

DIAL-A-CAB HOUSE CELEBRATES ITS OFFICIAL OPENING

by Sandie Goodwin and Bob Fisher

Chairman of DAC, Brian Rice, together with members of the Board and staff welcomed guests to the new home of Dial-a-Cab in East Road, N1. Drivers on the circuit were also given the opportunity to visit the new headquarters and see the call centre in operation for themselves. This building has been bought by DAC and fitted out to the design requirements of the circuit.

On the uppermost floor, Brian Rice has his office, together with Board members. The whole building is decorated in light airy colours making for a great working environment, including the Board Room. The IT department occupies a floor of its own and has the heart of the circuit housed there. Since the beginnings of DAC, technology has been changing constantly and the IT Department today is able to design all the necessary programmes and software required to run the circuit. Everything backs up and doubles up; two different telephone systems are used so that if one goes down the other automatically takes over. Repairs to computers and terminals can also be undertaken in the IT Department.

The Call Centre is double the size of the old centre and a constant digital display rolls round to tell those answering the calls how many calls have

been taken, how many are waiting and how long callers have been waiting. Any member of the Board is able to access all this important information at any given time so they are able to track any problems that occur. Although at the time of our visit it was the Friday evening rush hour an air of calm presided over the call centre. The new, more spacious surroundings must be a better working environment for those taking the calls. On the ground floor of Dial-a-Cab House, the glass fronted reception welcomes visitors to the building. Behind the Reception area is a large open plan office where the staff are busy ensuring the smooth running of the business.

Brian and his team are to be congratulated on the new home of Dial-a-Cab. Visitors to the opening included Lord Jamie Borwick, members of staff from other radio circuits, taxi trade proprietors and garage owners, taxi trade press and of course Dial-a-Cab customers. On the day Dial-a-Cab also announced that it has joined forces with Carbon Footprint Ltd to alleviate the Company's impact on the environment. Brian Rice said "This is both an exciting & responsible programme for Dial-a-Cab. From now on each journey undertaken by Dial-a-Cab will be Carbon Footprint Free - the carbon dioxide emissions made will be offset to zero".

Brian Rice added that carbon offsetting is only part of the story: "We believe that climate change will only be tackled if each and every one of us also reduces our impact. That is why Dial-a-cab is also reviewing all its operations - including our taxis & offices - and will implement new carbon saving technologies & practices that will reduce our carbon footprint to a bare minimum."

Carbon Footprint's Managing Director, John Buckley said: "As a Carbon Footprint – Approved company, Dial-a-Cab is taking a responsible lead - they provide a real choice for customers looking to travel by taxi but without the high impact on the environment."



Call Centre



Brian Rice with Pat Graves, a DAC driver and John Sheen, a ComCab taxi driver who is Beadle to The Worshipful Company of Hackney Carriage Drivers



Lord Jamie Borwick with Brian Rice