

COMFORTDELGRO TAXI TO LAUNCH **NEW “COMFORTRIDE” SERVICE**

7 May 2019 – ComfortDelGro Taxi will soon pilot a new booking service to cater to growing passenger demand.

Called ComfortRIDE, the new service will be available on the existing ComfortDelGro Taxi Booking App. It will bring together the 12,000 taxis currently in the ComfortDelGro fleet and possibly some private hire vehicles depending on demand for the service, especially during peak hours. The extra pool of vehicles will help ease the supply crunch, particularly during rainy days or when the demand outstrips supply.

Pilot testing for the new service will begin on 15 May 2019 and will be limited to a small group of passengers initially. Depending on the response, it may be extended to more passengers at a later date.

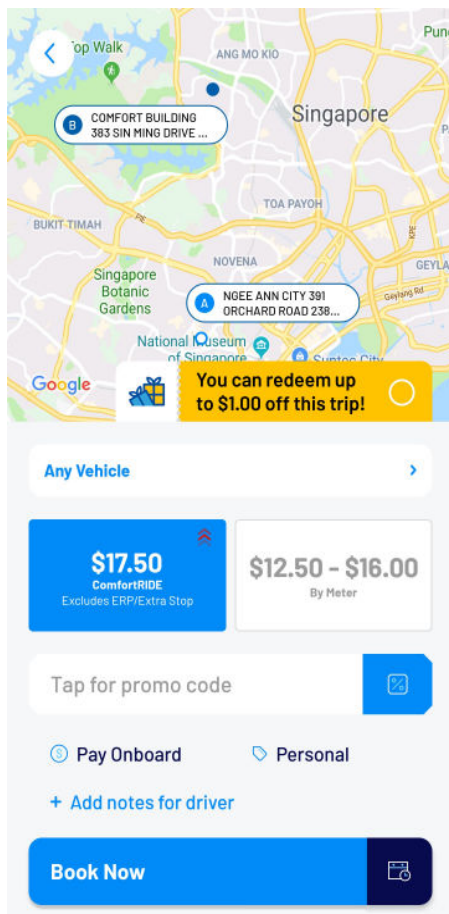
ComfortRIDE, which will only be applicable for current bookings, will see fares adjust according to market demand and supply. Peak demand fares will, however, be monitored and any surges, will be limited and not exponential. The fares will conversely be lower during off peak.

More importantly, the traditional metered taxi option will continue to be made available to passengers alongside the new service.

This means that ComfortDelGro Taxi passengers who use the App will be able to choose between the traditional metered taxi option, or the new ComfortRIDE option which will despatch either a taxi or possibly a private hire vehicle in the future, depending on which is closer. The traditional fare option will be a metered rate while the new ComfortRIDE option will be a fixed rate depending on demand at the point in time.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi said: “Our volume of booking jobs for 2018 has increased by 7.4% and is still experiencing an uptick in the first four months of 2019. The aim of ComfortRIDE is to meet the demand especially during peak hours. With more taxis on the roads during peak hours, commuters will be confirmed a vehicle faster and their waiting time will be reduced. This will create demand, so our cabbies can look forward to better earning opportunities and less empty cruising.”

ComfortDelGro Cabby Tan Soon Huat, 60, said: “I believe this is a win-win situation as it means less waiting time for passengers eventually, and more jobs for ComfortDelGro cabbies.”



ComfortRIDE will be available on 15 May 2019 to a small group of passengers.

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of close to 43,300 buses, taxis and rental vehicles. Headquartered in Singapore, the Group also has operations in China, the United Kingdom, Ireland, Australia, Vietnam and Malaysia. In Singapore, ComfortDelGro operates about 12,000 taxis.