

# 13CABS

DRIVER AND OPERATOR NEWSLETTER

March 2013



**Tips on Trips**  
+

## 2013 ATIA Conference in Adelaide

Find out why 13CABS  
Operators should attend

+

## Tiger Team Tales

The statistics are in! See the  
difference Tiger Team is making



**PLUS: General News, Training, Car Sales, VTD News, Hot Spots and More!**

# From the COO

Throughout January and February Tiger Team continued to improve safety for our Drivers and safety awareness for your passengers. This month we give you statistics showing just how much Tiger Team has helped Drivers since the October 2012 launch.

Recently the Road Safety Amendment (Operator Onus) Bill 2012 was passed in both the Legislative Assembly and the Legislative Council. We have included a summarisation of how the Bill will affect

Cab Operators and Drivers. Please take the time to familiarise yourself with the changes so you'll save yourself time and money in the long run.

Keep reading for more information on the Road Safety Act, Tiger Team updates and more!

**Stuart Overell**

COO 13CABS

Black Cabs Combined Pty Ltd

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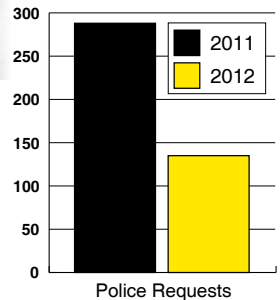
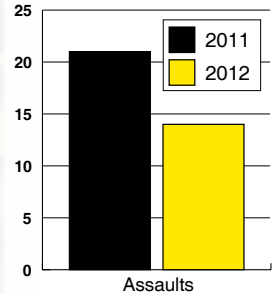
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**To advertise** your business in the 13CABS Driver and Operator Newsletter call Simon Purssey, Marketing and Client Services Manager on **9277 3427**

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**Between 31 October and 31 December**



## Tiger Team Tales

The success of Tiger Team in 2012 to promote and provide safety in cabs can best be reflected by the statistics they have produced.

In 2011 between 17 October and 31 December there were 21 assaulted 13CABS Drivers. After Tiger Team's deployment during the same period in 2012 there was a **33% drop in assaults against 13CABS Drivers**.

During the same period the 13CABS Contact Centre requested police assistance for Drivers for 288 incidents in 2011. In 2012 the amount of **police requests for this period decreased by 53%**.

The **Tiger Team attended 134 incidents** during this period. They helped many Drivers and passengers reach mutually acceptable resolutions before situations escalated to the point of requiring police assistance.

When Cab Drivers are assaulted Tiger Team often arrives at the scene faster than emergency services. Tiger Team provides first aid, comfort and protection against further attacks until emergency services arrive.

Tiger Team has had a positive impact on the wellbeing and safety of 13CABS Drivers. 13CABS is proud to continue providing Tiger Team support in 2013.

Have you had an encounter with the Tiger Team? We'd love to hear about it! Send an email to [tigerteam.feedback@13cabs.com.au](mailto:tigerteam.feedback@13cabs.com.au)

**For further information call Greg Hardeman, Fleet Services Manager on 9277 3450**

# News

## Appropriate Behaviour While Driving

You may have seen in the news recently a young female passenger was allegedly sexually harassed by her Cab Driver in the middle of the night.

It is alleged the Driver stopped the cab a few streets away from the passenger's intended destination then propositioned her for sex in the dark side street. The Driver continued to harass the passenger despite her repeated refusal of the Driver's sexual propositions. Eventually the passenger had no other option but to flee the vehicle for her safety.

This Driver's actions were completely unacceptable and above all else illegal. The Driver was immediately suspended from driving with 13CABS and is currently

being investigated by the Victorian Police Sexual Crimes Squad.

Always remember your passengers rely on you to conduct yourself with the utmost professionalism and integrity while transporting them. When you are driving female passengers there are no acceptable circumstances in which to make sexual advances or sexual conversation of any kind. You should treat them as you would expect your daughter, your mother or your sister to be treated in the same situation.

If at any point a passenger indicates that your behaviour is making them uncomfortable then you must stop that behaviour immediately and reconsider your approach in future circumstances.

Stay Sun Smart  
with 13CABS



Caps **\$7**



Hands Free  
Sunscreen Lotion **\$6.50**

**Check out some of our other products:**

- Double Meter Book **\$5.50**
- Melways **\$38**
- Shirt **\$20**
- Coin Dispenser **\$8**

First Aid Training Kit  
Deal for March only



First Aid Kit  
1/2 Price! **\$7.50**

**Or get the bundle with**

First Aid Kit

Vomit kit

Vomit bags x 6

**\$10**



# 2013 ATIA Conference

The Australian Taxi Industry Association is inviting all Operators and their partners to attend the 2013 Australian Taxi Conference. This year's conference will be held at the stunning Adelaide Conference Centre on the scenic bank of River Torrens.

The conference includes first class trade, technology and new vehicle displays.

High profile keynote speakers from around Australia, including 13CABS COO Stuart Overell, will give presentations. These presentations address national cab industry innovations and the latest advice on business improvements within the cab industry.

It's not all business though! The conference has a vibrant social calendar so attendees can take time out to relax. Social events will include a rock 'n' roll themed evening, a picnic day at the Barossa Valley's Chateau Tanunda and the annual conference formal dinner.

A unique 3 day entertainment program for partners attending the conference is offered in addition to the social events. The program includes a day trip to the historical town of Hahndorf, located in the Adelaide Hills.

Don't miss your opportunity to catch up on the latest national innovations in the cab industry.

**When:** 28 April to 2 May 2013

**Where:** The Adelaide Convention Centre

**Book online:**

[www.atia.com.au/conferences/national-conferences](http://www.atia.com.au/conferences/national-conferences)

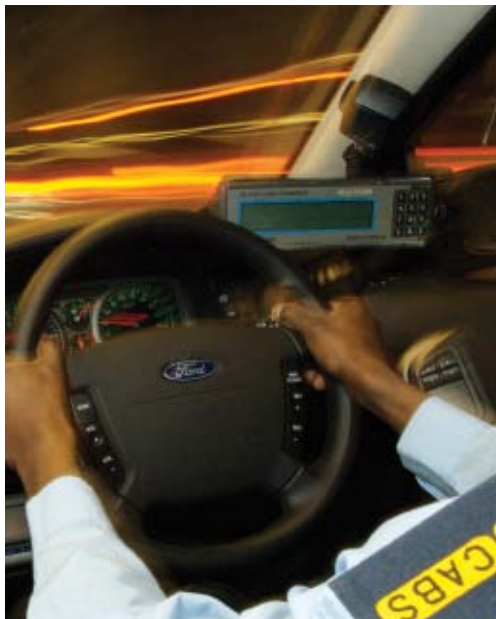
**For further information call Greg Hardeman,  
Fleet Services Manager on 9277 3450**

## Off-Meter Bookings

Feedback received regarding late night trips show many Drivers charging passengers a flat rate without turning the meter on. This frequently occurs during hails in the City or inner suburbs. Often these flat rates are considerably more than the passenger usually pays.

Failing to turn your meter on for fares breaches **13CABS Codes of Conduct** and in some cases the bailment agreement with your Operator.

Drivers found doing off-meter bookings may find themselves reported to the VTD and having their cab driving accreditation questioned.



## Soilage Fees

The regulations that Cab Drivers work under *Transport (Taxi-Cabs) Regulations 2005* and the Schedule of Hiring rates do not mention any charges when somebody soils or vomits in a cab.

13CABS believes Drivers are entitled to reimbursement for a maximum \$50 per hour that the cab will be off the road for cleaning. For 13CABS to defend a Driver charging reimbursement the cab must not work for a reasonable period of time after the incident occurred.

Recently feedback was received that a \$200 cleaning fee was charged. We found

the cab accepting another booking 15 minutes after the incident had occurred. This sort of charging is not condoned. In this case the Driver was encouraged to refund the charge.

To ensure people don't vomit in your Cab watch for the signs. It is generally clear when someone is going to vomit and most Drivers are able to pull over so that the passenger can get out of the cab.

*Spill kits with 6 complimentary sick bags are available for purchase at all 13CABS offices for only \$5.*

**For further information call Karen Downie, Driver Services Manager on 9277 3715**

# Training Dates

	Oakleigh	Preston
DC Courses	Every Monday at 9am	Every Monday at 9am
Advance Training Days	Every second Tuesday at 9am From 12/03/13	Every second Tuesday at 9am From 05/03/13
PIN Sessions	Every Tuesday at 6pm	Not Available
Driver Inductions	Every Friday at 9am	Every Friday at 9am

You must book for all classes and costs apply.

WATS Course information is available at Oakleigh and Preston.

**For further information or to book your place call Oakleigh on 9277 3700  
or Preston on 9480 0377**



## A Guide to South Wharf Promenade

When taking passengers to South Wharf Promenade it is often helpful to ask them where they will be going when they get there. This will help you to suggest the most convenient drop off point for your passengers.

Take your passengers to Convention Centre Place (A) near the Hilton South Wharf Hotel, if they are going to:

- |                     |                        |                  |
|---------------------|------------------------|------------------|
| ① Showtime          | ⑤ Akachochin           | ⑩ Bohemian       |
| ② Meat Market       | ⑥ The Bridge           | ⑪ The Common Man |
| ③ Shed 5            | ⑧ Melbourne Public     |                  |
| ④ The Sharing House | ⑨ Citizen Cafe and Bar |                  |

Take your passengers to Clarendon Street (B) near the Melbourne Convention and Exhibition Centre, if they are going to:

- ⑦ The Boatbuilders Yard

# 2011 Toyota Camry Hybrid Sedan

Luxury Model with LPG Conversion



## \$32,490

or only \$183.99 per week!

- **Luxury Model**
- Full Leather, Full Electrics
- Built 09/2011, 18,415kms
- Taxi Yellow, **Hybrid / LPG**
- ABS, Cruise Control, Alloy Wheels
- Reverse Camera
- Dual & Side Airbags
- Bluetooth & Phone Connectivity
- Fully Fitted, Taxi RWC
- Balance of New Car Warranty
- 2 Year 200,000km LPG Warranty

# 2011 Ford Falcon FG XT Eco Lpi Sedan



## \$30,990

or only \$175.83 per week!

- Taxi Yellow
- Dedicated LPG, Taxi Fit-out
- Built 09/2011, 500kms
- 16" Alloy Wheels, ABS
- Dual, Front, Head & Side Airbags
- Bluetooth, USB Connectivity
- Brake Assist, Cruise Control
- Balance of New Car Warranty
- Detailed and in Immaculate Condition

Also Available

**Ford Falcon FG G6E Sedan Eco Lpi for \$41,990 or \$217.72 a week**  
and the **Ford Falcon FG G6 Sedan Eco Lpi for \$31,490 or \$169.15 a week**

**Sales:** Matt O'Connor 9921 0280 or 0409 608 063

**Finance & Insurance:** Shahzad Iqbal 9277 3761 or 0409 506 182

LMCT 10473 Black Cabs Combined Car Sales Pty Ltd

N.B. "New Car Warranty" is equal to the balance up to 100,000 kms

\* T.A.P Finance figures are based on a rate of 11.5% fixed.  
Figures may vary depending on customer's credit rating as well as the age and condition of the vehicle

\* Terms and conditions apply. Fees apply. This information may be regarded as general advice.  
That is, your personal objectives, needs or financial situation were not taken into account when preparing this information. Accordingly, you should consider the appropriateness of any general advice we have given you, having regard to your own objectives, financial situation and needs before acting on it.  
Where the information relates to a particular financial product, you should obtain and consider the relevant product disclosure statement before making any decisions to purchase that financial product.  
Black Cabs Combined Pty Ltd ABN 80 007 321 682 \*New Car Warranty depends on km's and age.

## 13CABS

Black Cabs 



35 Downing Street Oakleigh VIC 3166



# Client Services



Please keep these tips in mind when driving to ensure 13CABS maintains its position as Melbourne's leading cab company:

- present yourself in a professional manner from the moment your passengers first see you by ensuring you are in the correct uniform and that your cab is clean inside and out
- reward passengers who take the time to call 13CABS by prioritising dispatcher bookings over hail bookings - you'll receive the extra \$2 booking fee for your efforts!
- WATS Drivers remember that you cannot ask passengers for a lifting fee if they do not have an M31 card - you may suggest that your passengers apply for an M31 card through their doctor if they will be travelling in cabs regularly
- offering your passengers a business card at the end of each trip will encourage them to call 13CABS next time they need a cab – this is especially important with passengers who have hailed you
- remember to ask your passengers if they would like a receipt at the end of each trip

**For further information call Paul Allardice in Transport Solutions on 0448 396 723**

## Did you know...

that **13CABS Operators** with a Shell Go Card will only pay 60.89 cents per litre or less in March 2013?



**BECOME A**  
**SHELL GO GAS**  
**CARD HOLDER**  
**and save...**



- ✓ save on LPG costs at the pump price
- ✓ improve your cash flow with an interest free period of up to 4 weeks
- ✓ no missing receipts or the need to reimburse purchases at the end of each shift
- ✓ an optional single account each 4 weeks, showing your car number and an option to have odometer readings at time of filling, also cards can have a PIN for added security.

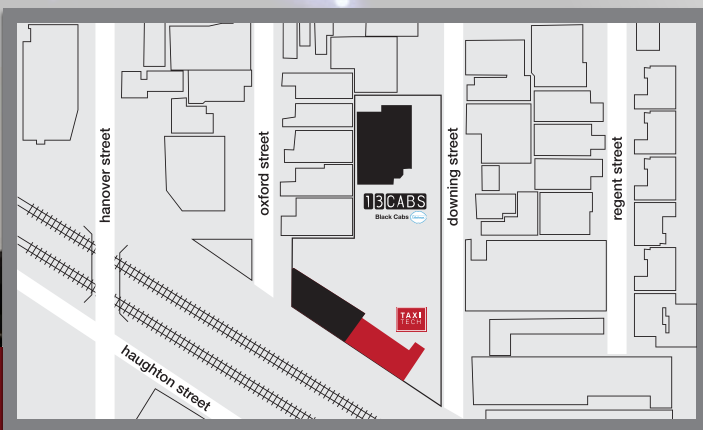
Call Shahzad Iqbal on **9277 3761** to start saving your time and your money.  
**PRICE CHECK HOTLINE** - Call **9277 3737** for the monthly Shell Gas price

driving our  
community



# TAXI TECH

**your complete taxi maintenance,  
servicing and vehicle fit-out solution!**



For further information  
and bookings call  
Matt O'Connor  
on 9921 0280

## Oakleigh

35 Downing Street, Oakleigh

**Open Monday to Saturday – 8.30am-4.30pm**

# Services

- fit-outs
- changeovers
- MTData equipment installations
- equipment programming
- taxi roadworthy certificates
- deinstallations
- safety screen installations
- approved Verifeye
- camera installers

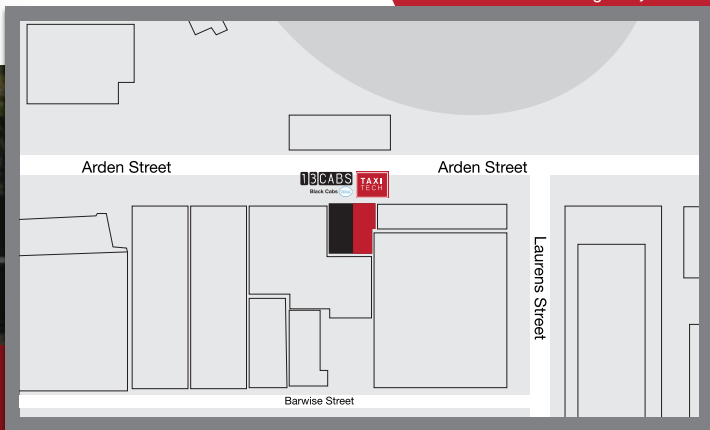
# Mechanical\*

- brakes
- minor / major services
- batteries
- fluid changes
- wiper replacements
- globe replacements
- filters
- transmission servicing
- all mechanical repairs

# Tyres\*

- brand new tyres
- fitting
- wheel balancing
- wheel alignment

\*Oakleigh only services



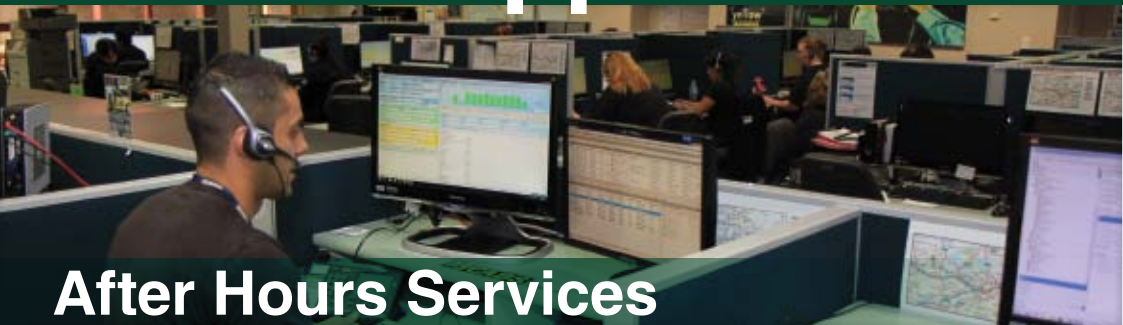
For further information  
and bookings call  
Tim Wallace  
on 9329 8558

# North Melbourne

199 Arden Street, North Melbourne

Open Monday to Friday – 8am-6pm & Saturday – 8am-12pm

# Driver Support



## After Hours Services

If your driver's licence or Driver's Certificate (DC) has been renewed with VicRoads, the Victorian Taxi Directorate or both remember you are also required update it in person at 13CABS.

We understand that it's not always possible to get to a 13CABS office between 9am-5pm and it is because of this that our Driver Support Operators are equipped to deal with certain requests after hours.

Driver Support Operators can assist after hours with:

- DC updates
- driver's licence updates
- contact information updates

These after hour services are available only at Oakleigh. Driver Support Operators may be reached by pressing the intercom at the car park entrance to our main building.

**For further information call Susan Shaw, Contact Centre Manager on 9277 3720**

## VTD News

### Amber Light Timing at Melbourne Airport

There have been a number of recent stories in the media about incorrect settings on red light cameras at Melbourne Airport which have resulted in a substantial number of fines being issued inappropriately.

It is likely this will have affected a number of Drivers, so if you want to check, go to the on-line government portal.

(<http://online.fines.vic.gov.au/fines/>)

There you can download a full list of obligation numbers (fines) relating to the affected camera sites which have been designated for withdrawal or refund.

**For further information contact the Victorian Taxi Directorate on 1800 638 802**

Extracted from the VTD eNews – to stay up to date with VTD releases subscribe to their eNews at [www.taxi.vic.gov.au/about-us/subscribe-for-news](http://www.taxi.vic.gov.au/about-us/subscribe-for-news)

# Hot Spots

## **1 Grand Mercure Apartments Docklands**

**2-4 Marmion Place Docklands**

**Off Aquitania Way**

**9641 7500**

**Melway Reference 2E E3**

Grand Mercure Apartments Docklands is a hidden treasure located within walking distance of Etihad Stadium, Crown Casino, Queen Vic Market and the CBD. In addition to these major attractions guests can enjoy a wide range of nearby shopping, leisure and dining opportunities all located within the Docklands.



## **1 Crown Metropal**

**8 Whiteman Street Southbank**

**Corner of Clarendon Street**

**9292 8888**

**Melway Reference 1C J6**

## **2 Crown Towers Hotel**

**8 Whiteman Street Southbank**

**Corner and entrance Queensbridge Street**

**9292 6868**

**Melway Reference 1D M3**

## **3 Crown Promenade Hotel**

**8 Whiteman Street Southbank**

**Corner of Queensbridge Street**

**9292 6688**

**Melway Reference 1D L5**

The Crown Casino and Entertainment Complex houses 3 towering hotels and each hotel specialises in a unique client base. All hotels have a range of stunning views including the breathtaking Melbourne skyline and easy access to the facilities offered by Crown Casino and Entertainment Complex.



# Staff Profile



**Chinthaka Perera**

**What is your role at 13CABS?**

Taxi Tech Radio Technician.

**How long have you worked at 13CABS?**

Around 5 years. I started at Taxi Tech North Melbourne and came to work at Taxi Tech Oakleigh when it opened.

**What do you enjoy most about your job?**

I have been working with electrical equipment since 1982 so I enjoy using my experience to help Taxi Drivers quickly as their time is very precious.

**What do you like to do in your spare time?**

I like watching cricket, electronic hobbies and travelling around Australia with my family when I have the time.

**What is your favourite movie?**

I prefer to watch documentaries over movies.

**What is your favourite book?**

I spend a lot of time working on electronic hobbies so I don't have much time to read.

**If you could have dinner with any celebrity who would it be?**

David Attenborough.

# Driver Profile



**Kamaljeet Bath**

**How long have you driven cabs?**

3 or 4 months.

**What do you enjoy most about your job?**

Meeting and talking with people from all different walks of life. The customer service aspect is something that I enjoy a lot and travelling all over Melbourne.

**What do you like to do in your spare time?**

Reading scientific journals and magazines on science.

**What is your favourite movie?**

I like watching movies but don't have a favourite. I prefer to watch documentaries, especially the BBC ones.

**If you could have dinner with any celebrity who would it be?**

Rihanna.

*If you would like to be featured in the 13CABS Driver and Operator Newsletter call Amy King on 9277 3765*

# Rachin's Riddle

Four cabs arrive at the intersection of King St and Lonsdale St where they find that the traffic lights aren't working. All cabs arrived from a different direction and the Drivers don't know who arrived first. They all go through the intersection at the same time but they don't crash or break any traffic laws.

**Q. How is this possible?**

The first correct answer sent to [riddle.master@13cabs.com.au](mailto:riddle.master@13cabs.com.au) wins 2 movie tickets!

**Congratulations to Steven Lane who won 2 movie tickets for his answer to Rachin's January Riddle.**

**The Answer to January's Riddle: Nowhere.**

The last dollar is only "missing" because the riddle states "each man paid \$9 for the room" then adds the bellboy's tip. Each man paid \$9 which includes the \$2 the bellboy has taken totalling \$27. The remaining \$3 was given back and accounts for the \$30.



## What's On

March

### Formula One Rolex Australian Grand Prix

14-17 March



Since 1996 Melbourne has had the honour of hosting the Australian Grand Prix at the Melbourne Grand Prix Circuit in Albert Park. The 4 days of motor racing events culminate in the first race in the FIA Formula One World Championship.

This year the Tiger Team will be attending selected cab ranks at the Grand Prix to promote cab safety.

### Melbourne International Flower & Garden Show

20-24 March

The MIFGS attracts gardeners, landscapers, and botany enthusiasts from around the world to the Carlton Gardens & Royal Exhibition Building each year. Showcasing the best floral and landscape talents in Australia the MIFGS is the largest horticultural event in the Southern Hemisphere.

### Good Friday Appeal

29 March



The Good Friday Appeal supports the Royal Children's Hospital and in its 82 years has raised over \$245 million. The money raised goes towards funding new medical equipment, research and scholarships vital to treating children with illnesses and injuries. The Kids Big Day Out is held on the Etihad Stadium concourse and is a highlight of the day.

### Suzuki Night Market

**Extended Season Every Wednesday until 27 March**



Held at the iconic Queen Victoria Market site, the Suzuki Night Market has over 200 stall holders and showcases some of Melbourne's finest artisans. The Suzuki Night Market stall holders produce locally made clothing, jewellery, prints, a variety of cultural goods and a wide range of international food.



# Can't wait for the next Driver and Operator Newsletter?

Then go to:



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**@13CABS**



Like us on Facebook  
**facebook.com/13CABS**



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date in the *latest* news at 13CABS

**13CABS.com.au • info@13CABS.com.au**

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