

AMEY'S TAXI - Compliments January 2019 – December 2019

January 5, 2019: Customer wanted to say that the driver was kind considerate and very helpful. He had a wonderful ride with her.

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January 11, 2019: Driver was very helpful, helped with groceries and everything. Customer had nothing but good things to say.

January 25, 2019: Customer called to reserve a taxi and was pleased that the taxi was waiting and the drive was pleasant. He wanted the driver and Amey's to know "Great Job!".

January 28, 2019: Customer said he was very helpful and a super nice guy. He helped her from the cab and she could not have made it without his help. He as apparently training someone and she said he was doing a great job explaining things to the new driver.

January 31, 2019: Customer said that his ride was enjoyable. His driver was both polite & helpful. He also added that he had a good conversation in transit.

February 4, 2019: Our customer would like us to know that both her drivers were amazingly helpful and very kind to her. Went above their job titles. We are lucky to have both of these drivers working for us.

February 8, 2019: Customer said the driver put a big effort into getting the customer where he needed to go. Customer says it was great service, he's a great guy and was good talking with him.

February 19, 2019: Customer called in to say that the driver was very helpful getting her friend into the cab when she was having trouble getting over a snowbank. Very impressed at the service.

February 21, 2019: Customer stated she had the best service she has ever had and she has been taking taxis for 20 years.

February 28, 2019: Driver helped with customers groceries, she said he was polite and very helpful.

March 1, 2019: Customer said driver was very helpful with her sister (who needed assistance). Customer said he was polite and she enjoyed the trip.

March 2, 2019: Customer said he's had this particular driver on a few occasions, and said he's always so pleasant and great to chat with. Says he feels safe with his driving and he'd be thrilled if this driver always picked him up, he says he gives great customer service.

March 2, 2019: Customer stated that when she was picked up at the funeral home, the driver got out of the car and greeted her and opened the door for her. She said he did the same when he dropped her off at home. Customer said he was very polite and she knew that he was a new driver and wanted to make sure he was recognized for his good efforts.

March 4, 2019: Awesome person:

March 7, 2019: Customer was beyond delighted that the driver remembered her name and had the courtesy to open the door for her when she came out for her cab. Very happy with his service and courtesy!

March 16, 2019: Customer called in to let us know how much she appreciated the help that the driver gave her and her neighbor after picking them up at Loblaws and taking them home. She said that she has never had such a helpful driver and they use Amey's all the time. He was the best!

March 16, 2019: Customer called to say their driver was a great guy! Great conversation! Hasn't had a cab ride like that in a very long time! Had a great time!

March 18, 2019: Customer is 91 and was delighted that the driver got out of his cab at the origin and destination point to help her in and out of the cab! He is the only one that has done this for her and she greatly appreciates it!

March 20, 2019: Customer said his driver was "one of the most amazing drivers he has ever had". He made sure the customers 4-year-old brother got out of the car safely, as well as having a good conversation with the group. He was very happy with the service.

March 23, 2019: Customer called in to say that he received the best customer service he has ever had.

March 29, 2019: Driver was very helpful, woman said he carried her groceries to her apartment & he made sure she made it up the stairs safely, as she'd recently had an injury that made stairs difficult. Wanted to say thanks for great service.

March 31, 2019: Customer calling in to say that two drivers helped him out a bunch when he lost his wallet – One found it and the other recognized customer from Facebook and called him to let him know that his wallet was found! Customer was beyond appreciative with these drivers! :D

April 3, 2019: Customer was very happy with the ride, she said her driver was one of the best drivers she has ever had. Nothing but good things to say.

April 3, 2019: Customer called in to say that her driver was very pleasant, best driver she has taken so far.

April 15, 2019: Customer called in to say that her driver was such a great driver, he even helped him to his home. Very pleased with the service.

April 28, 2019: Customer called to say our driver picked her up from work sick, and she said he was very helpful and gracious. He was very kind to her and she wanted to let us know as it is important to hear the good comments more so than the bad ones.

May 13, 2019: Customer wanted us to know she had a wonderful ride and that her driver was one of the best ones she has had!

May 16, 2019: Staff member at Canadian Tire Gas Bar (KSC), seemed in distress and thought he was having a heart attack. Driver took the staff to KGH emergency, went back to Gas Bar to collect his belonging and take back to him at KGH. Driver waited with staff member to make sure everything was okay at the hospital. He went back to the Gas Bar to help them write incident report. Paul Barker

(manager) at the Gas Bar was very thankful and impressed by the driver and wanted to make sure that Amey's was aware and also give him credit for being so good to his staff.

May 28, 2019: Customer was very pleased with the driver's customer service, she said he went above & beyond what was required. He opened her door, helped carry groceries right to her door, remembered where she lived, and was very polite. Customer had nothing but kind words to say about the driver.

June 5, 2019: Customer said driver is a very good driver, she was having an emotional issue and the driver was very warm, thoughtful, courteous and a lovely human being.

June 6, 2019: Customer wanted to say the driver was amazing and felt he deserved to be appreciated for a job well done. Helpful, kind, great guy. Says it was one of her best rides with Amey's yet.

June 7, 2019: Customer was very pleased with tom's service. He was polite and helped the customer with his walker.

July 4, 2019: Customer called in to let us know about the wonderful driver she had this morning. She said she works for the city and was very impressed with him, he was helpful and talkative and happy. She said he deserves a raise and to be recognized for his good service.

July 4, 2019: Customer travels to visit her husband 4-5 times a week due to the fact his health is deteriorating. She says if it wasn't for Amey's staff and drivers, generosity and kindness she would not be able to have the huge advantage to spend time with him.

July 9, 2019: Customer called in to say the driver was a lovely woman and it was a great experience.

July 10, 2019: Customer called to say the driver was awesome. He offered to help her in and out of the car as she had broken something. She also said they had a great conversation too and that he was just too sweet!

July 11, 2019: Customer was not feeling well and doubled over on the bench when she called for her taxi. The driver helped her into the car as well as out of the car. She is not sure why her credit card or debit card didn't work but the driver told her not worry about it. Customer called in today to pay her fare and leave a tip, she wanted to make sure the driver got a pat on the back for being such a terrific person and helping her out when she was not feeling well.

July 18, 2019: Customer called in to say that she had seen something out of the ordinary by an Amey's driver. She said that the driver parked at City Hall to walk his customer to the park so that she had a steady hand to lean on. She was very impressed.

July 20, 2019: Customer called to say she was happy with both of her driver today, that they went over and beyond their duties.

July 21, 2019: Customer called to commend the driver and the car. She said he was very helpful and she mentioned that the car was immaculate. She was so impressed that she said she hopes to get this van all the time. She wanted management to know that all of our cars could learn something from this driver.

July 27, 2019: A staff member took a taxi from Frontenac Mall to their home, the driver had no clue who he was and he didn't tell him until the end of the ride. He was well dressed and very polite. He also drove well. Says this guy has his act together and some others could learn a few things from him.

August 3, 2019: Customer called to say the driver was gracious, friendly, pleasant & when the customer wanted to tip \$5 to driver, the driver didn't want to take the tip, but the customer insisted, as she was so pleased with the service. Thanks for great service!

August 4, 2019: Customer wanted to make sure the driver was given kudos. He was friendly, a good driver & she had a most enjoyable ride with him. She takes Amey's taxis regularly & said he stood out from the rest. She wanted to let us know how happy she was to have him as her driver. Great job! Customer gives you the highest ratings for customer service.

August 4, 2019: Customer wanted to thank the drivers that did the drive home service for one of the patrons at the 560 Legion. He said the drivers were both great. Customer was intoxicated & both drivers were very professional, helpful, polite & service was quick. He also wanted to thank the call taker & the dispatcher, for being so helpful, in what was a bit of a stressful situation.

August 5, 2019: Stated driver was very polite and kind. Was one of the best rides they have ever had. Just wanted to say thank you for the great service.

August 6, 2019: Customer wanted to compliment the driver for the very pleasant ride from KGH to Gananoque. Very nice driver!

August 10, 2019: Customer wanted to give the driver a great review. He was polite, friendly & she was very happy with the service. Thanks for making her ride enjoyable.

August 13, 2019: Customer says driver is the most helpful and pleasant driver he has had in months. He said he has had her one other time as well and she was just as pleasant.

August 17, 2019: Customer stated that the driver was polite and had a wonderful experience. Wanted management to know how great he was!

August 21, 2019: Customer took a cab to Napanee and wanted to compliment the driver for being very pleasant and professional. Awesome ride!

August 22, 2019: Judy was very grateful to staff member for driving her cane over to her house during her break. She called back a few times to express her gratitude.

August 25, 2019: Customer wanted to thank the driver he had earlier today. Said the driver was so helpful & was a very nice guy. Says he wishes all his drivers were as great as this one.

August 28, 2019: Customer are our regulars and both are blind and usually require assistance and they called this morning wanting to let us know how much they appreciated all of our drivers help and how kind and understanding all the drivers are with the two of them.

September 1, 2019: Tonight, there was a call from the KPD. They gave dispatch a description of a driver that was involved in a hit and run at Sir John A and Princess St. After multiple calls from them and messages to the drivers about the incident, we had 3 different calls in the immediate area. The 1st two ended up being no shows and the 3rd was at Food Basics Princess. Each call was suspicious as all 3 were going to the Seven Oakes Motel. When I dispatched the Basic's call to Car 42, I reminded him to check my messages about the description given to us by KPD. I was on the phone with KPD dispatch waiting while he was on route. There was a cruiser there when 42 arrived. After the man got in the taxi, they got him out and arrested him.

September 1, 2019: Customer called in to say thank-you to both of the drivers that picked up and dropped off her husband today! Both drivers were very helpful with the wheelchair and both drivers were wonderful! She's very happy with the service they received today.

September 6, 2019: Customer was very impressed by the driver's customer service. The driver took a call for a blind lady, he helped her with the door & her seat belt. Customer felt he had to call in & tell us about how the driver took care of this particular customer.

September 16, 2019: Customer wanted to compliment and thank the driver who drove her during the time of the fatal stabbing. She would like her number passed onto him so she can thank him personally.

September 16, 2019: Customer called shortly after he was dropped off at his destination and was upset that he forgot to tip the driver. He said that he had such a great conversation with the driver and that they were laughing the whole time and genuinely forgot. He originally called as he wanted the driver to come back so he could give him a tip. The driver told me to relay that it was fine as he was on his way home for the night and that he had enjoyed the conversation as well. The customer then said well since he can't return, to at least make sure management knew that he had a really good driver and enjoyed the service.

September 22, 2019: Customer called in to say that her driver was the most polite and helpful driver she has ever had. He helped her in and out of the vehicle and made sure to open the door for her. He was absolutely wonderful. She is a regular customer and appreciated the kindness he showed her.

September 23, 2019: Customer said her driver was delightful. Said she was friendly, upbeat, easy to chat with & was everything you could hope for in a taxi driver. Thanks for great service.

September 23, 2019: Customer just wanted us to know that he had a wonderful experience with his driver. He was pleasant and respectful and gave the driver the best ride he has had.

September 23, 2019: Customer called in to let us know that her driver was one of the best and nicest drivers she has ever had. Excellent service!

September 26, 2019: Driver brought back a drink he did not even know he had left in the car. Customer says this is why he always chooses Amey's. Such a great company! Just wanted to let us know what great drivers we have.

September 26, 2019: Customer called in to let us know that the driver she had was very nice and very helpful and she wanted to thank the driver for a wonderful ride.

October 1, 2019: Customer was very impressed by the driver's customer service. She said he was very polite & helpful. Customer was more than happy with having this driver as her driver.

October 13, 2019: Driver was the only access van driver on from 7:30am until 1:40pm. She was all over town picking up access customers, some waiting as long as 85 minutes. She was very calm and polite during all her trips and exchanges with dispatch and I greatly appreciate all the effort she put in driving our access customers. Today was busy being a holiday and not enough access support on the road. She handled everything very well and should be commended for her excellent work.

October 21, 2019: Customer called in to say he saw a driver being very helpful with two customers who had walkers. He opened the doors of the taxi and helped them both in! The man was very impressed with the driver.

October 28, 2019: Staff noticed a little after 8pm that the driver was walking through the parking lot to find his taxi. As he walked to the back, they saw him stop a few times to pick up trash that was in the parking lot and thought it was worth mentioning.

November 9, 2019: Customer called to say the driver is “The Bomb”. He was very happy with his service.

November 19, 2019: Customer said driver is fabulous, ride was great, and wanted to pass it along.

November 23, 2019: Customer wanted to thank the driver for being so patient & considerate. The man is disabled & the driver waited & watched until the man got into his house, before pulling away. Says very few drivers do this & he greatly appreciated that the driver made sure he got into house safely.

November 30, 2019: Customer had forgotten her cell in the taxi, said she had the loveliest driver, she said he was the sweetest man. Wanted to say thanks for bringing her phone back to her, and that she enjoyed having a driver who was so nice to talk to, and that he was very helpful.

December 1, 2019: Customer called to thank driver for being so patient & helpful. He was great and she was very happy with the service.

December 8, 2019: A man called to let us know that he witnessed the driver of car 47 stop and help 2 elderly ladies on Country Club Dr. They appeared to be lost and couldn't locate their car. He stopped and let them in the car and proceeded to drive around the various parking lots to help find it. He located the car and helped them get in and even waited for them to leave before returning to duty. The man was elated that the driver went out of his way to help them and never asked for any type of payment. A genuine good samaritan.

December 12, 2019: Customer thought the driver did an outstanding job driving him around. He also added that the driver represented the company well & thought the company in general provided excellent service.

December 19, 2019: Customer had nothing but nice things to say about her driver. She said “he was the kindest most helpful driver she has ever had”. He helped her in & out of the car & helped her carry some items.

December 21, 2019: We had a call to pick up a 10-year-old girl on and I asked the phone help to take it off of auto dispatch. I then sent this driver as I know she is good with children and there would be no issues. The father called back afterwards and asked me to compliment her as he went for the ride as he doesn't quite trust a stranger with his kids. He said she was a great driver and he was extremely happy that she was the driver to pick them up. He also said that he wants to ask for her anytime that he needs to move his children around in a taxi.