

# 13CABS

DRIVER AND OPERATOR NEWSLETTER

July 2013

## Victorian Taxi Industry Inquiry Reforms



**13CABS Supports Royal Children's  
Hospital Good Friday Appeal**



## TIGER TEAM

**ASIAL Special Security  
Project Award Winner**

**PLUS: General News, Driver Services, Training, TSC News, Hot Spots and More!**

# From the COO

The Victorian Government has responded to the Taxi Industry Inquiry and we have compiled a list of the main changes relevant to 13CABS Drivers and Operators. If you want to find out more on the reforms, the full document can be found at [www.taxi.vic.gov.au/taxi-reform](http://www.taxi.vic.gov.au/taxi-reform)

Last month the Tiger Team received its first award at the Australian Security Industry Awards for Excellence. The awards are run by the Australia's largest security industry association so it is a huge honour just to be considered.

On behalf of 13CABS, I would like to thank everyone who has been involved with or supported Tiger Team. 13CABS is proud of the increase in safety that Tiger Team has achieved. I look forward to seeing the

ongoing benefits throughout the rest of this year.

The 13CABS 1923 Yellow Cab may not roar like a Tiger Team car but it too has been busy over the past few months. The vintage cab accompanied the 13CABS Cabettes at the Good Friday Appeal to raise gold coin donations for the Royal Children's Hospital. It also spent ANZAC Day driving Veterans in the annual ANZAC Day March.

Keep reading for more information on Taxi Industry Inquiry reforms, Tiger Team, the ASIAL Awards for Excellence and more.

**Stuart Overell**

Chief Operating Officer 13CABS

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**Oakleigh** Head Office  
35 Downing Street  
Oakleigh VIC 3166  
☎ 9277 3700  
📠 9277 3800

**Preston** Northern Office  
1A Bell Street  
Preston VIC 3072  
☎ 9480 0377  
📠 9480 2151

**North Melbourne** City Office  
Level 1, 199 Arden Street  
North Melbourne VIC 3051  
☎ 9329 6377  
📠 9326 4429

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

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## Tiger Team Brings Home ASIAL Special Security Project Award



On Thursday 2 May 13CABS staff attended the 2013 Australian Security Industry Awards for Excellence at the Park Hyatt Hotel in Melbourne. The awards are organised by the Australian Security Industry Association Limited to recognise outstanding achievements in the security industry.



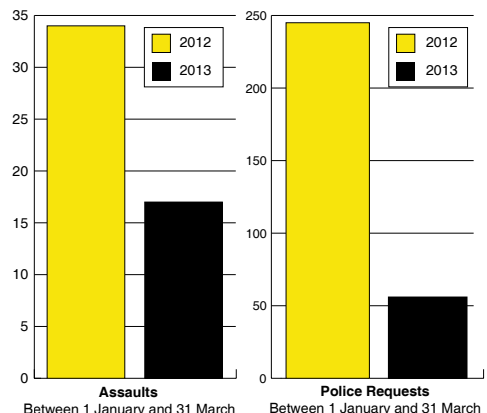
13CABS was honoured to accept the prestigious Special Security Project Award for Tiger Team. Accepting on behalf of 13CABS was Fleet Services Manager and Tiger Team Project Manager, Greg Hardeman.



The award recognises the hard work Tiger Team has contributed to increasing Driver safety and security.

Winning the Special Security Project Award for Excellence is a significant step towards further securing Tiger Team's place in the taxi and security industries.

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



## Victorian Taxi Industry Inquiry Reforms

On 28 May 2013 the Victorian Government announced their response to the Taxi Industry Inquiry.

The Taxi Services Commission will be taking over from the Victorian Taxi Directorate on 1 July 2013. They will be responsible for implementing the industry reforms that are expected to take up to 3 years for full implementation.

### **Taxi Licences**

From 1 July 2014 the Taxi Services Commission will issue new licences at a \$22,000 set annual fee. The number of licences released will depend on the needs of the industry when they are released.

### **Operator Requirements**

Operators will be referred to as Permit Holders and will no longer be required to undergo formal training or courses. Potential Permit Holders will need to provide proof of identity and pass a national police check. Current Operators will automatically be issued with permits to operate taxis.

### **Mandatory Knowledge Exam**

All Taxi Drivers in Metropolitan and Urban zones will be required to sit a knowledge exam before they are allowed to operate a taxi. New Drivers will not need formal training prior to sitting the exam.

The knowledge exam will test:

- driving skills
- knowledge of roads, landmarks and routes
- customer service
- English and numeracy
- safety awareness

Drivers who have held their taxi licence for less than five years at the time of the exam implementation will also be required to sit and pass the exam.

### **Bailment Agreements**

Current Bailment Agreements will be replaced by new Driver Agreements. These Driver Agreements will be required to:

- ensure that Drivers are paid no less than 55% of total fare takings (total fare takings being what remain after lifting fees and relevant surcharges are paid to the Driver)
- allow Drivers to have four weeks of unpaid leave if they have worked regularly with the same Operator for 12 months
- include the circumstances in which a Driver or Operator may end the Agreement

### **Fare Changes – Peak Times**

Fares will be lowered during off peak times and increased during peak times, such as Friday and Saturday nights. Exact times and amounts have not yet been confirmed. Fare Changes – High Occupancy Vehicles Tariff 3 will be removed and HOV bookings will incur a set surcharge of between \$10 and \$15.

## **EFTPOS Service Fees**

Processing fees for EFTPOS transactions will be lowered from 10% to 5%.

## **Authorised Taxis Organisations**

Mandatory affiliation with Authorised Taxi Organisations (previously known as Network Service Providers) will no longer be required.

However, Operators who choose to work without independently will be required to:

- have customer complaint procedures in place
- clearly display a business name and phone number on the inside and outside of their vehicles
- ensure their vehicle systems adhere to regulation GPS tracking, safety monitoring and emergency response capabilities
- ensure their vehicles have mandatory security cameras and duress alarm facilities installed and in working order



## **Wheelchair Accessible Taxis**

A Central Booking Service will be created for the Metropolitan zone to take and dispatch Wheelchair Accessible Taxi bookings. All WAT vehicles will be required to affiliate with and accept bookings from the Central Booking Service.

WAT Operators will be allowed to affiliate with another Authorised Taxi Organisation on the provision that bookings from the Central Booking Service are given priority. New Standards for Taximeters All taximeters will be required to:

- include all fare components, such as tolls and airport parking fees
- have a voice system capable of announcing the fare and its components to customers
- connect in real time with the Taxi Services Commission to relay pickup, destination and fare information

## **Advertising**

All taxis will be permitted to have advertising on both the outside and inside of the vehicle. The size, placement and subject matter of advertisements will be regulated by the Taxi Services Commission.

## **Deregulation of “Taxi Yellow” in Urban, Regional and Country Zones**

Urban, Regional and Country zones will no longer have to use the regulation “taxi yellow” colour on their taxis. Metropolitan taxis will be required to remain yellow.

## **Insurance**

Operators will now be required to maintain third party property insurance. Any excess incurred will now be the responsibility of the Operator unless it can be proven the Taxi Driver was intentionally negligent.

**For further information contact the Victorian Taxi Association on 9676 2635 or visit [www.victaxi.com.au](http://www.victaxi.com.au)**



## ANZAC Day - Lest We Forget



The ANZAC Day March gives Melburnians a chance to honour the fine military men and women who have served Australia.

For over a decade Simon Purssey has driven the 1923 Chicago Yellow Cab alongside the marching soldiers and their relatives. The antique cab gives less mobile Veterans a ride and allows them to still participate in the ANZAC Day March.

**For further information call Simon Purssey, Marketing and Client Services Manager on 9277 3427**

## 13CABS Supports Royal Children's Hospital Good Friday Appeal

This year 13CABS proudly supported the Royal Children's Hospital Good Friday Appeal for the 17th consecutive year.

13CABS pledged \$1 to the appeal for every cab booked on Good Friday. This year's pledge reached an outstanding \$17,000.

The Kids Big Day Out is a highlight of every Good Friday Appeal. The 13CABS Cabettes promoted additional gold coin donations by inflating helium balloons and running lucky dips. Accompanying the Cabettes at the Kid's Big Day Out was the 13CABS vintage 1923 Chicago built Yellow Cab. Kids of all ages were invited to have their photograph taken in the striking orange antique car.

The 2013 Good Friday Appeal raised nearly \$16.5m to help treat children with serious illnesses and injuries.

**For further information call Simon Purssey, Marketing and Client Services Manager on 9277 3427**



# TAXI TECH

## Your complete taxi maintenance, servicing and vehicle fit-out solution

### 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

### Services

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

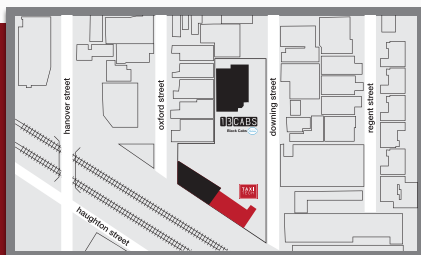
\*Oakleigh only services

## Oakleigh

35 Downing Street, Oakleigh

Open Monday to Saturday – 8.30am-4.30pm

For further information and bookings call 9921 0280

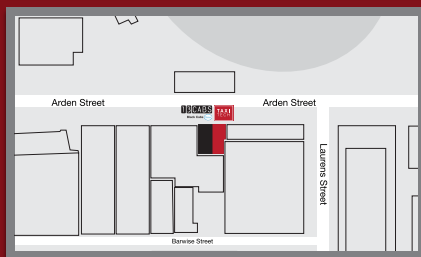


## North Melbourne

199 Arden Street, North Melbourne

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

For further information and bookings call 9329 8558



## Mobile Phone Use in Cabs

We receive a large amount of feedback from passengers and other motorists regarding 13CABS Drivers using their mobile phones illegally while driving.

If you use your mobile phone in an irresponsible manner while driving it is not just your life you put at risk but also the lives of your passengers, surrounding motorists and bystanders.

The law on mobile phone use as shown on the VicRoads website states:

“Using a mobile phone while driving is prohibited, except to make or receive a phone call or to use its audio/music functions provided the phone:

- is secured in a commercially designed holder fixed to the vehicle, or
- can be operated by the driver without touching any part of the phone, and is not resting on any part of the driver's body”

It's not just lives at risk but your livelihood as well. If you are caught by the police or VTD illegally using a mobile phone you risk being fined \$282 and losing 3 demerit points.

Even if you are using your mobile phone legally, it is not good customer service to do so with customers in your cab.

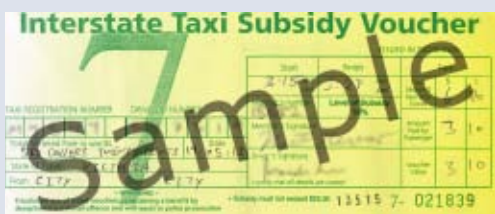
Your customers are paying you for their journey and deserve your attention. They don't want to spend the time they are paying for listening to your personal phone calls.

Your focus should be on the safety and satisfaction of your passengers from the moment you pick them up until they leave your cab. You cannot provide great customer service if you are talking, texting or playing games on your mobile phone while driving.

## Helpful Hint: Interstate Taxi Subsidy Vouchers

If a passenger presents you with an Interstate Taxi Subsidy Voucher you can accept it on the condition that the state it is issued in is **not** Victoria. The state of issue can be found above the fare fields in the top right hand corner of the voucher.

If the voucher says issued in Victoria, you cannot accept it. Passengers with vouchers issued in Victoria need to pay the full fare or produce a Victorian MPTP card.



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



# Training Dates

	Oakleigh	Preston
<b>DC Courses</b>	Every Monday at 9am	Every Monday at 9am
<b>Advance Training Days</b>	Every second Tuesday at 9am From 02/07/13 and Sunday 07/07/13 at 10am	Every second Tuesday at 9am From 09/07/13
<b>PIN Sessions</b>	Every Tuesday at 6pm	Not Available
<b>Driver Inductions</b>	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**

## TSC News

### Compliance Operation on Wheelchair Accessible Taxis (WATs)

The TSC places a high priority on ensuring high customer service and safety standards in WATs. Considerable resources have been allocated to monitor and focus on Drivers and Operators of WATs in Victoria.

The most recent operation in January this year targeted customer service levels and compliance provided by WATs operating in Victoria.

The results of this successful operation included:

- 168 random inspections conducted (over 50 per cent of these were found to be non-compliant)
- eight of 10 WATs audited during a targeted inspection in outer Melbourne were issued with rectification notices. These included breaches for poor cleanliness, seat belt issues, camera issues, overdue vehicle inspections and missing fire extinguishers
- a two day covert operation resulted in eight infringement notices, six rectification notices and one official warning being issued.

The TSC will be continuing to monitor WAT Operators to ensure they meet their regulatory obligations.

**For further information contact the Taxi Services Commission on 1800 638 802**

Extracted from the TSC eNews – to stay up to date with TSC 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)

## 2012 Ford Falcon FG G6E EcoLPi Sedan

**\$39,950**

or only \$246 per week!

- taxi yellow, dedicated LPG, taxi fit-out
- built 08/2012, 14,279kms
- VIN: 6FPAAAJGSWCE88844
- cruise control, reversing camera, ABS
- Bluetooth, iPod connectivity, premium sound system
- dual, front, head & side airbags
- sports steering wheel, full leather trim



**LOW KILOMETRES  
AND NEAR NEW**

## 2012 Ford Falcon FG G6 EcoLPi Sedan

**\$33,750**

or only \$210 per week!

- taxi yellow, dedicated LPG, taxi fit-out
- built 06/2012, 19,291 kms
- VIN: 6FPAAAJGSWCK81984
- sports suspension, ABS
- cruise control
- dual, front, head & side airbags
- leather steering wheel
- Bluetooth system, iPod connectivity



## 2011 Ford Falcon FG G6 EcoLPi Sedan

**\$31,490**

or only \$196 per week!

- taxi yellow, dedicated LPG, taxi fit-out
- built 11/2011, 17,540 kms
- VIN: 6FPAAAJGSWBM58043
- sports suspension, ABS
- cruise control
- dual, front, head & side airbags
- leather steering wheel
- Bluetooth system, iPod connectivity



**All with balance of new car warranty!**  
**Have a look at 13CABS Oakleigh and North Melbourne**  
**or CALL NOW!**

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

## 2012 Toyota Camry Hybrid AHV40R

**\$33,490**

**or only \$207 per week!**

- taxi yellow, LPG converted, taxi fit-out
- built 02/2012, 27,671kms
- VIN: 6T1BD3FK40X123606
- 2 year / 200,000 km LPG Warranty



- 16" alloy wheels, ABS
- cruise control, reversing camera
- dual, front, head & side airbags
- Bluetooth, USB connectivity

## 2012 Toyota Camry Hybrid AHV40R

**\$33,490**

**or only \$207 per week!**

- taxi yellow, LPG converted, taxi fit-out
- built 04/2012, 33,646 kms
- VIN: 6T1BD3FK00X124753
- 2 year / 200,000 km LPG Warranty



- 16" alloy wheels, ABS
- cruise control, reversing camera
- dual, front, head & side airbags
- Bluetooth, USB connectivity

## 2013 Toyota HiAce Commuter Bus

**\$75,990**

**or only \$388 per week!**

- taxi yellow, LPG converted, taxi fit-out
- built 02/2013
- VIN: JTFSX22P606135269
- ABS



**BRAND NEW**

- dual airbags
- reversing camera
- professional Tieman fit-out inc hoist & config

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



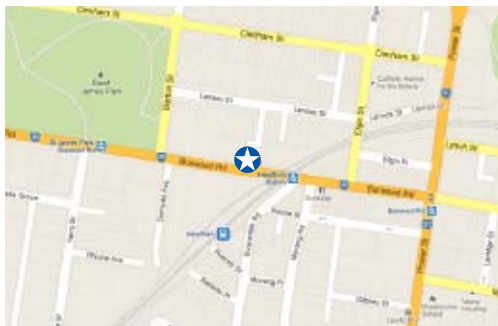
**TAXI  
TECH**

35 Downing Street Oakleigh VIC 3166  
199 Arden Street North Melbourne VIC 3051

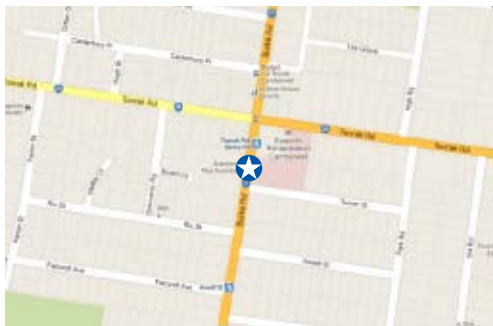
# Client Services



Direct hotlines to book with 13CABS have been installed in the receptions of Epworth Hospitals in Hawthorn and Camberwell.



Epworth Hawthorn  
50 Burwood Road, Hawthorn



Epworth Rehabilitation Camberwell  
888 Toorak Road, Camberwell  
(All pickups via Burke Road entrance)

When picking up from any hospital it is always a good idea to go inside the entrance indicated on your booking to ask the reception desk for your passenger. In most cases passengers you pickup from hospitals are ill or recovering from illness and may not be able to wait outside for you.

13CABS is always happy to lend a hand when Melbourne based film or TV productions need cabs for filming.

Often characters are shown getting in or out of a cab and we prefer passengers, fictional or not, to travel with 13CABS!



Logie award winning TV series House Husbands recently filmed two episodes with 13CABS Drivers Sunny and Danny. Sunny is pictured here with Gary Sweet and Danny was filmed driving Rhys Muldoon's character Mark.

**Have you been filmed in any films or TV shows?  
Have you had a celebrity encounter while driving your cab? We'd love to hear about it! Send an email to [editor@13CABS.com.au](mailto:editor@13CABS.com.au)**



# Driver Support

## Driver Helpdesk

The Driver Helpdesk can be contacted on 9226 7101 for enquiries escalated from the Driver Support Channel. Enquiries may be escalated if:

- they cannot be resolved on the Driver Support Channel
- there are technical difficulties contacting the channel

If for any reason Driver Support Channel Operators are unable to assist you they may ask for your mobile phone number. Once you have provided your mobile phone number the first available Driver Helpdesk Operator will call to discuss your enquiry.

To help Driver Helpdesk Operators assist you promptly ensure you are ready to give:

- your car number
- your DC number
- the nature of your enquiry

The Driver Support Channel and Driver Helpdesk Operators will try to resolve your enquiries. However enquiries are often received that cannot be handled outside of business hours. In these cases Driver Support Channel or Driver Helpdesk Operators will provide you with contact details and contact hours for the appropriate department.

## Account Jobs

The Driver Support Channels and Helpdesk often receive enquiries from Drivers who have forgotten to complete their purple dockets.

Please ensure you complete all details on purple dockets before your passengers sign them. Ensuring the docket is complete at the destination saves you time and money later.

## Parcel Job Tips

Remember these tips when you receive a parcel booking to make your job easier:

- **carefully read all booking instructions before picking up**  
contact the Driver Support Channel if you have any questions
- **confirm the destination on your booking with the person giving you the parcel**  
they are not always the person who placed the booking and communication errors can occur
- **contact the Driver Support Channel if the destination does not match the one shown on your booking**  
Driver Support Channel Operators will contact the person who placed the booking and advise you how to proceed
- **contact the Driver Support Channel if your booking indicates payment will be made at pickup and you're told otherwise at pickup**  
Driver Support Channel Operators will contact the person who placed the booking and confirm you will be paid at the destination before you leave the pickup
- **get the name of the person receiving the parcel and advise the Driver Support Channel**  
this leaves no room for customers to accuse you of fault if the parcel is lost after delivery

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



# Staff Profile



**Peter Vancam**

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

Driver Support Operator and Tiger Team Staff Member.

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

14 months.

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

The people I work with and the challenges within. And Tiger Team of course!

**What is the funniest experience you have had while working at 13CABS?**

Another Driver Support Operator was singing to herself while on hold for a customer. The customer she was on hold for hung up and another call dropped through while she was still singing.

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

Off road driving and bush camping.

**What is your favourite movie?**

The Shawshank Redemption.

**What is your favourite sports team?**

Go the Hawks!!!

**What is your favourite or dream holiday destination?**

Top end Queensland.

**Do you have a favourite place in Melbourne?**

All of Melbourne is a great place.

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

Whoever wants to pay!

# Driver Profile



**Wasim Qureshi**

**How long have you driven cabs?**

I have been driving cabs for the last 14 years.

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

Meeting different people with different cultural backgrounds.

**What is the funniest experience you have had while driving a cab?**

One customer tried to pay me with a New Zealand \$10 note and insisted that it was Australian.

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

Listen to international news and music. Also, I like to play cricket.

**What is your favourite movie?**

Heat.

**What is your favourite book?**

The Audacity of Hope.

**Are there any sports you haven't tried but would like to?**

Golf and tennis would be my first priorities.

**Do you have a favourite place in Melbourne?**

Geelong beach.

**Do you speak any languages, besides English?**

I speak four languages: Punjabi, Urdu, English and Dari.

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

# Hot Spots

## Williamstown

- 1 Atomic Bar, Cafe and Grill**  
183-185 Nelson Place Williamstown  
Melway Reference 56 D 9
- 2 Bettenay's Prince Albert Hotel**  
149 Douglas Parade Williamstown  
Melway Reference 56 B 7
- 3 Customs House Hotel**  
161 Nelson Place Williamstown  
Melway Reference 56 D 9
- 4 Morning Star Hotel**  
3 Electra Street Williamstown  
Melway Reference 56 C 10
- 5 Stag's Head Hotel**  
39 Cecil Street Williamstown  
Melway Reference 56 E 10
- 6 Steam Packet Hotel**  
13 Cole Street Williamstown  
Melway Reference 56 D 9
- 7 Victoria Inn**  
65-67 Douglas Parade Williamstown  
Melway Reference 56 C 8



## What's On

July

### King Kong

15 June - Ongoing Run



Melbourne's exclusive retelling of the classic King Kong story began on 15 June 2013 at the Regent Theatre. A cast of over 40 entertainers will act, sing, dance and perform circus stunts around the story's star – a one tonne, six metre tall silverback gorilla puppet.

### Melbourne International Film Festival

25 July - 11 August



The Melbourne International Film Festival has been held since 1952 making it one of the world's oldest film festivals. This year's festival venues will be the Astor Theatre in St Kilda, Cinema Nova in Carlton, Classic Cinema in Elsternwick and various Palace Cinemas around Melbourne.

# Rachin's Riddle

Two Maxi Taxi Drivers, Dominic and Errol, were picking up from the Flinders Street rank. As the passengers climbed into the cabs Dominic turned to Errol and said, "Do you realise that if one of your passengers jumped into my cab we would have the same number of passengers?"

Errol replied, "Yes, but if one of your passengers jumped into my cab I would have five times as many as you".

**Q. How many passengers are in each cab to begin with?**

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



**Thank you to everyone who participated in May's riddle.**

**The Answer to May's Riddle:** Alex – 21 years Bobby – 15 years Charlie – 7 years

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



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**@13CABS**



Like us on Facebook  
**[facebook.com/13CABS](https://facebook.com/13CABS)**



## Use Facebook and Twitter to keep up to date with the *latest* news at 13CABS

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