



## Oh no! You can't believe you slept in!

Arriving at the gate thirty minutes early, plus forty minutes to get through security, not to mention the twenty minutes in line waiting to check baggage... leaves you with not much time to get to the airport. You won't have a job tomorrow if you don't make this meeting in New York! But 'that's ok' you tell yourself; cut that morning shower a little short, skip that second cup of coffee, and you should still be just fine. After hurriedly packing, and grabbing a bagel for the drive, you breathe a sigh of relief as you descend the stairs to your garage roughly eighty-seven seconds ahead of schedule.

### COULD THIS HONESTLY BE HAPPENING?

Your sigh of relief quickly turns into a gasp of horror as you see your car tilted, almost imperceptibly, towards the driver's side. That pit in your stomach sinks a little further as you see your front rim resting ever so snugly against the pavement. You thought you heard something as you drove through that construction zone yesterday. And what a week to have lent your spare to your neighbour!

Determined not to panic, you grab your phone and cycle through your phone book until you spot your favorite taxi company. You place your call, and slowly feel your optimism fade as you recall the many times in recent memory that you've waited up to an hour for your ride to arrive. But, before you even have a chance to finish that thought, you hear a cheerful honk outside your front door. Can that really be your taxi already? How is that possible?

"Well," your driver Nick explains, "we just got this new GPS dispatch system installed". With conventional radio dispatch, a fare is sent out by the central office over the radio for any driver to accept. Whether or not the taxi closest to your location accepts the trip is almost entirely based on luck. This element of chance is eliminated with GPS dispatch. Each car is fitted with a GPS receiver that can relay accurate real-time positions to the central office. Once an address is entered into the system, the closest available taxi can be determined and tasked with that trip. So, when it was determined that Nick was literally around the corner when your call came in, he was more than happy to swing by and grab you! As the car heads toward the freeway and you lie back in your seat, you allow your heart to stop racing for the first time this morning.

### TOO BAD ABOUT THAT SIX CAR PILE-UP AHEAD. (TODAY IS JUST NOT YOUR DAY!)

About a half-mile from the on-ramp to the freeway, you hear a beep and see a message flash across Nick's dash display. Before you even have a chance to read it, Nick suddenly slows down and makes a U-turn at the upcoming intersection. The words questioning the



sudden change of course don't even have a chance to get out of your mouth before Nick explains one of the other major advantages of their new GPS dispatch system. Apparently, his coworker Lorraine was unlucky enough to get caught in the traffic snarl that immediately followed that nasty accident. However, once she contacted central dispatch and reported the accident, they were able to use her GPS derived position and flag that route; the message that scrolled across Nick's screen was the automatically determined suggested alternate.

You can't believe it when you arrive at your gate with a few minutes to spare! There is even some time to peruse the nearby shop before you board. Upon spotting the cover, you immediately grab a magazine that advertises a review of the latest GPS automobile navigation systems. After your experience this morning, you know what your next purchase is going to be... (after a new tire).

*This article is not merely a glimpse into a hypothetical future. Taxi companies all over the world have already begun to incorporate GPS dispatch systems into their businesses, all with great success.*