

**Cab Gab
by Abe Mittleman**

No Training Is The Reason

Doesn't it make sense that when workers in an industry are given unfamiliar equipment to work with that they should go through a period of intense training before they are given the go ahead to work with this equipment on their own? Few would argue that this is not the case in all businesses. Well almost all, few know about the policies of the TLC!

Of course there are many intelligent drivers in our industry. We all know also that there are many in our industry who are not the brightest people on earth. For those driving a taxi was simple. But now even the bright people in our industry are having trouble adapting to the workings of the "Service Enhancements" equipment. The bright ones will figure it out a little sooner. The not so bright ones may or may not ever figure it out. Many drivers will get fed up and quit.

But, the thing that is most

disturbing is that the TLC went ahead with this project with no plan to train the drivers. It is this lack of training has lead to drivers losing income.

Case in point: A driver we know just reported to us on his second day of working with the service enhancements. He told us that three times he has lost toll money because he could not figure out how to include the toll in the fare. This despite a hand guide that seemed to explain it. He followed the directions as he thought they read but still was unsuccessful in collecting the toll. This driver also reported that he was not paid for a fare because he didn't understand that once you close the payment option by pressing "Done" you could no longer go back and take a credit card payment. His passenger left without paying.

We know this driver to be honest. He will accept this loss and chalk it up to experience. He will eventually learn his mistakes and before long cease to make them. But this is one of 40,000 drivers.

This is one of the bright ones. What about those who are not capable of learning from these mistakes? These are the drivers that feel “Once Bitten Twice Shy” about letting this continue. But we don’t blame the drivers for the way they are reacting. The TLC should have trained these drivers on what to do and not to do.

But we know the TLC better. They will never admit they used poor judgement. They will never admit it was their inadequate policy that created the present situation that has led them to be “Big Brother” and “Crackdown” on the violators. This campaign of enforcement that has been initiated by the TLC is nothing more than a cover up of the TLC’s inefficiency to properly train drivers in use of the equipment that has been forced upon them.