ERM User Manual

04 Priority of Jobs and Vehicle Movement?

REMEMBER Core Areas change at regular areas. Always check your core areas for updates. Read below to familiarise yourself with the changes.

UPDATED Monday 15 June 13:52 by @steve.baltzois

1. **With the ease of coranvirus restrictions the "Opportunties Nearby vehicle movement" is no longer to be followed.** At the completion of dropping off the CCRP and doing the normal checks at drop off, chauffeurs are to drive as per the policy **of 04 Priority of Jobs and Vehicle Movement as listed below in the 4 points**

    1. VIP Jobs
    2. HotSpots (coloured ares)
    3. On Screen Events (click to see required timing)
    4. Core Areas

UPDATED Thursday 4 April 17:48 by @steve.baltzois

1. **Due to the coranvirus outbreak the 10 minute way after a CCRP has been dropped is no longer in place. It has been cancelled.** At the completion of dropping off the CCRP and doing the normal checks at drop off, chauffeurs are to drive as per the policy **of** 04 Priority of Jobs and Vehicle Movement **. As a reminder tht priority of jobs are (for more information click on the link)**

    1. VIP Jobs
    2. HotSpots (coloured ares)
    3. Core Areas
    4. On Screen Events (click to see required timing)
    5. Opportunities nearby.

Also remember that Iconic Chauffeur Vehicles are constantly moving to and from Core Area. Suburbs mentioned in the Core Areas do not just refer to that specific suburb, but the surround areas as well. Chauffeurs are to proceed to the Core Area Suburbs and pass through surrounding areas if EMPTY.

Colored Busy Spots - take priority - over core areas when on empty. Travel to the closest Colored Busy Spot if shown on map.

1. Chauffeurs will be advised by the events team at the start of their location where to proceed to. In the event that the events team do not inform you, you are to follow the core areas per time zone. If a job is sent taking you out of your core area, complete the job and then proceed to the suggested movement areas of the timezone.

2. Chauffeurs are to focus on suggested Core Area Suburbs and move throughout the surrounding suburbs to and from core areas. Remember that this is a suggested core area if unsure. following process.

PLEASE NOTE, if you see a COLORED BUSY AREA on the PREMUM MAP, in a particular area and you are EMPTY, you must go to the COLORED BUSY AREA as quickly and safely and legally as possible.

Movement and Priority to the COLORED BUSY AREA are as follows ...

1. **VIP =** take priority over all other jobs - must be offline 45-60 minutes before pick up time.
2. **RED =** 1st priorty

3. **CRIMSON** =2nd priority
4. **ORANGE =** 3rd priority

5. **YELLOW** yellow **=** 4th priority

6. **LIGHT YELLOW** light yellow **=** 5th priority

At times you may also see the map with the color codes and a price surcharge mark. For example 1.3x or 2.4. The company policy with this is to still travel to the closest busiest area that is colored.

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The Core Areas are suggested suburbs and its surrounding area.

Proceed to your the core area based on the Core Area Time Zone.

If you receive a job that takes you out of a core location, then at the completion of the job, recall the appropriate timezone and proceed to one of the surrounding core areas..

If you receive a job in that core area, after you drop off, then at the completion of the job, recall the appropriate timezone and proceed to one of the surrounding core areas...

If your drop off takes you to another core area, then at the completion of the job, recall the appropriate timezone and proceed to one of the surrounding core areas

Apart from the Core Areas, Events and Busy Locations.

When empty, you should always reduce the map slowly and check for areas know as **Events** or **Busy Locations**.

1. Events are areas that may or may not be produced by Iconic where a high expectation of chauffeur service is required. If you see an Event on your Map, click to read the event time and navigate to it if empty.

And there is the High Demand Area or Busy Areas

If you see this Screen where it states "**Opportunity nearby**" press it to see the location. Then press **Let's Go** to navigate to the location.
When you are navigating to an area classified as **Opportunity nearby** and reach it. Wait near the

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location for approximately 10 minutes. If no job is allocated to you, proceed to the Core Areas.

Questions and Answers:

1. David Phillip | 11-Jun-2020 04:01 |
   Question: If I am en route to core area as per policy and "Opportunities nearby" option appears on my Uber App what is procedure?
   a. answered by @steve.baltzois 15-Jun-2020 14:21
      a. With the ease of coronavirus restrictions, the Opportunities nearby feature of the Job App is once again no longer part of our vehicle priority movement.

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2. David Phillip | 10-Jun-2020 04:25 |
   Question: Whilst empty and en route to a core area the "Opportunities nearby" option appears on my Uber App. Do I immediately proceed to this area regardless of my current location?
   a. answered by @steve.baltzois 15-Jun-2020 13:41
      a. with the coronavirus restrictions easing, the "Opportunities nearby" are once again not to be followed. Changes to the FAQ has been made.

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3. **David Phillip | 12-Apr-2020 08:07 |**
   In regard of "on screen events" and "opportunities nearby" is it correct that chauffuers will only proceed to these areas if advised so by the events team, otherwise always follow the priority of jobs and vehicle movement policy as stated in this Faq?
   1. **Answered by @steve.baltzois | 13-Apr-2020 00:18 |**
      1. That is only for opportunities nearby. On screen events, if you are empty then you should proceed to the events area. Remember that Iconic Productions is an event and entertainment company so some of these events are listed there because we may have contracted work from the event.

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4. **David Phillip | 20-Mar-2020 08:04 |**
   I have arrived in a "coloured area" but am still empty. How long do I remain in this coloured area if no jobs are coming through?
   1. **Answered by @greg.paff | 20-Mar-2020 18:20 |**
      1. when you are the coloured areas you keep driving to the centre of the busy coloured areas. If a job has not been allocated it means we are waiting for the job to come through to us. You do not stop in a coloured area you keep driving inside the coloured area until a job is sent to you or the coloured area disappears.

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5. **David Phillip | 04-Oct-2019 11:43 |**
   Question when it says "recall the appropriate timezone and proceed to one of the surrounding core areas" am i correct to say that the appropraite timezone always refers to the current time as at completion of respective job?
   1. **ANSWERED by @steve.baltzois:**
      = Yes. The timezone is based on the actual time the vehicle is empty, regardless of whether you finished a job or finished your break or started your shift.

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6. ***David Phillip | 05-Oct-2019 10:41 |***
   i am empty and am travelling to a "colourer area" however whilst i am enroute the coloured area disappears and returns to normal. To I cease my trip and immediately proceed to next nearest "coloured area" and/or core are.
   1. **ANSWERED by @steve.baltzois:**
      = Yes. If that occurs you follow the order of vehicle movement.

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Attached files:

Unique solution ID: #1090
Author: Matthew Walker
Last update: 15-Jun-2020 05:56

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