

Surviving COVID-19:

Cabbies Turned To Deliveries

Extraordinary times call for extraordinary measures.

Ever since the COVID-19 pandemic hit Singapore's shores, it has been a challenging time across all in the transport industry, and even more so for our cabbies.

When the Government eased point-to-point regulations to allow cabbies to participate in delivery service trials until end-September, ComfortDelGro Taxi started working with its partners to offer alternative job options, including food and grocery deliveries.

Most of these cabbies have had to do deliveries for the first time, with this being a whole new experience for them. Despite that, they have remained resilient.

Cabby Evelyn Lam, 61, ComfortDelGro LimoCab driver of seven years has not encountered a situation as challenging as the COVID-19 pandemic. Her typical day as a limousine cabby involves waking up at 4am to ply the roads for fare and serving her corporate clients, before calling it a day at 9pm.

But this routine was rudely disrupted by the coronavirus outbreak. Now, she has to double up as a foodpanda "deliveryman" from 11am to 2pm daily.

The dedicated mother of four said: "I will continue to work as long as I am able to, to lessen the burden on my children. They are everything to me. I tell myself so long as I change my mindset, I will be able to take on this new job."

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Another cabby who has had to make changes to his routine is Cabby Muhamad Azhar Bin Kamarudin, a ComfortDelGro cabby who is currently providing delivery services for both Cedele as well as our new delivery service platform – ComfortDelivery.

During the fasting month in May, Cabby Muhamad Azhar would usually shorten his shift but this Ramadan, Cabby Muhamad Azhar put in extra hours. Although he was fasting, he continued to deliver sweet delights such as Cedele's popular cakes to customers in need of a treat. In fact, he did so for eight hours straight daily, without taking a break, before heading home to break fast with his family.

Doing delivery jobs has been surprisingly enjoyable so far. The adrenaline keeps me going. And with delivery jobs, I am guaranteed a daily income to provide for my family.

Muhamad Azhar Bin Kamarudin



The fasting month may be over already, but Cabby Muhamad continues to spend more than eight hours doing deliveries.

He said: "Doing delivery jobs has been surprisingly enjoyable so far. The adrenaline keeps me going. And with delivery jobs, I am guaranteed a daily income to provide for my family."

Another cabby surprised by the delivery experience is Cabby Toh Kian Seng, a ComfortDelGro cabby of over 25 years. Cabby Toh had never thought that he would, one day, be delivering fried chicken. But ever since the pandemic started, he began delivering for KFC daily between 11am and 2pm.

Toh Kian Seng



Armed with a KFC-branded insulator bag, Cabby Toh ensures that this comfort food reaches hungry customers piping hot! On his experience, the optimistic 57-year-old said: "Delivering food is unlike driving a taxi but it is interesting as I have not done anything like this before. KFC gave me proper contactless delivery training before I started and I am constantly learning on my job. In a way, I'm doing a good service to provide food so that people can stay at home. It is a way for me to fight the virus."

For Cabby Teo Kim Yew, old habits die hard.

The cabby of 20 years has also learnt to adapt to the situation, although one thing remains unchanged - his preference to work the evening shift.

As a night shift driver, the 58-year-old is so used to ferrying passengers till about 11pm daily that even after COVID-19, he continued to drive at night. But, instead of ferrying passengers, he now delivers pizzas for Pizza Hut from 5pm to 11pm.

Though it is work that took him a while to get used to, he has done so faithfully no matter rain or shine. He said: "It took me some time to get used to delivering food but after I set my heart and mind to it, it got easier. There are plenty of orders during dinner, and it has helped me tide through the circuit breaker."

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Last but not least, Cabby Jade Cho, 46, too heads out while it is still dark for work at 6am daily.

The mother of three spends about 10 hours a day providing food delivery services for ComfortDelivery.

In between delivery jobs, Cabby Cho spends her time plying the roads for fare, before calling it a day and heading home to take care of her kids. When ComfortDelivery was expanded to include medication deliveries, Cabby Cho also underwent the relevant training to handle these deliveries.

Having completed numerous food deliveries, she has become very familiar with the ComfortDelivery App and the contactless delivery process.



Said Cabby Cho: "I never thought that one day I would be providing delivery services. But with the COVID-19 pandemic, I decided to step out of my comfort zone and do so. After doing a few deliveries, I realised I could handle them. Delivery is tiring but at least, it is supplementing my income."

While delivering food and medication is no easy task, our cabbies have shown that they are tougher still. For that, we salute them!