

# 13CABS

DRIVER AND OPERATOR NEWSLETTER

Jan - Feb 2014

## 13CABS Supports Wesley Mission Victoria Food for Families



**Loyalty  
Bonus  
is back!**



### Driver Services

- Lost Property
- Fare Refusal



**Lakhwinder Singh  
Honoured by Lord Mayor**  
Honest Cab Driver Receives Award



**PLUS: News, Client Services, Training, TSC News, Hot Spots and More**

# From the COO

The TSC recently announced that the fare review will be moved to March this year to ensure the fare changes are in place by May. This is great news for Drivers and Operators who have worked without an increase in pay since December 2008.

As of Saturday 1 February all non-cash payments incur a maximum surcharge of 5%. It is the responsibility of Drivers and Operators to ensure the EFTPOS terminals are not charging more than 5%. If you are experiencing difficulties with your EFTPOS terminal, please contact one of our TaxiTech workshops as soon as possible.

Great news for 13CABS Operators. The loyalty bonus has been reinstated! You will see your loyalty bonus for last period and this period on your next statement.

On behalf of everyone at 13CABS I'd like to wish all of our Drivers, Operators and your families a safe and prosperous 2014.

**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**

**Please note:** 13CABS does not endorse or accept responsibility for any of the products or services advertised in this newsletter not directly provided by 13CABS or Taxitech.

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For photo requests please email [andrew.morgan@13cabs.com.au](mailto:andrew.morgan@13cabs.com.au)

## 13CABS Donates to Food for Families Appeal 2013

Wesley Mission Victoria Food for Families Appeal collects non-perishable items each year to give disadvantaged families some much needed Christmas cheer.

Businesses all over Melbourne banded together in 2013 to help collect items for families that are less fortunate.

Staff at 13CABS in Oakleigh managed to donate 22 red boxes, the equivalent of 330kg of food. 13CABS also arranged four MAXI Taxis to help alleviate the strain on Wesley Mission Victoria in collecting thousands of boxes from all over Melbourne.

13CABS would like to thank from Wesley Mission Victoria for working tirelessly to help organise the donation collections.

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



Wasim, Tezera and Jack



Paul Allardice and David Brumby

## Surcharge Reduction

As of Saturday 1 February, the non-cash payment surcharge has been reduced to 5%.

It is important for Drivers to keep a watchful eye on the surcharges during this transition period. You will need to immediately alert the Operator of your cab if the EFTPOS terminal is charging more than the maximum 5% surcharge.

It is the responsibility of all Drivers and Operators to ensure the EFTPOS terminals in their cabs are charging the correct surcharge.

EFTPOS terminals found charging more than a 5% surcharge by the TSC may receive costly infringement notices. To avoid an infringement notice, please visit TaxiTech if your EFTPOS terminal is charging an incorrect surcharge.

**For more information call TaxiTech Oakleigh on 9921 0280 or TaxiTech North Melbourne on 9329 8558**

## Cruise Ship Season

The cruise ship season is in full swing and will be for the next few months.

Due to the high demand expected during cruise ship season, the TSC has extended hours for peak service taxis. During the dates on this schedule, peak service cabs may operate from the Station Pier precinct between 7am and 3pm.

This cruise ship arrival schedule outlines the expected demands for cabs at Station Pier.

Ship	Visit Date	Passenger Departure Time	Approximate Number of Cabs Required
Amadea	02/03/14	7.30am	80
Dawn Princess	03/03/14	7.30am	200
Dawn Princess	16/03/14	7.30am	200
Dawn Princess	29/03/14	7.30am	200
Dawn Princess	11/04/14	7.30am	200
Pacific Pearl	18/04/14	8.30am	200
Pacific Pearl	24/04/14	12.30pm	200
Pacific Pearl	29/04/14	8.30am	200
Dawn Princess	06/05/14	8.30am	100

## Eastland Shopping Centre Renovations

Eastland Shopping Centre is currently undergoing major renovations. These renovations are expected to be completed by December 2014. Until then they will affect the usual taxi pickup and drop off points for the shopping centre. The new taxi pickup and drop off points are:

- 1) blue car park, level 2 (ground level): enter through the second entrance on Plaza Centre Way. Passengers will wait at the Peter Jackson entrance.
- 2) red car park, level 1 (underground level): enter opposite Ringwood Police Station on Ringwood Street. Passengers will wait at the Nexra Newsagency entrance.

- 3) Coles promenade, level 2 (ground level): enter from Warrandyte Road. Passengers will be waiting at taxi rank near pedestrian crossing.
- 4) Hoyts cinema entrance, level 3 (upper level): enter from Warrandyte Road and drive up to rooftop level. Passengers will wait at Hoyts cinema entrance.

## Lakhwinder Singh Honoured by Lord Mayor

Long-time 13CABS Driver, Owner and Operator Lakhwinder Singh has been awarded with a Certificate of Commendation for honesty and integrity. Lord Mayor Robert Doyle presented Lakhwinder with the award at the Melbourne Awards late last year.

Lakhwinder received the award for his outstanding honesty after returning \$110,000 in cash that was left in his cab. Despite being at the end of his shift when he was alerted to the passenger's lost bag, Lakhwinder drove back to the passenger's

hotel and returned it to them straight away. The relieved passenger was extremely grateful and even gave Lakhwinder an unexpected reward.



From left: Lord Mayor Robert Doyle, Lakhwinder Singh, Deputy Lord Mayor Susan Riley and Lakhwinder's daughter Manirat.

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



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- ✓ 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.

driving our  
community

## Lost Property

Mobile phones, wallets, sunglasses, bags and keys are just some of the most common items left in cabs. You can help lower the chance a passenger will leave something in your cab. Here are some tips on preventing items being left in your cab:

- always ask your passenger “do you have everything with you?” or remind them “please make sure you have all of your belongings” before they leave your car
- look around the vehicle for any obvious lost items before pulling away from the destination – this way if you do find something you’re still nearby to return it



- always think before leaving “did the passenger put anything in the boot” – items in the boot are often easily forgotten by both passengers and Driver

By taking a few seconds to do this at the end of every fare, you will be offering a great service to your customers. You also won't have to spend your time returning lost items or lodging them at a police station.

## Fare Refusal

We have received a lot of feedback recently regarding Drivers refusing fares after asking where the passenger is going.

Once you stop for a hailed passenger or are approached at a rank, you must take them to their destination. This is regardless of if you feel the fare is short or inconvenient. If you are found by the TSC refusing fares of this nature, you will receive a \$361 infringement notice.

The only times you may refuse a fare are if the passengers are:

- violent
- noisy

- misbehaving
- filthy
- offensive
- in possession of an object that cannot be carried safely within the vehicle
- unable to demonstrate the ability to pay an estimate of the fare

In addition to avoiding infringement notices, you will find you make more money. Taking passengers who are ready to go a short distance will always earn more than waiting with your meter off for another fare.

**For more 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 11/02/13 and The first Sunday of each month	Every second Tuesday at 9am From 04/02/14
<b>PIN Sessions</b>	Every Tuesday at 6pm	<b>Not Available</b>
<b>Driver Inductions</b>	Every Friday at 9am	Every Friday at 9am

You must book for all classes and costs apply.

The WATS Course is available at Oakleigh only.

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

## Driver Support

The Driver Support Channel and Helpdesk Operators are here to help you as much as they are able. Some of the most common things our Operators are able to help you with include:

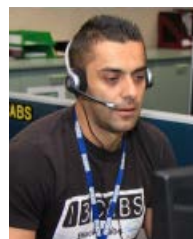
- assisting with queries or concerns regarding your current jobs
- checking and explaining why you did not receive a job
- checking and explaining why you lost your plotted position
- contacting your passenger on your behalf

Often the Driver Support Channel and Helpdesk Operators are asked questions

or to do things that they are not able to answer or to do. In these instances the Operators will either transfer you to or relay your feedback to the appropriate department.

If it is outside of business hours, they will provide you with the contact information for the relevant department and the hours the department will next be open.

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



## 2012 Toyota Camry Hybrid Luxury Sedan

# \$39,500

or only \$243 per week!

- built 02/2012, 9,701kms
- VIN: 6T1BD3FK40X123749
- leather accented interior, satellite navigation
- 2 year / 200,000 km LPG warranty



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

## 2012 Toyota Camry Hybrid Sedan

# \$33,990

or only \$210.57 per week!

- built 07/2012, 26,395km
- VIN: 6T1BD3FK20X125631
- 2 year / 200,000 km LPG warranty
- taxi yellow, LPG converted, taxi fit-out, RWC



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

## Used Cars come to 13CABS

### 09/2009 FG Falcon

- 330,000km
- 6FPAAAJGSW9C69892
- 24 months taxi life



# \$10,800

### 09/2010 FG Falcon

- 176,292km
- 6FPAAAJGSWAP51056
- 36 months taxi life



# \$16,200

**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**



## 2013 Ford Falcon G6E EcoLPi Sedan

**\$39,500**

**or only \$243 per week!**

- built 03/2013, 16,300kms
- VIN: 6FPAAAJGSWDM27844
- dual, front, head & side airbags
- taxi yellow, taxi fit-out

- Bluetooth, iPod connectivity, premium sound system
- leather seat inserts, satellite navigation system
- sports steering wheel, full leather trim
- cruise control, reversing camera, ABS



## 2012 Ford Falcon FG G6 EcoLPi Sedan

**\$33,950**

**or only \$210 per week!**

- built 08/2012, 15,294 kms
- VIN: 6FPAAAJGSWCE88573
- taxi yellow, dedicated LPG, taxi fit-out
- sports suspension, ABS

- cruise control
- dual, front, head & side airbags
- leather steering wheel
- Bluetooth system, iPod connectivity



**TWO TO  
CHOOSE FROM**

## S Oakleigh and see the range

### 07/2011 FG Falcon

- 90,966 km
- 6FPAAAJGSWBS44208
- 46 months taxi life



**\$20,700**

### 03/2009 FG Falcon

- 461,682km
- 6FPAAAJGSW9M38862
- 19 months taxi life

**\$8,100**

**MANY USED  
CARS TO  
CHOOSE  
FROM**

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

# 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

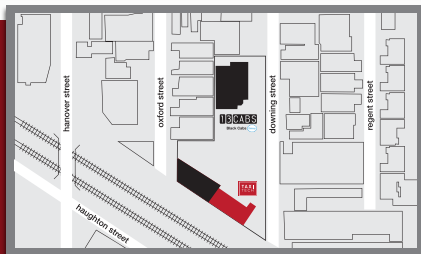
- fit-outs
- changeovers
- MTData equipment installations
- equipment programming
- taxi roadworthy certificates
- deinstallations
- safety screen installations
- approved Verifeye camera installers

\*only available at TaxiTech Oakleigh

## Oakleigh

35 Downing Street, Oakleigh  
Open Monday to Saturday – 8.30am-5pm

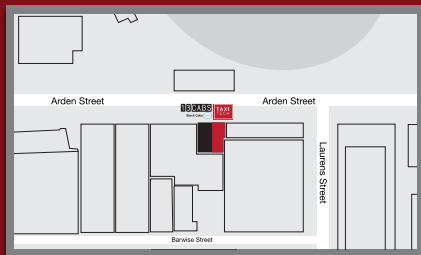
For further information and bookings call **9921 0280**



## North Melbourne

199 Arden Street, North Melbourne  
Open Monday to Friday – 8am-5pm &  
Saturday – 8am-12pm

For further information and bookings call **9329 8558**





The worldwide Tune Hotel chain recently had its debut Australian grand opening right here in Melbourne. The Tune Hotel Melbourne can be located at 609 Swanston Street, Carlton and offers guests a prime city fringe location close to Melbourne Museum, IMAX and the CBD.

Tune Hotel Melbourne's General Manager Nathan Copsey has a long running professional relationship with 13CABS. Because of the great service Mr Copsey has received from

13CABS for his guests in the past, expect to see a lot of bookings from Tune Hotel Melbourne coming soon. Please help us to continue providing Mr Copsey and his guests with great service by ensuring you:

- offer to assist guests with any luggage
- attend at reception to pickup guests
- treat staff and guests with courtesy at all times

**For more information call Fiona Cotte in Client Services on 9277 3711**

## Royal Children's Hospital Good Friday Appeal

13CABS has proudly supported the Royal Children's Hospital Good Friday Appeal for the past 17 years. This year we will continue supporting one of Melbourne's most important charity events and 13CABS will donate \$1 for every cab booked on Good Friday 18 April.

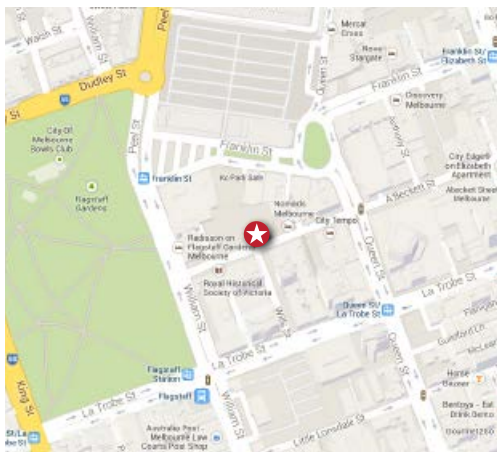
Simon and the 13CABS Cabettes will be at the Melbourne Convention and Exhibition Centre raising additional gold coin donations. With them will be the crowd pleasing 13CABS vintage 1923 Chicago built Yellow Cab and one of the equally impressive Tiger Team cars.



# Hot Spots

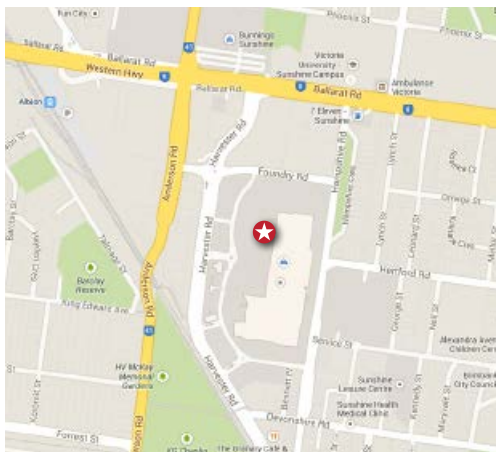
## Pegasus Apart'Hotel

206 A'Beckett Street Melbourne  
Melway Reference 2F B 1



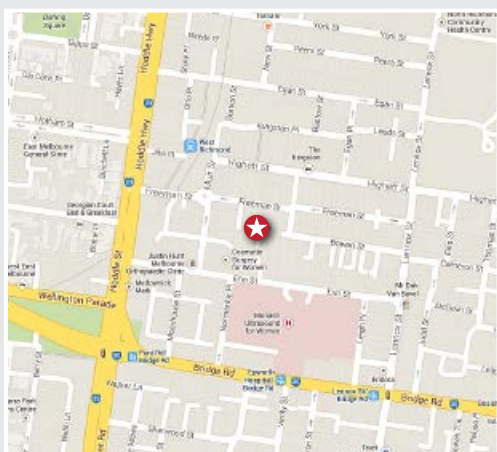
## Sunshine Marketplace

80 Harvester Road Sunshine  
Melway Reference 26 H 11



## Elim House

29 Erin Street Richmond  
Melway Reference 2G H 5



*Elim House is part of the Epworth Healthcare account, which supplies us with many bookings each month.*

*If you are available and see an Elim House booking on show cover, please accept it.*

*Ignoring smaller fares from Elim House may cause us to lose the entire Epworth Healthcare account.*



# What's On

January - March

## Grease the Musical

3 January-30 March



Grease is the word at Her Majesty's Theatre this summer. This incarnation of the hit rock and roll musical features Australian superstars Rob Mills, Gretel Scarlett, Anthony Callea and Bert Newton.

## Melbourne Food and Wine Festival

28 February-16 March



The Melbourne Food and Wine Festival hosts more than 200 culinary events over 17 days. The festival brings together some of Victoria's most innovative chefs, award winning restaurants and expert winemakers.

## 2014 Formula 1 Australian Grand Prix

13-16 March



Since 1996 Melbourne has had the honour of hosting the Formula 1 Australian Grand Prix at the Melbourne Grand Prix Circuit in Albert Park. Four days of motor racing events lead up to the first race in the FIA Formula One World Championship.

## Melbourne International Flower and Garden Show

26-30 March



Over five days the MIFGS manages to showcase the best floral and landscape talents in Australia. The MIFGS is the largest horticultural event in the Southern Hemisphere.

**OPTUS** yes

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FOR SUMMER?  
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ALL FOR USE WITHIN AUSTRALIA

Thanks to their long standing business relationship with 13CABS, Optus has offered all 13CABS Drivers and Operators some great mobile plans.

To view available offers simply go to  
[www.optus.com.au/business/cep/byod-blackcabs](http://www.optus.com.au/business/cep/byod-blackcabs)

\* Certain restrictions may apply. Optus Mobile Fair Use™ applies.



# Staff Profile



**Deidre O'Connell**

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

Driver Support Operator.

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

13 years.

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

Working with the Drivers on the channel, every query has a story to tell.

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

Received a call from a lovely gentleman who had been fishing and his car had broken down so he caught a cab. The gentleman had left a bag in the back seat of the cab that contained his dinner - a cut up shark. He thought the Driver might get a fright if he looked in the bag!

**What is your favourite movie?**

Gone in 60 Seconds (those who know me will understand) and The Notebook.

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

Touring around America and Japan for the culture, history and the gardens.

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

I can't wait to go to Europe, hopefully within the next few years.

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

Mel Gibson.

# Driver Profile



**Kawal Preet**

**How long have you driven cabs?**

Five years.

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

Meeting different types of people from around the world.

**What is your favourite movie?**

The Hangover.

**What is your favourite book?**

The Untold Story.

**What is your favourite sport(s)/sports team?**

My favourite sport is cricket and team is India.

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

The MCG!

**Do you speak any languages, besides English, or are there any you would like to learn?**

I speak English, Hindi and Punjabi. I would love to learn Arabic.

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

M. S. Dhoni.

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

# Rachin's Riddle

This is an unusual paragraph. I'm curious how quickly you can find out what is so unusual about it. It looks so ordinary; you may think nothing is wrong with it. In fact, nothing is wrong with it! It is highly unusual though. Study it and think about it, but you still may not find anything odd. If you work at it a bit though, you might find out.

## Q. What is odd about this paragraph?

Every correct answer to [riddle.master@13CABS.com.au](mailto:riddle.master@13CABS.com.au) enters the draw to win 2 movie tickets!

The winner will be drawn on Friday 28 February and notified by return email.

### The Answer to November's Riddle:

1. Possum 1 and dingo 1 cross the river to shore B.
2. Dingo 1 stays on shore B. Possum 1 returns to shore A.
3. Dingo 2 and dingo 3 cross the river to shore B.
4. Dingo 2 stays on shore B. Dingo 3 returns to shore A.
5. Possum 1 and possum 2 cross the river to shore B.
6. Possum 1 stays on shore B. Possum 2 and dingo 2 return to shore A.
7. Possum 2 and possum 3 cross the river to shore B.
8. Possum 2 and possum 3 stay on shore B. Dingo 1 returns to shore A.
9. Dingo 1 and dingo 2 cross the river to shore B.
10. Dingo 1 stays on shore B. Dingo 2 returns to shore A.
11. Dingo 2 and dingo 3 cross the river to shore B.
12. All 6 animals are now on shore B.

## TSC News



### Fair and Reasonable Assignments

The taxi and hire car industries are going through extensive reforms to improve standards, and as a result, the industry is experiencing some fluctuations in the value of licence assignment and transfer prices.

Taxi Services Commission (TSC) Chair, Graeme Samuel, has publicly stated in the past [www.taxi.vic.gov.au/about-us/news/media-releases](http://www.taxi.vic.gov.au/about-us/news/media-releases) that the TSC does not currently see a pressing need for the issue of new licences provided that the holders of existing licences deal 'fairly and reasonably' with taxi operators.

The agreement between a licence holder and an assignor is a commercial agreement and as such not regulated, however, the TSC considers fair and reasonable pricing to be in the range of \$22,000 to \$25,000 (inclusive of GST) annually. Statistics released in October 2013 suggest that the average assignment price in the market is still around \$27,000 annually, slightly higher than September 2013.

While the release (or suspension) of new licences in the future will be based on a number of indicators (eg. complaints, vehicle standards, passenger wait times, passenger feedback, efficient fleet utilization, etc), the inability of the industry to offer fair and reasonable pricing may contribute to the timing of any new licences being released into the market under the current regulatory scheme.

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

# 13CABS

## Driver App

Download it Today



The **13CABS Driver App** is for **13CABS Drivers** who want to easily access the latest news, booking details, traffic updates and provide great customer service.

All this and more is now available in this easy to use App.



Available on the  
**App Store**



ANDROID APP ON  
**Google play**

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