

13CABS

DRIVER AND OPERATOR NEWSLETTER

September 2013

More Tiger
Team Tales



13CABS Driver iPhone App

Cabcharge®
FASTeTICKET

The New Contactless
Payment System from
Cabcharge

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

From the COO

The past couple of months have been full of taxi industry innovations with the launch of Cabcharge's latest contactless FASTeTICKETs and the 13CABS Driver iPhone App.

Cabcharge's new contactless payment method is fast and easy to use so it saves time for you and your passengers. Please make sure you are familiar with the new contactless FASTeTICKETs.

The 13CABS Driver iPhone App is the latest 13CABS App development. It brings many convenient features to your phone including the latest issue of the 13CABS Driver and Operator Newsletter.

I would like to welcome Tom Renshaw to the Taxi Tech family. Tom has already made some great additions to the services offered by Taxi Tech. Check out the staff profile for more on Tom.

Read on for more information about Cabcharge FASTeTICKETs, the 13CABS Driver iPhone App and much more.

Stuart Overell

Chief Operating Officer 13CABS

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35 Downing Street
Oakleigh VIC 3166
☎ 9277 3700
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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
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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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Tiger Team Tales

While Ravi hasn't had a personal encounter with Tiger Team, he has managed to snap some photos of them assisting another Driver.



Have you had an encounter with the Tiger Team? We would love to hear about it! Send an email to tigerteam.feedback@13cabs.com.au

13CABS Driver iPhone App

The 13CABS App Development Team has been hard at work producing the new 13CABS Driver iPhone App.

To use the App you simply log in with your DC number and MTData PIN. Once logged in you can:

- check booking demand for your current area
- get information on your bookings from the past 24 hours
- read the latest 13CABS Driver and Operator Newsletter
- call the Driver Helpdesk with the touch of a button
- easily update your contact details with 13CABS
- provide App related feedback to 13CABS



To download the App, simply search for "13CABS Driver" in the App Store. This app will be coming soon to Android devices.

For more information call 13CABS Driver Services on 9277 3700

News

))) FASTeTICKET

Cabcharge recently released their latest payment method, FASTeTICKET. The FASTeTICKET incorporates the standard TAXI eTICKET with the “tap and go” technology made popular by major credit cards.

Eventually all TAXI eTICKETs will be replaced with new FASTeTICKETs. In the meantime, please ensure you continue accepting all valid TAXI eTICKETs and familiarise yourself with how to process FASTeTICKETs.

For more information call Cabcharge's Customer Service on 1800 652 229 or email info@cabcharge.com.au

How to process a FASTeTICKET payment?

1 Fare Amount

Fare is displayed on the Cabcharge terminal



2 Process Payment

Passenger to hold FASTeTICKET against the contactless symbol & wait for beep*



*Manual vouchers can be used if the FASTeTICKET can not be processed electronically - TAXI Operator Record must be attached with the account information facing up.



3 Process Payment

Passenger to hold FASTeTICKET against the contactless symbol & wait for beep*



Visit www.cabcharge.com.au/taxidriver for a demonstration of a FASTeTICKET transaction plus more information about the FASTeTICKET and other Cabcharge products.

Statistics

If you find yourself stuck deciding which area to go to for work, your Statistics screen can usually help you decide.

Checking the H60 column on your Statistics screen will show you how many hails occurred in each area for the past 60 minutes. In most cases, this roughly translates to how busy an area may continue to be.

For example, you may have just finished a job in Ashwood and want to see if you should plot there or move to a nearby suburb. If there have been 5 hails in Ashwood and 35 hails in Chadstone then you may consider it a better option to head to Chadstone.

More details on Statistics can be found in the **13CABS Driver Handbook** on page 14.

Driver Destinations

Often when we are asked by Drivers why they did not get a job, the answer is due to the Driver Destination they have set.

When using the edit points to refine your Driver Destination, ensure you include the centre of the suburbs you need to travel to. In many cases, Drivers are missing out on suitable jobs because this has not been done.

Please also be aware, bookings with multiple destinations will check that all destinations fall within your set Driver Destination area. Even if the final destination falls within your set area but a preceding destination doesn't, you will not be offered the job.

More details on setting your Driver Destination can be found in the **13CABS Driver Handbook** on page 26.

Shift Start Preparations

It is a good idea to ensure you have everything stocked and working before you start your shift. When you get into your cab you should:

- have a good supply of purple dockets and EFTPOS rolls
- check your security camera and test your M13 is working properly
(for more information on security cameras go to page 6)
- check your EFTPOS machine is working properly and logged on

Drivers often recall account bookings because they don't have purple dockets. When this happens it not only causes delays for the passengers, but you also lose money and the ability to plot for 30 minutes.

Purple docket books and EFTPOS rolls can be obtained, free of charge, from all 13CABS offices between 9am and 5pm, Monday to Friday (excluding public holidays).

If your EFTPOS terminal is not working, your cab is unroadworthy and should not be operated until the terminal is fixed. If you continue to operate a taxi without a working EFTPOS terminal you can face substantial fines from the Taxi Services Commission.

EFTPOS terminals can be repaired at all Taxi Tech workshops (for more information on Taxi Tech services and operating hours go to page 9).

13CABS Driver Handbooks are provided free of charge upon completing training or receiving accreditation to drive with 13CABS. Replacement 13CABS Driver Handbooks can be purchased at all 13CABS offices for \$5.

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

Human Rights Awareness

You may have seen in the news recently a passenger with a rare skin condition has been repeatedly discriminated against by Taxi Drivers. In addition to being refused, this passenger was often humiliated, treated differently to other passengers and made to feel unsafe by the people she was paying for a service.

When you are transporting passengers it is important to remember it is not your job to question their appearance, lifestyle or other personal aspects of their lives. Your passengers are paying you to take them from point A to point B in a professional, polite and friendly manner.

It is against the law, under the Equal Opportunity Act 2010, to refuse service to someone based on physical features.

It is also illegal under the act to refuse service based on:

- age
- gender identity
- disability
- marital or parental status
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation

Assistance Animal Awareness

We have had an increase in reports of assistance animals being refused in our cabs.

Assistance animals are not restricted to Labradors, Golden Retrievers or even dogs, although they are the most common. In addition to guide dogs, assistance animals can include service animals, companion animals and medical alert animals. If you are in doubt, please ask the passenger to produce their assistance animal's pass.



Cooper



Assistance animal pass

We feature as an example Cooper, a Jack Russell Terrier assistance animal, who notifies his companion when they are about to have a seizure and assists when it occurs. Cooper can mean the difference between life and death for his companion. Recently and despite producing his assistance animal pass, Cooper and his companion were refused cab travel.

Under no circumstances is it legal to refuse an assistance animal in a cab. If you are reported to the TSC for refusing an assistance animal you face a penalty of at least \$361.

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 10/09/13 and Sunday 01/09/13 at 10am	Every second Tuesday at 9am From 03/09/13
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.

The WATS Course is available at Oakleigh only.

* DC Courses also operate at North Melbourne as required. For more information on North Melbourne training call 9329 6377.

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

Security Camera Information

For your safety, you must check the status of the camera at the beginning of your shift to ensure it is operating correctly.

If the light on your camera is:

- **slowly blinking red and green** - your camera is in sleep mode*
- **a steady green light** - your camera is on and ready to take pictures
- **quickly blinking green with no red** - your camera is storing images
- **quickly blinking green with a single red blink** - your camera has been triggered to take an image, for example if the door is opened or the brake depressed
- **turned off** - your camera has no power and is not functioning
- **quickly or slowly blinking red with no green** - your camera has a fault and is not functioning

* Sleep mode occurs when car ignition is turned off and the camera is not triggered to take an image for over 30 minutes. As soon as the camera is triggered to take an image it will turn back on.

It is illegal for a taxi to operate without a functioning security camera. If at the start of or during your shift you find the camera is not working contact your operator or call:

- **Taxi Tech Oakleigh** on (03) 9221 0280 - open (Monday to Saturday - 8am to 5pm)
- **Taxi Tech North Melbourne** on (03) 9329 8558 open (Monday to Friday - 8am to 5pm & Saturday - 8am to 12pm)
- **the 13CABS Driver Helpdesk** on (03) 9226 7101 (24 hours a day, 7 days a week)

Our staff will advise you the closest location available to repair your camera at the time of your call.

2012 Ford Falcon FG G6E EcoLPi Sedan

\$39,950

or only \$246 per week!

- taxi yellow, dedicated LPG, taxi fit-out
- built 09/2012, 8,316kms
- VIN: 6FPAAAJGSWCL92194
- cruise control, reversing camera, ABS

**LOW KILOMETRES
AND NEAR NEW**



- Bluetooth, iPod connectivity, premium sound system
- dual, front, head & side airbags
- sports steering wheel, full leather trim

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

2012 Ford Falcon FG G6 EcoLPi Sedan

\$33,950

or only \$210 per week!

- taxi yellow, dedicated LPG, taxi fit-out
- built 08/2012, 10,510 kms
- VIN: 6FPAAAJGSWCE87381
- 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

\$33,990
or only \$207.57 per week!

- taxi yellow, LPG converted, taxi fit-out
- built 01/2012, 19,635kms
- VIN: 6T1BD3FK30X124939
- 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

\$33,990
or only \$207.57 per week!

- taxi yellow, LPG converted, taxi fit-out
- built 01/2012, 18,025km
- VIN: 6T1BD3FK20X124902
- 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

\$33,990
or only \$207.57 per week!

- taxi yellow, LPG converted, taxi fit-out
- built 01/2012, 28,825 kms
- VIN: 6T1BD3FK30X124942
- 2 year / 200,000 km LPG Warranty



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

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



The 4-star Best Western Premier Hotel 115 Kew is conveniently located at 115 Cotham Road in Kew. Guests to the hotel can enjoy a meal at the 115 Grill & Brewhouse or travel a mere 20 minutes to experience the culinary delights of Melbourne.

When attending Best Western Premier Hotel 115 Kew please ensure you go to the undercover area located on Ridgeway Avenue and notify reception staff you have arrived.

For further information call Paul Allardice in Transport Solutions on 9277 3702

When you are delivering pathology samples to Healthscope Pathology at 279 Moreland Road Coburg, it is important to ensure you deliver to the correct location.



We have had many instances recently where Drivers have mistakenly delivered parcels intended for Healthscope Pathology to the John Fawcner Hospital next door.

Several 13CABS account clients require urgent deliveries to this location and recent incorrect deliveries have caused specimens to expire or go missing.

If you have any questions relating to an account or parcel booking, please contact the Driver Support Channel immediately for assistance.

For further information call Fiona Cotte, Transport Solutions Manager on 9277 3711

“For years we struggled to keep our finances on track.”

We lived week to week and were constantly playing catch up.

Our financial mismanagement caused a lot of **stress** and damage to our marriage and it all started to become **unmanageable**.

We were in a lot of debt and couldn't see a way out.

We needed help.

Thankfully we discovered Bills to Pay.

*For full testimonial please visit
www.billstopay.com.au/about-us/Testimonials

Steve and Loretta, Victoria

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Debt Consolidation •

Financial Management •

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- oil change
- oil filter replacement
- wiper blade replacement
- fluid top-ups
- general safety check

ONLY

\$88.00*

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TAXI TECH

*Price includes wiper blade replacements for
Ford Falcons and Toyota Camrys.
Check in store for prices on other model vehicles.

**Taxi Tech is your complete taxi maintenance,
servicing and fit-out solution**

Call Oakleigh TAXITECH for bookings on 9921 0280



Hot Spots

Fitzroy North



1 Parkview Hotel

131 Scotchmer Street Fitzroy North
Melway Reference 30 B 12

2 Tramway Hotel

165 Rae Street Fitzroy North
Melway Reference 2C B 1

3 North Fitzroy Star

32-36 St Georges Road Fitzroy North
Melway Reference 2C A 3

4 Lord Newry Hotel

543 Brunswick Street Fitzroy North
Melway Reference 2C B 3

5 Empress Hotel

714 Nicholson Street Fitzroy North
Melway Reference 30 A 11

6 North Fitzroy Arms Haskin's Restaurant

296 Rae Street Fitzroy North (Cnr Reid Street)
Melway Reference 30 A 12

7 Royal Oak Hotel

442 Nicholson Street Fitzroy North
Melway Reference 2C A 2

8 Railway Hotel

800 Nicholson Street Fitzroy North
Melway Reference 30 A 11

What's On

Victorian Tourism Week

2 - 7 September



Victorian Tourism Week celebrates our tourism industry and the importance it plays in Victoria's economic and social development. A wide variety of events will be hosted by industry experts at several locations. For more information go to: victoriatourismweek.com.au

Royal Melbourne Show

21 September - 2 October



It's Showtime! 2013 marks 158 years of the Royal Melbourne Show bringing together the best in entertainment, agriculture, rides and, of course, the legendary showbags.

Staff Profile



Tom Renshaw

How long have you worked at 13CABS?

One month.

What do you enjoy most about your job?

That it is so different to my previous job and at the same time it is very similar.

What do you like to do in your spare time?

Sailing, either racing or just cruising around.

What is your favourite movie?

I.D. - which is a movie about soccer hooligans.

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

Manchester United.

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

I would like to get into kite surfing, it looks like it would be a lot of fun.

What is your favourite or dream holiday destination?

My favourite holiday destination is the UK because I have a lot of family and friends there that I don't get to see very often.

What is the best live performance you've seen?

Rage Against the Machine.

Do you have a favourite place in Melbourne?

Chelsea beach. It's perfect for launching the boat straight off the beach and usually less crowded than most beaches closer to the city.

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

Growing up in Wales, I was taught welsh in primary school. It's pretty useless now though as, even in Wales, it is rarely spoken these days.

September

AFL Grand Final

28 September



After 27 weeks, this is what it has all been leading up to. On 28 September we will see two great teams on the field of the MCG, playing for the honour of being 2013's champions.

Michael Jackson the Immortal World Tour by Cirque du Soleil 9-13 October



This October at Rod Laver Arena, Cirque du Soleil will give patrons a glimpse into the creative world of Michael Jackson. By combining visuals, dance, music and fantasy, Cirque du Soleil aim to celebrate the King of Pop's legacy for both life-long and new fans.

Driver Profiles



Sherma Balasooriya

How long have you driven cabs?

Fourteen years.

What do you enjoy most about your job?

Driving long distances, like through country Victoria.

What do you like to do in your spare time?

I like to spend time with my family, watch TV/YouTube and have political discussions.

What is your favourite movie?

Final Destination.

What is your favourite book?

Whiskey Beach by Nora Roberts.

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

Cricket and netball.

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

Swimming.

What is the best live performance you've ever seen?

A great Pakistani singer, Rahat Fateh Ali Khan live in concert.

Do you have a favourite place in Melbourne?

Lakes Entrance and Apollo Bay.

Do you speak any languages, besides English?

I speak Sinhalese in addition to English.

The July edition of the 13CABS Driver and Operator Newsletter contained an image mix-up in the Driver Profile section. We would like to apologise to both Wasim and Sherma for the mix-up and present the correctly represented profiles this month.



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

Rachin's Riddle

Franklin and George want to get into an exclusive nightclub. To get in they have to give the bouncer a correct answer when given a number. They wait across the road so they can overhear the responses given by other patrons.

Helen goes to the door and the bouncer says "6". Helen answers "3" and is allowed in. Then Ivan goes to the door and the bouncer says "12". Ivan responds with "6" and is also let in.

Franklin is confident he has cracked the code and struts up to the door. The bouncer says "4" and Franklin replies "2". The bouncer sends Franklin away.

After seeing this, George knows he has the answer! George walks up to the bouncer who says "8". George gives the bouncer the correct answer and is allowed in the nightclub.

Q. What answer did George give?

Email your answers to riddle.master@13cabs.com.au

All correct answers will go into the draw to win 2 movie tickets!

Congratulations to Raminder Singh who won July's riddle and thank you to everyone else who participated.

The Answer to July's Riddle: Dominic – 2 passengers Errol – 4 passengers



TSC News

Changes to the MPTP Emergency Voucher Process

The way Multi Purpose Taxi Program (MPTP) emergency vouchers are processed/handled will be changing.

To make further improvements to the program, the Taxi Services Commission (TSC) has introduced the following changes:

- emergency vouchers are issued to each individual vehicle
- emergency voucher books can no longer be transferred between taxis
- vouchers will require the network service provider details to be recorded
- all fields need to be filled out correctly otherwise it will not be processed by the TSC

You may start receiving TSC branded emergency vouchers, however we will continue to accept your current Victorian Taxi Directorate (VTD) stock in the meantime. All Drivers can continue to process VTD branded member cards.

For further information contact the Taxi Services Commission on 1800 638 802 or go to <http://www.taxi.vic.gov.au/drivers/taxi-drivers/faqs-changes-to-emergency-vouchers>

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

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

Coming soon to Android



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



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