11	West Ashley – Bees Ferry Side	2
12	West Asley – Citadel Mall, K-Mart	2
13	West Ashley – St And Bl & 5t and Ctr	2
14	James Island	2
15	Folly Beach	2
16	Kiawah & Seabrook	10
17	Johns Island – Kiawah Side	5
18	Wadamalaw	10
19	Johns Island – West Ashley Side	5
20	Hollywood	5
21	Ravenel	5
22	Isle of Palms	5
23	Sullivans Island	2
24	Coleman & Old Village	Zone Only
25	Highway 17 side/Park West/Awendaw	2
26	Rest of Coleman side/Belle hall/Anna Knapp/ city side	Zone Only
27	Daniel Island	2
28	Goose Creek – Redbank side	Zone Only
29	Goose Creek – 176 side	5
30	Wescott/Ladson-Dor Rd side	5
31	Ladson/Summerville – Dor Rd side	5
32	Summerville – i-26 side	5
33	Moncks Corner	5



YCC Phone Numbers:

DISPATCH: (843) 577-6565

ERNIE CROSBY: (843) 577-2036

FRONT OFFICE: (843) 722-2222

CUSTOMER CONNECT: (843) 400-4466

