

# TAXI TALK

VOICE OF THE TAXI INDUSTRY

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2014

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Victorian Taxi Association

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2013 Melbourne Cup winner Fiorente ridden by Damien Oliver. Photo: Wayne Taylor



## MELBOURNE CUP CARNIVAL

### 1, 4, 6 & 8 NOVEMBER

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# Taxi business model needs to be **CUSTOMER FOCUSSED**



**David Samuel**

VTA CEO

**N**ovember is traditionally a very busy month for the taxi industry, as we safely transport thousands of spring racing carnival revellers throughout our state.

I know as an industry we will provide excellent service during the silly season but do so under increasing pressure from emerging providers.

The challenges that confront us particularly relate to a continuing lack of clarity in relation to Ride Share. In my view, there are too many opinions not strong enough leadership.

Even in a reactive time our political leaders must still show leadership, take a balanced approach and do what is in the public interest, not simply respond to what the public are interested in.

This is a question of strategic leadership at a political level. We have the right to ask our government for a clear understanding of how they intend to shape

the regulatory structures that affect our businesses going forward, and we intend to do that. The VTA will do everything in our power to obtain this clarity.

In the meantime, we need to focus on what we can do.

Chiefly, we must find ways to better engage with our community. At the end of the day, one of our best defences against the things that most threaten the sustainability of our industry is a community that is happy to advocate on our behalf and want to use our service because they are satisfied with the job we are doing.

I see a fundamental role here for the VTA and we have plans for various PR activities promoting this industry heading to the Christmas period. We must be the industry's advocate in the public sphere and, with your help, shift public perceptions about what we do and how well we do it.

In political terms it is my resolute view that the strongest lobbyist is a community that values you - this simply reduces the incen-

tive for a political actor to want to do things you may not want to have done.

All of this goes to the situation we find ourselves in today, how we can get change for the better and just as importantly, how we are going to ensure we shape reform going forward, and aren't victims of it.

I believe it is absolutely critical that the industry regains control of narrative about the service we provide. At the end of the day it is this narrative that will shape the expectations of our customers and determine, in their eyes, whether we succeed or fail. This in turn will help shape the public discussion and any political response.

We will continue to rally against those who seek to effectively compete with our businesses while ignoring the laws and regulations we follow, we will work with government wherever possible, but at the same time we will ask for respect and demand laws and regulations that allow us to deliver a first class taxi service for all Victorians. ❀

# VTA ANNUAL LUNCH

12 noon  
Thursday 4 December  
Carousel  
22 Aughtie Drive  
Albert Park



Bringing together taxi operators, networks, former industry participants, industry suppliers, transport industry colleagues and representatives from Government, to mark the end of the year.

*The VTA is proud to have Rova Media, Cabcharge, Toyota and Sprintgas & Unigas on board as 2014 VTA 50 Year Gold Sponsors. Invitations will be sent out soon and details will be available on the VTA website at [www.victaxi.com.au](http://www.victaxi.com.au).*

# THE KNOWLEDGE

## for renewing drivers

Did you get your Driver Accreditation (DA) after 1 July 2009? Then, you'll need to pass the Knowledge to keep your DA.

The Taxi Services Commission have introduced new driver accreditation requirements.

- Renewing metropolitan drivers – will have to pass 2 Knowledge modules (driver behaviour & geographical assessment)
- Renewing urban drivers – will have to pass 1 Knowledge module (driver behaviour)

If your DA was issued in		Renew your DA and pass the Knowledge by
2009	July - December	Date DA first issued, 2015
2010	January - October	Date DA first issued, 2016
	November - December	Date DA first issued, 2014
2011	January – 15 February	Date DA first issued, 2015
	16 February - December	Same date, 9 months later
2012	January - December	Date DA first issued, 2015
2013	January - October	Date DA first issued, 2016
	November - December	Date DA first issued, 2014
2014	January – 15 February	Date DA first issued, 2015
	16 February – December	Same date, 9 months later

You can attempt each module twice in 12 months.

Regardless of your experience, training is recommended for renewing drivers to prepare for the Knowledge - speak to your network. ❀



# Motorsport

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# 2014 VTA CONFERENCE & GALA DINNER

# 50 CELEBRATING 50 YEARS

## 23-24 SEPTEMBER 2014

In September, the VTA held its 50th Anniversary Conference at the Langham Hotel in Melbourne. Attended by over 150 delegates, sponsors, exhibitors and speakers, the conference program featured a great mix of operational information and engaging presenters from a variety of fields.

Renowned Victorian, former Premier, Jeff Kennett delivered a special message via video to open the conference. He commended the industry and sent words of support to all those involved.

VTA CEO, David Samuel discussed the VTA's operational focus for what lays ahead, while acknowledging where the industry has come from.

Given the pace of implementation of the first tranche of reforms, it was insightful to hear firsthand from Marnie Williams, CEO of the Taxi Services Commission.

Other highlights on day one included an address by the City of Melbourne and presentations on social media, insurance and the Knowledge.

Chris Culph from 13CABS, the winner of the 2014 VTA Industry Award, was highly commended for his work and commitment to the industry over many years.

The Gala Dinner, sponsored by Rova, Cabcharge, Toyota and Sprintgas & UNIGAS, held at Zinc in Federation Square, was a wonderful event to mark the VTA's 50th year.

More than 160 guests gathered on a warm Melbourne evening and heard Deputy Mayor Susan Riley, the keynote speaker, offer her reflections on the role of the taxi industry in maintaining the vibrancy of the City of Melbourne. Ms Riley has a number of personal connections to the industry with her husband being a former taxi driver and operator, and the Lord Mayor also a former cabbie.



**Chris Culph** 2014 VTA Industry Award winner

The VTA's 50th Anniversary Retrospective book was launched. This publication highlights some of the VTA's colourful history and each guest received a complimentary copy of the book.

Live music, a cuff link presentation and some reflections of the past 50 years by Stephen Armstrong, Ballarat Taxis Chairman and VTA Vice President, made it a memorable event and marked a milestone year for the Association.

The discussion panel of taxi association representatives from New South Wales, Queensland and Victoria on the second day was an opportunity for the industry to present their ideas and thoughts on pressing issues within the national context. A session by Vic Roads focussed on challenges for the road network and the 2014-15 VicRoads roads program together with a presentation on a national public relations campaign on behalf of the ATIA to promote the taxi industry, concluded the conference on day two.



David Samuel VTA CEO, Susan Riley Deputy Mayor, Kevin Gange VTA President

The VTA is grateful to all our sponsors and exhibitors, without whom the conference would not have been possible.

The attendance and contribution by VTA members and industry participants was constructive and valuable.

We look forward to working again with our Gold Sponsors; Rova, Cabcharge, Toyota and Sprintgas & UNIGAS in holding the VTA Annual Luncheon on Thursday 4 December at the Carousel in Albert Park. Save the date! ❀



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**Tel: 61 3 9335 1551  
61 3 9335 1552  
Fax: 61 3 9335 1553**

# COUNTRY FARES

## ACCC authorisation

The VTA are very pleased to report that our application for authorisation from the ACCC has been granted.

This means, operators who form part of multi-operator networks in country and regional taxi licence zones are permitted to come to an agreement at a network level as to the maximum fares for booked and

contracted work in the areas that they service until December 2017.

This does not mean individual operators are in any way limited from offering alternative rates, set rate fares or special event rates, in addition to or instead of the maximum fares of the network.

Thanks to the introduction of price notification in country and regional areas, operators were seen as competitors under competition law and thus this authorisation was vital to maintain the integrity

of networks in regional towns and the efficiencies for customers and contractors that they provide.

More detailed information will be provided to affected members.

The VTA would like to express thanks to all those involved in the application and consultation processes, including Joe Dimasi, affected VTA members, the Department of Veterans' Affairs and the Taxi Services Commission. ❀



## Driver of the Month



November's Driver of the Month is George Kamoskos.

George has been driving for 30 years as a loyal driver for Silver Top Taxis. He started driving part-time for Embassy to earn some "bread and butter" as a young family man. George's sense of humour and animated personality makes him extremely popular with all of his passengers. He prefers driving during the day and his favourite passengers are elderly ladies, because they appreciate and value him and his work. ❀



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# William Street bicycle lane upgrade



Works are scheduled to commence by early November 2014 on the upgraded bicycle lanes on William Street in the CBD. The additional bike lane means that there are changes to the taxi rank situated on William Street.

The design proposes chevron separated bicycle lanes to the right of parked cars to operate at all times along the majority of William Street.

More parking spaces will be available during peak hours as clearway restrictions will be reduced in the proposed design. Modelling suggests that travel times for motorists will increase by approximately 5-10 percent as a result of the clearway removal. The bike lane will generally be 1.5 metres wide.

Chevron line marking will separate the bike lane from moving traffic and opened car doors, where roadway width permits.

The width of the bike lane often reduces on the approach to intersections in order to maintain two traffic lanes. ❖

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fast approvals

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- Long life rubber roof seal
- Twin 15 CP vacant globes OR 400mm LED Hi Brightness LED strip
- Twin 3 watt tariff globes or 50mm Hi Brightness LED strips
- 12 month warranty



Photo shows roof light with optional twin 55 watt weather proof long life spot lights

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# DVA contracts using online services

Doing business with Department of Veterans' Affairs (DVA) online may save you time and effort. DVA Transport Online Services is a secure internet portal which provides online access to DVA's national transport booking and invoicing system.

The current system, Secure Online Communication Services (SOCS), is being de-commissioned by DVA soon.

Contracted transport providers can use DVA Transport Online Services to receive, view and manage their transport bookings for veteran passengers and to submit their invoices for work completed.

The advantages of using DVA Transport Online Services to receive and manage bookings over other methods include:

- Convenient – download bookings at a time that suits you
- Traceable – three month booking history online
- Efficient – generate and submit accurate invoices online, quickly and easily
- Better for veterans – efficient system means better service delivered

With DVA Transport Online Services, transport providers can manage the way they do business with DVA, such as:

- Downloading the dispatch file;
- Viewing allocated bookings online;



- Handing back a booking for allocation to another Transport Provider;
- Recording a Did Not Travel when the passenger does not show;
- Searching a three month booking history, and current and future bookings which have been dispatched to you;
- Updating business details, for example contact details and fleet information; and,
- Determining how the DVA sends you your bookings.

## How to register

DVA contracted transport provider must first obtain an AUSKey. AUSKey is your security pass to log in to a range of business transactions on Australian government websites.

The process takes approximately 15 minutes and will require transport providers to enter their business details, etc.

If you already submit your Business Activity Statements online to the Taxation Office you may already have an AUSKey. If not, AUSKey can be found at the following website: [www.abr.gov.au/auskey](http://www.abr.gov.au/auskey)

Once AUSKey is installed as per the instructions from the AUSKey website, contracted transport providers should then go to the DVA site at: <https://connect.dva.gov.au> and follow the links for Transport Providers.

## Want to know more?

Further information about DVA guidelines for contracted transport providers can be found at: [http://www.dva.gov.au/service\\_providers/Pages/booked\\_car\\_scheme.aspx](http://www.dva.gov.au/service_providers/Pages/booked_car_scheme.aspx) ❀

# UTC

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Contact Gaurav  
0424 079 000 or 9303 9069

# New mega rank Bourke Street

The City of Melbourne has started a three-month trial of a late night Safe City taxi rank in Bourke Street, west of Russell Street.

The aim of the new rank is to make it safer and easier for people to catch a taxi late at night in one of the city's busiest areas.

- The start of the rank will be located near 180 Bourke Street, taxis will enter from Russell Street
- The rank will operate from midnight to 5am every Friday

and Saturday night with free coffees from the Salvos for taxi drivers

- Taxis will queue in Bourke Street on both sides of the road west of Russell Street, between Royal Lane and Russell Street
- This rank will service the east of the city and taxis will not be permitted in Swanston Street between La Trobe and Flinders streets.

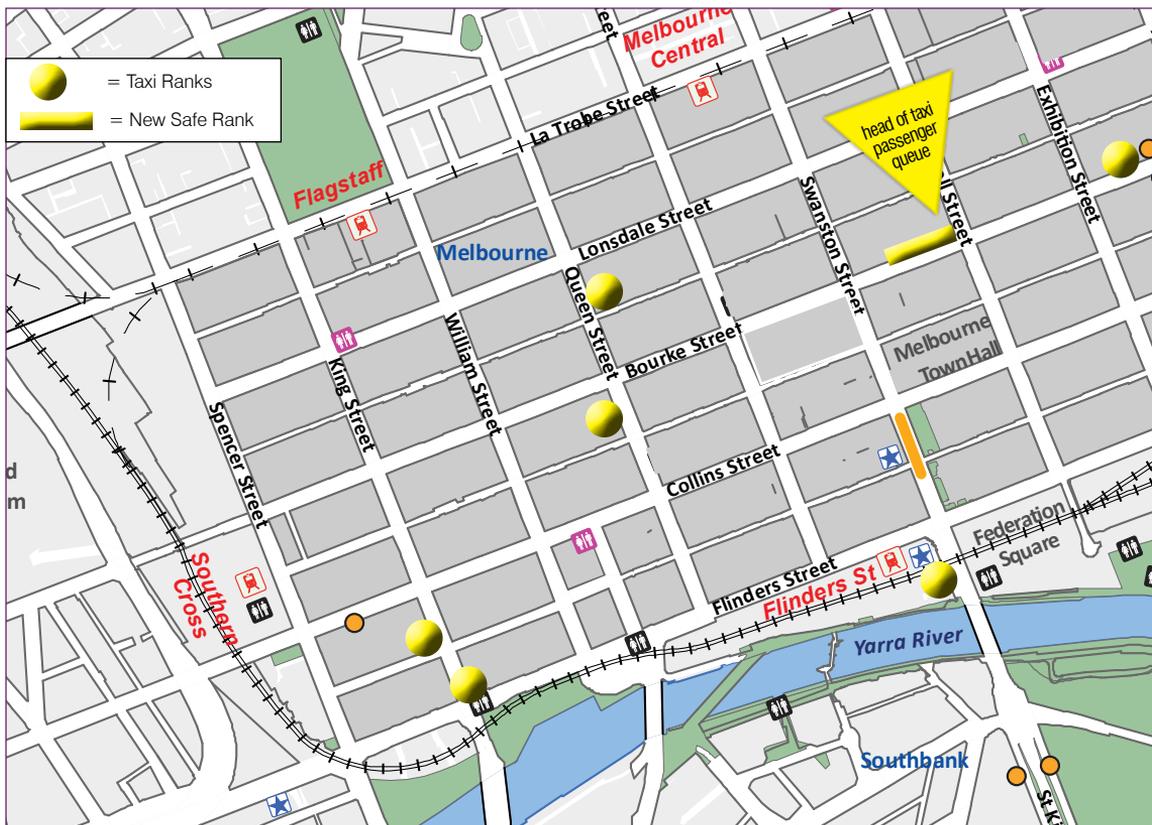
Similar to the Queen Street mega late night rank, the operation of the Bourke Street trial will be supported by queuing controls, security officers and cameras, a Salvation Army food and coffee van, regular

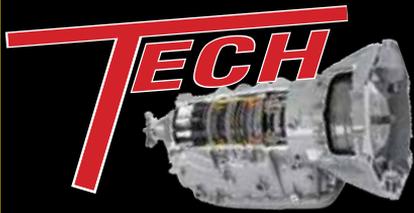
Victoria Police patrols and an on-site toilet.

The City of Melbourne will evaluate the trial when it concludes in January and will provide advice back to Councillors and partner organisations about its future.

If you have any queries regarding the Bourke Street late night taxi rank or would like to provide feedback to improve the operation of the trial, please contact Ross Goddard on 9658 8521 or email [engineering@melbourne.vic.gov.au](mailto:engineering@melbourne.vic.gov.au).

For further information visit the City of Melbourne [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au) ✦





# TAXI TRANSMISSIONS

## Trans Cooling

Did you know that 90% of transmissions and solenoids fail due to drivers unaware that the transmission fluid is overheating? Save your \$\$\$ this summer. Don't be left stranded. RING SAM about a cooling system to ensure your taxi stays cool on the road.

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4 / 5 / 6 SPEED

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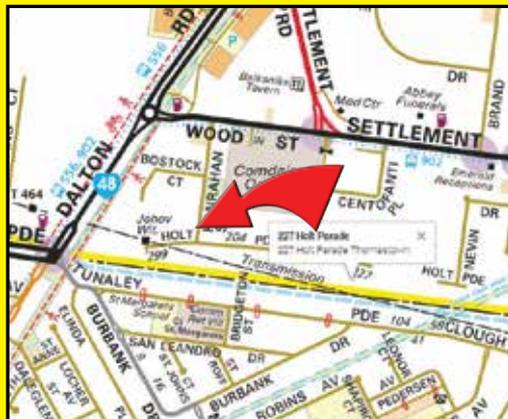
✓ This summer your taxi needs this system to stay cooler



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## AUTOMATICS & DIFFERENTIALS

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# Taxi and Hire Car statistics for September 2014



The metro taxi licence average price of \$279,367 is based on the 15 genuine market based transactions that occurred in the metropolitan zone during September 2014.

The Taxi Services Commission's standard practice is to only count those licence transfers where a genuine market based transaction has occurred. They do this by applying a number of standard business rules. The aim of these business rules is to identify genuine market based transfers of taxi licences and to base average price calculations on these transactions only.

Therefore, where it appears a non-market based licence transfer has occurred, these transactions are excluded in the calculation of licence values. An example is where a licence holder transfers the licence to a new business name but still retains ownership of the licence. ❖

The table below shows taxi licence statistics at the end of June 2014 and for the most recent reporting period. The figures are updated and published on the Taxi Services Commission website each week. Figures shown consist of both active licences and those that have been approved but have not yet been operationalised at the time of reporting.

Taxi zone	Licence type	No. of licences at 29/6/14	No. of licences at 5/10/14	Change in no. of licences this 1/4
Metro	Conventional	3,826	4,239	413
	WAT	504	500	-4
	Total	4,330	4,739	409
Urban	Conventional	357	373	16
	WAT	75	78	3
	Total	432	451	19
Regional	Conventional	253	254	1
	WAT	75	76	1
	Total	328	330	2
Country	Conventional	126	125	-1
	WAT	36	36	0
	Total	162	161	-1
Totals	Conventional	4,562	4,991	429
	WAT	690	690	0
	Total	5,252	5,681	429

## Number of drivers

Active drivers ..... 16,294  
 Accredited drivers..... 33,965

## Compliance outcomes

Vehicle Inspections ..... 699  
 Rectification Notices ..... 182  
 Notices of Unroadworthiness ..... 9  
 Infringement Notices ..... 50  
 Official Warning notices ..... 6  
 Regulation 19 notice ..... 0



# 13CABS Car Sales

## 2014 Toyota Camry Hybrid Sedan



**\$32,999**

**HYBRID + LPG  
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or only \$204.65 per week!

- VIN: 6T1BD3FK70X135829
- build date 01/2014 with 21,075kms
- LPG converted
- 16" alloy wheels, ABS
- cruise control, reversing camera
- dual, front, head & side airbags
- Bluetooth, USB connectivity
- balance of remaining warranty
- taxi fit-out & RWC
- Taxi yellow

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- anti-lock braking system (ABS) with EBD
- white, LPG converted
- 16" alloy wheels, cruise control, dual, front, head & side airbags
- Bluetooth, USB connectivity
- balance of remaining warranty
- Taxi fit-out & RWC

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= LOW FUEL COST**

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- build date 09/2013 with 13,281kms
- silver, LPG converted
- leather accented interior
- satellite navigation
- Bluetooth, USB connectivity
- 16" alloy wheels, ABS
- cruise control, reversing camera
- dual, front, head & side airbags
- balance of remaining warranty
- taxi fit-out & RWC

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100,000 kms  
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# Melbourne Cup Carnival

There are always opportunities for taxi drivers to maximise their income from servicing major sporting events.

They are almost always dependent upon a drivers' ability to familiarize himself/herself with how ranks will operate during the Spring Racing Carnival.

Easy access and egress are the keys to keeping the meter ticking over.

You must do some preparation if you want to end up a winner. First, get your Melway (maps 2S, 2T, 28 and 42) to become familiar with how best to access and exit the racecourse and

## DERBY DAY

Saturday 1 November

The Melbourne Cup Carnival ignites with one of the world's great racedays - AAMI Victoria Derby Day. Considered by most racing purists to be the best single day of thoroughbred racing in Australia, AAMI Victoria Derby Day is an all-Group raceday featuring nine races, four at the elite Group 1 level. The official flower for the meeting is the cornflower.

## MELBOURNE CUP DAY

Tuesday 4 November

The \$6.175 million Emirates Melbourne Cup is a truly spectacular event and the focal point of the Melbourne Cup Carnival. While most of Australia stops to watch or listen to the race, there's nothing like being there amongst the 100,000 plus crowd to experience this truly unique event.

The 3200m race is run at 3pm on the first Tuesday of November and is the richest prize in Australian sport.

It is the day to make your strongest fashion statement with an exotic or outrageous ensemble - hats are essential and so is a yellow rose in the lapel.

## OAKS DAY

Thursday 6 November

Traditionally known as 'ladies day', the third day of the Melbourne Cup Carnival is Crown Oaks Day. This is the 'ultimate style day' of the Carnival, when women take the opportunity to express their own signature style. The pink rose is the official flower of Crown Oaks Day.

## EMIRATES STAKES DAY

Saturday 8 November

The final day of the Carnival is all about relaxed style, and the opportunity for the young ones to shine. For some, it is the

day to deck out the little ones in the latest junior fashions, while for others it is simply a day to have fun with friends and family. The official flower for Emirates Stakes Day is the Red Rose.

## TAXIS AND HIRE CARS

Taxis, Limousines and Hire Cars are not permitted entry to the Racecourse at Members Drive or Flemington Drive. Three main Taxi ranks operate throughout the four days of the Melbourne Cup Carnival:

### Main Taxi Rank

Entry to the main taxi rank is at Stables Drive via Smithfield Road to the designated rank via the internal taxi road.

### Leonard Crescent Taxi Rank

Enter Leonard Crescent (one-way access) via Langs Road exiting via Fisher Parade.

### Elms Taxi Rank

Entry to the Elms Precinct on the riverbank, is at Lynches Bridge Gatehouse from Smithfield Road (one way access) to the designated taxi rank, exiting via Fisher Parade.

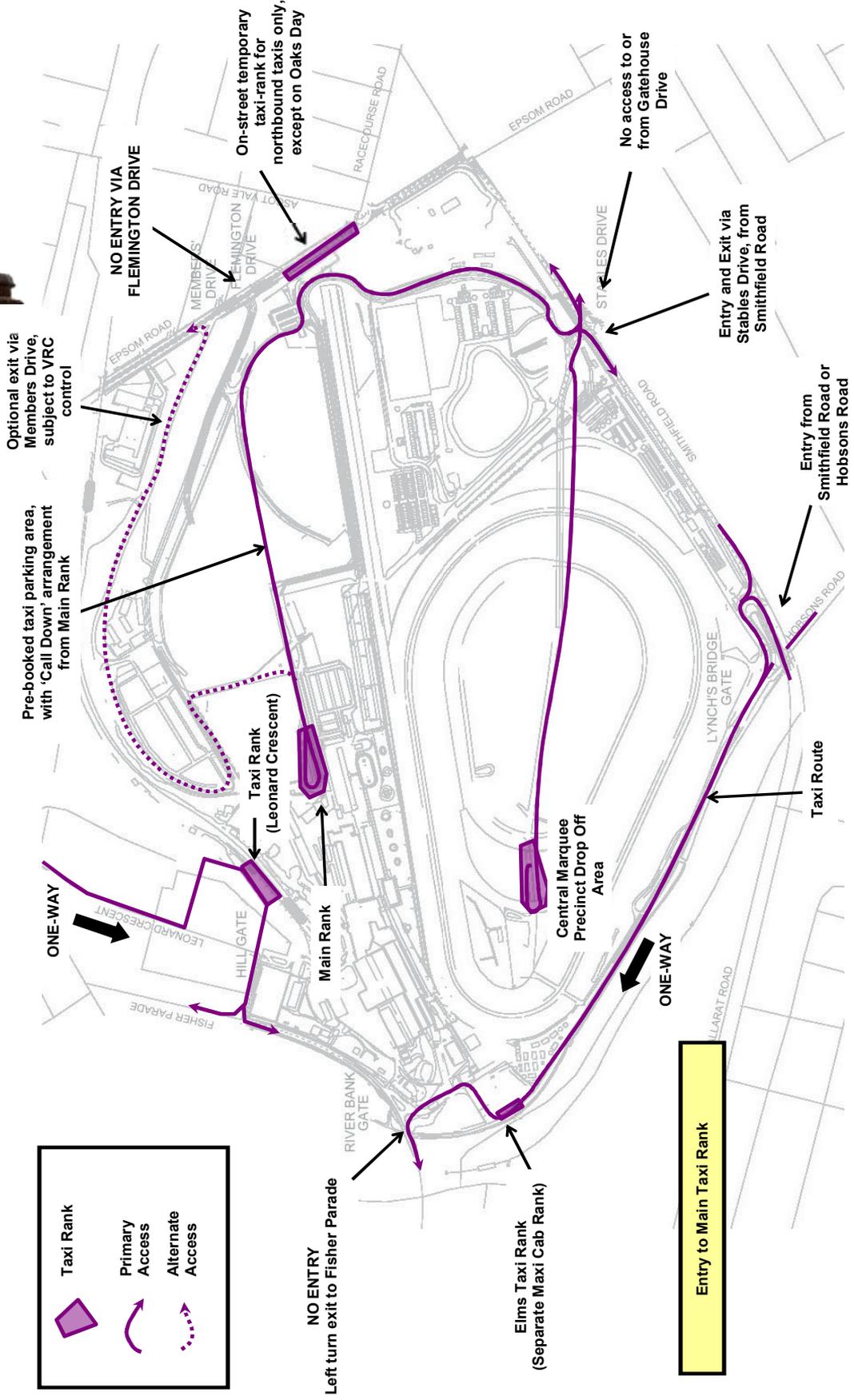
## APPROACHING RANKS

When approaching the various ranks during the exit phase of each day, all drivers are requested to ensure that their windows are closed, their doors are locked and that they only pick-up customers from the official ranks.

The primary reason for past customer dissatisfaction has been that people waiting at the ranks have seen taxis being hijacked by people as they approach the rank. Please help the event by only providing a service to those people who have co-operated with the taxi ranking system.

Have a great Spring Racing Carnival and please co-operate with the taxi supervisors who are there to make your job easier and more successful. ❀

# Melbourne Cup Carnival taxi ranks and access





# Marnie Williams CEO

## Taxi Services Commission

# INDU

## Annual Report

### CEO's summary

*The Taxi Services Commission (TSC) has tabled its Annual Report for 2013-14. The report highlights what a busy year it has been for the taxi industry and illustrates just how much has been achieved in the TSC's first year of operation. There have been huge changes to the taxi industry with the reforms that have been implemented so far. The industry has adapted well which is evident through greatly improved customer satisfaction results.*

*Here we have reprinted the CEO's and Commissioners' summary. To find out more you can read the full 2013-14 Annual report < <http://www.taxi.vic.gov.au/about-us/taxi-services-commission/annual-report>> on their website. ❀*

This is an exciting time to be part of the Victorian taxi and hire car industry.

In its first year of operation, the TSC has worked closely with industry participants to make positive changes and enable the industry to improve services for the community.

The transition to the TSC and shift to the new corporate structure has gone exceptionally well. It has been a challenging year and I appreciate how well changes have been embraced. The TSC has continued to service the industry and undertake regulatory activities, while also implementing the government-endorsed reform agenda. More than 70 of the reform recommendations have been implemented in the first 12 months of a five-year program.

As we look back on the last year, I am impressed with what we have achieved and am confident in our ability to build on this in years to come. I would like to thank our employees for the invaluable contributions that they have made this year – the delivery of TSC's objectives has only been made possible through the commitment, expertise and enthusiasm of our employees.

Marnie Williams, CEO ❀

CEO  
on

# INDUSTRY UPDATE

## Commissioners' summary

In 2013, the Taxi Services Commission (TSC) commenced a new phase as the regulator of the Victorian taxi and hire car industry.

As Commissioners of this independent statutory authority, our role is to support the CEO in the day-to-day running of the TSC, while being responsible for implementing the government-endorsed reform agenda.

This combined effort has seen a tremendous amount of work undertaken in just one year.

Our focus has been to establish the foundation reforms that will ensure that the entire reform program is embedded and enduring.

These reforms represent some of the biggest changes to the industry in recent years and will enable improved conditions for drivers, business innovation and a greater focus on service delivery throughout the industry.

For passengers, these reforms will address issues such as rising numbers of complaints, a lack of driver knowledge, poor availability and standard of wheelchair accessible services,

fare structures that encourage unwanted behaviours such as short fare refusal, the surcharge for credit card transactions, previously restrictive options for vehicles operating as hire cars and the absence of clear and accessible information.

Change can be challenging and we are committed to ongoing consultation with both the community and industry.

Next year we will continue the reform program, focusing on accessible services, in-cab safety and focusing the culture of the industry on providing high quality services.

All of this will allow the industry to develop and grow by simplifying the regulatory framework, lifting standards, increasing safety, improving driver knowledge and offering more choice to the community.

Graeme Samuel AC (Chair),  
Douglas Shirrefs (Commissioner) and  
Merran Kelsall (Commissioner) ❀

# 2013/14 achievements

IMPLEMENTED  
**58%**  
OF THE GOVERNMENT-  
ENDORSED REFORMS



EMPOWERING  
PASSENGERS THROUGH  
THE INTRODUCTION OF  
THE **PUBLIC REGISTER** OF  
INDUSTRY PARTICIPANTS

REMOVED BARRIERS  
TO INDUSTRY ENTRY  
FOR HIRE CARS



DEVELOPED AND  
IMPLEMENTED A  
NEW FOUR-TIER  
SYSTEM OF **ZONES**



INTRODUCED THE  
**KNOWLEDGE TEST**

TSC ESTABLISHED  
AS NEW INDUSTRY  
**REGULATOR**

**125,179**  
CALLS TAKEN AT  
THE CALL CENTRE

**5%** ↓ **10%**  
CUT THE **SURCHARGE**  
FOR ELECTRONIC  
PAYMENTS  
IN TAXIS FROM 10%  
TO A MAXIMUM OF 5%

**3,416**  
COMPLAINTS  
ASSESSED

TAXI LICENCES MADE AVAILABLE  
**'AS OF RIGHT'**  
AT A SET ANNUAL PRICE



**17,226**  
TAXI AND  
HIRE VEHICLE  
INSPECTIONS;  
5,863 NOTICES ISSUED

SUPPORTED THE  
ESC IN THE DELIVERY  
OF A **NEW FARE STRUCTURE**  
AND FARE DETERMINATION

ANNUAL CUSTOMER **SATISFACTION**  
MONITOR RESULT

**70.5**

DEVELOPED **PRICE NOTIFICATION**  
SYSTEM FOR COUNTRY AND  
REGIONAL TAXI FARES

**92,600** **16,182**  
ACTIVE MPTP NEW MPTP  
MEMBERS MEMBERS

INTRODUCED  
**ADVERTISING**  
ON TAXIS AND CHANGES  
TO TAXI LIVERY



DEVELOPED AND  
IMPLEMENTED  
THE NEW, FAIRER  
**DRIVER AGREEMENT**

AWARDED  
**\$760,000**  
IN **GRANTS** FOR TAXI  
RANK SAFETY INITIATIVES,  
WAT PROGRAMS AND  
COMMUNITY LEGAL CENTRES

## 55/45 Split clarification

Currently, permit holders who do work under a fixed rate contract or who give passengers one-off discounts may be disadvantaged by the 55/45 metered fare box split.

This is an unintended effect of the 55/45 requirement.

The Taxi Services Commission (TSC) is conducting a formal review of the implied conditions from December 2014 and will address this issue at that time.

In the interim, the TSC has released a guidance note on its website to clarify that:

- The TSC will not take enforcement action against permit holders engaged in contract or discount work if the TSC is satisfied that the driver has received at least 55 per cent of the contracted or collected fare.
- For discount and contract work, the driver and permit holder must both agree to the discount, and this should be stated in the driver agreement. If the driver has not agreed to the discount, the metered fare must be split 55/45. ❀

# CHANGE

OPERATORS  
are now .....

## Permit Holders

NETWORK SERVICE PROVIDERS  
are now .....

## Taxi Booking Services

## Hire Car update

We have seen that the hire car industry is changing. New technology allows greater access to pre-booking hire car services through apps such as Uber, Ingogo and GoCatch. We need to embrace change and move with the times in order to make hire car services easily accessible to the public. But of course, as the regulator, we must ensure that drivers and passengers can access these services safely.

This brings me to UberX. I know that many in the industry are concerned with this service model. Over the last few months, we have caught a number of UberX drivers through a range of overt and covert operations, resulting in 80 infringements being issued and prosecutions against 11 offenders being issued in the Magistrates court.

The Taxi Services Commission (TSC) wants to ensure that it is accessible for all industry members. Hire car licence owners are reminded that in addition to calling the TSC or attending the Customer Service Centre in person, the licensing team can also be contacted via email at [licensing@taxi.vic.gov.au](mailto:licensing@taxi.vic.gov.au).

In order to continue improving our communication with industry, we will be reviewing a number of our forms and processes. If you have any general feedback in relation to our forms or how we process your requests regarding your hire car licence please contact us via [licensing@taxi.vic.gov.au](mailto:licensing@taxi.vic.gov.au). ❀



## Melbourne Airport parking

On 22 September 2014, parking arrangements for hire car vehicles at Melbourne Airport changed. Hire car vehicles are no longer permitted to park within the Bus Overlay area on Francis Briggs Road. This is now a bus only area.

The allocated hire car parking bays are now located inside one lane in the Melrose Drive taxi holding area. Hire car vehicles have 23 dedicated bays within this lane, which has its own exit point – making it easy to enter and exit the area.

In addition, six extra bays are allocated for hire car use in the Terminal 3 parking area on level 2 of the short term car park. These bays are for hire car permit holders only. ❀

**OPEN 7 DAYS**

# TAXI UPDATES

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# Donate Your Car

## help youth homelessness

The Kids Under Cover 'Donate Your Car' is a national campaign that allows people across the country to donate their unwanted vehicles, raising vital funds to build homes and provide scholarships and mentors for homeless and at-risk young people. Since its inception in 2006, more than 4000 cars have been generously donated!

Donating your vehicle is quick, simple and free. Kids Under Cover will take care of everything for you.

Donate Your Car has been very successful for Kids Under Cover – almost doubling the number of car donations every year across the country.

Individuals and companies can donate any unwanted motorised vehicle, whether it is a car, caravan, truck, motor bike or even boat, via the Kids Under Cover Donate Your Car website – [donateyourcar.org.au](http://donateyourcar.org.au). These donated vehicles are collected free of charge by Manheim, who also auction off the vehicles. All vehicle donations are now tax deductible, no matter the condition of the vehicle.

"Donate Your Car sees 100% of the sale proceeds going directly towards the prevention of youth homelessness thanks to the unwavering support of our Platinum Partner, Manheim. Vehicle donors can be assured that their unwanted vehicle will be put to very good use." – Jo Swift, National CEO of Kids Under Cover

**KIDS**  
under  
cover

**TURN YOUR  
OLD CAR INTO  
A NEW HOME**

Donate your car and 100% of sale proceeds  
will help prevent youth homelessness.

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DEDUCTIBLE

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PLATINUM PARTNER  
**Manheim**

Homelessness, and in particular youth homelessness, continues to be a critical issue in our community. Kids Under Cover takes a unique and innovative approach to youth homelessness. By building studios and providing scholarships and mentors to homeless and at-risk young people, they are able to keep families together and keep young people engaged in education and with their community.

Kids Under Cover supports vulnerable young people between the ages of 12 and 25 years. They are either already homeless or at risk of homelessness.

The Studio Program provides high-quality temporary accommodation for one or two young people in the backyard of the carer's main dwelling. The studio is designed to provide the young person with a stable and supportive environment to prevent the scenario where a young person leaves home prematurely without financial security or adequate life skills.

For every dollar invested in a Kids Under Cover Studio, society on average saves \$3.30 in the form of reduced health and justice costs, and flow on economic benefits.

"We are thrilled with the success of the Donate Your Car program over its eight years and how many young people we have been able to help with the money raised. Last year, Kids Under Cover assisted 550 dis-

advantaged young people who were at risk of becoming homeless, bringing the total number assisted since 1989 to almost 3,000. However, there is still a long way to go to eradicate youth homelessness in this country and so we urge any individuals and companies to please continue to donate to the cause," – Jo Swift, National CEO of Kids Under Cover. ❖



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# Road safety photos available online



Victorian motorists will soon have free online access to photographic images taken by road safety cameras during infringement offences.

Minister for Police and Emergency Services Kim Wells says that the Napthine Government had cut through red tape to make the road safety camera program as transparent as possible.

"This is what motorists want and we have worked hard to make it free and as easy as possible to access," Mr Wells said.

"Currently to get an image, motorists have to go to the trouble of personally attending Civic Compliance Victoria to view the images for free, or paying \$7.50 for a copy to be sent via post.

"Last year more than 10,000 people had to pay for their images, and already this year 7,000 motorists have done the same. This new system will deliver savings to any Victorian who uses the service."

Mr Wells said access would be available for images taken by either

fixed or mobile road safety cameras relating to red light, speeding and unregistered vehicle infringement notices.

"Images will be accessible online for six months from the date of infringement, with the program to commence in the first week of December," Mr Wells said.

"This free online access to road safety camera images will provide members of the public with a clearer understanding of their offences.

"This is another example of the Napthine Government delivering on a commitment and I'm proud to say we have made this a reality."

Mr Wells said the images would be available via the Fines Victoria website and that the privacy of all motorists would be protected, with only the individuals concerned being able to access their own images. ❖

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\*T.A.P. Pics for illustration purposes only. E&OE. LMCT 10618. MCT109605



# world news

## Gold for Shanghai

A fleet of 50 cabs modelled after the iconic London black cab—but gold—hit Shanghai's streets for the first time last month, in a flurry of shiny gold-ness.

Automaker Geely announced earlier this year that it would be rolling out a line of China-made TX4 taxis resembling the black cabs that famously roam London's streets. In September, the carmaker revealed that the cabs would actually be painted gold as to "suit the city's image better". ❀



A group of designers from the Netherlands has the first solar vehicle that can comfortably transport four people, and it's adorably named "Stella".

Designed with daily commuting in mind, Stella can cover an astounding 800 kms on a single charge. As a demonstration of her range she recently trekked from Los Angeles

to San Francisco, her biggest challenge to date, before being shipped back to the Netherlands.

While Stella runs low to the ground for improved aerodynamic efficiency, at a diminutive four-foot in height getting in and out may pose a challenge for taller passengers. Inside the car are some impressive controls and LED displays that

gives you the feeling that you're driving something suitably futuristic.

Although not quite ready for mass production, Stella proves that solar travel is possible and could make the leap from concept to reality sooner than you think. ❀



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beyondblue has launched a new national initiative called 'Have the Conversation' to guide Australians on how to approach someone they think may be struggling with depression or anxiety, and how to talk to someone about how you are feeling.

The website ([beyondblue.org.au/conversations](http://beyondblue.org.au/conversations)) has videos and factsheets which provide advice on how to talk to someone you're concerned about or alternatively, how you can talk to someone, if you are having a tough time.

beyondblue Chairman The Hon. Jeff Kennett AC said recent events, such as the highly-publicised death of Robin Williams, had confirmed for beyondblue how much people wanted to understand more about suicide and talk about mental health and mental illness, but wanted to know how to have the conversation.

"There is a thirst for more detail and practical guidance and 'Have the Conversation' helps to fill that gap," he said.

"Insensitive remarks, ignoring a person, or telling them to 'cheer up' is very unhelpful to a person experiencing depression or anxiety, but people often don't know what to say to someone they are worried about. We are often frightened of saying the wrong thing."

"Today, look around your family, your friends and work colleagues and if you think they may be having a tough time, I urge you to use our new resource for guidance on how to have a conversation with them. Similarly, if you are struggling the resources may be helpful for you to let someone know how you are feeling."

The beyondblue Depression Monitor (2014) showed that unhelpful beliefs still exist in the general community about supporting someone with anxiety and depression:

- A third of people wrongly believe it's helpful to 'keep out of the way' of a person who is depressed.

- 1 in 4 people wrongly believe it's helpful to encourage them to put on a brave face and push on.
- 1 in 3 people wrongly believe it's helpful to 'tell them your own worries to put their own problems in perspective'.

beyondblue CEO Georgie Harman said the resources were developed using real-life stories and using expert advice and tips from beyondblue's blueVoices members. These are people who have personal experience of depression and/or anxiety, and have had these conversations themselves.

"The overwhelming majority had not been approached by others in the best possible way. We asked 'what worked?', what didn't? And what would you have liked them to have said?"

"This isn't touchy feely stuff - talking with others is often the start of someone seeking help," she said.

"Connecting with others can also turn things around. Feeling supported when talking about experiences of anxiety and depression ensures people feel less alone, and more understood, which assists in their recovery." ❀



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# Melbourne Major Events CALENDAR

## NOVEMBER 2014

1-8 Nov		<b>Melbourne Cup Carnival</b> - as a cultural and sporting event its lure is magnetic and undeniable, attracting crowds who descend upon Flemington to be a part of the truly unforgettable experience that is...the Melbourne Cup Carnival.	Flemington Racecourse Epsom Road Flemington
8 Nov		<b>The Holi Festival of Colours</b> - be part of this unique experience of electronic music, happiness and the most colourful day of your life. The special feature is that the people paint themselves with various colours and throw colourful powder in the air to express the freedom and to colour their everyday life. On this day of celebration all people are supposed to be equal!	Sidney Myer Music Bowl Alexandra Avenue Melbourne
15 Nov		<b>Eli Hayes Healey Foundation Annual Gala Ball</b> - with ambassadors Lenny Hayes and Daniel Giansiracusa they will host a fabulous gala event at Etihad Stadium. Eli Hayes Healey Foundation works to alleviate the financial burden on families with children in Intensive Care at the Monash Hospital.	Etihad Stadium 122 Harbour Esplanade Docklands
20-23 Nov		<b>Equitana</b> - four days of everything equine featuring horses, Olympic gold medallists, world renowned educators, Aussie cowboys, an elite equine competition program and over 300 exhibitors making up the largest equine shopping spree in Australia.	Melbourne Showgrounds Epsom Road Ascot Vale

## INTERSTELLAR

IMAX Melbourne Museum from 6 November



In the future, governments and economies across the globe have collapsed, food is scarce, NASA is no more, and the 20th Century is to blame. A mysterious rip in space-time opens and it's up to whatever is left of NASA to explore and offer up hope for mankind. **Interstellar** chronicles the adventures of a group of

explorers who make use of a newly discovered wormhole to surpass the limitations of human space travel and conquer the vast distances involved in an interstellar voyage. This film is mainly based on the scientific theories and script treatment of renowned theoretical physicist, Kip Thorne. ❖

# Main Road CLOSURES

Street	Dates	Details	Purpose
<b>Market Street Melbourne</b>	Closed until further notice	<b>Full time closure</b> of the northbound carriageway between Flinders Lane and Collins Street.	Road closure due to unsafe building
<b>Lonsdale and Russell Streets Melbourne</b>	Lonsdale Street - until 17 November  Russell Street - until 7 December	<b>Partial closure</b> on the Lonsdale Street carriageways (fast lanes), both directions between Russell Street and Swanston Street.  <b>Partial closure</b> on the Russell Street northbound carriageway between Bourke Street and Little Bourke Street  <b>Partial closure</b> on the Russell Street northbound carriageway between Lonsdale Street and Little Lonsdale Street. The southbound fast lane will be closed during working hours only.	Citipower works
<b>Punt Road South Yarra</b>	until 31 December 8pm - 5am	<b>Full closures</b> of northbound carriageway between Commercial and Toorak Roads	Water main renewal works
<b>Toorak Road and Walsh Street South Yarra</b>	until 31 December 8pm - 5am	<b>Partial closure</b> on the Toorak Road carriageway between Marne Street and Punt Road  <b>Full closure</b> Walsh Street between Domain & Toorak Roads	Water main renewal works
<b>Various locations in Carlton</b>	until 23 November	<b>Partial closure</b> of Swanston Street southbound between Queensberry Street & Victoria Street (7.30am – 4.30pm)  <b>Partial closure</b> of Queensberry Street westbound, immediately east of Swanston Street (7.30am – 4.30pm)  <b>Partial closure</b> of Victoria Street eastbound, between Swanston Street & Rathdowne Street (9pm – 6am)  <b>Full closure</b> of Swanston Street southbound, between Grattan Street & Pelham Street (9pm – 6am)  <b>Full closure</b> of Swanston Street southbound, between Queensberry Street & Victoria Street (9pm – 6am)  <b>Full closure</b> of Swanston Street both directions, between Grattan Street & Pelham Street (9pm – 6am)  <b>Full closure</b> of Swanston Street both directions, between Queensberry Street and Victoria Street (9pm – 6am)	Gas mains works
<b>Punt Road South Yarra</b>	9pm 10 November to 3am 11 November	<b>Full closure</b> of northbound carriageway between Moubay Street and Commercial Road, with two-way traffic maintained on the southbound carriageway under contra-flow operations	Crane lift of MRI equipment
<b>Riverside Quay Southbank</b>	16 November 5am to 3pm	<b>Full closure</b> between Southbank Boulevard and Southgate Avenue	Event closure
<b>Tattersalls Lane Melbourne</b>	4pm 20 November to 1am 21 November	<b>Full closure</b> of the laneway between Little Bourke Street and Lonsdale Street, including full closure of Stevenson Lane.	Event closure
<b>Grattan Street Parkville</b>	until 14 November 24 hours a day	<b>Full closure</b> of the westbound carriageway between Royal Parade/Elizabeth Street and Flemington Road, with two-way traffic maintained on the eastbound carriageway via contra-flow operations.	Crane lift to assemble bridge
<b>Caledonian Lane Melbourne</b>	10am 20 November to 1am 21 November	<b>Full closure</b> of laneway between Little Bourke and Lonsdale Streets	Event closure
<b>Gower Street Kensington</b>	15 November 8am to 3pm	<b>Full closure</b> both directions between Derby Street and Macaulay Road	Event closure
<b>Little Collins Street Melbourne</b>	8 November 11am to 6pm	<b>Full closure</b> both directions between King and Spencer Streets, including full closure of the southern footpath.	Event closure



# TRADE Directory



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## Station Pier 2014-15 Cruise Season – Demand for Taxis

### Turnaround Visits – 3 hour demand for taxis after passenger departure time

A full load of passengers will disembark with luggage in the morning and a full load will embark with luggage in the afternoon.

Ship	Visit Date	Passenger Departure	Approx. No. of Taxis
Dawn Princess	Monday 20-Oct-14	7:30am	150 – 200
Dawn Princess	Sunday 02-Nov-14	7:30am	150 – 200
Dawn Princess	Saturday 15-Nov-14	7:30am	150 – 200
Dawn Princess	Friday 28-Nov-14	7:30am	150 – 200
Dawn Princess	Thursday 11-Dec-14	7:30am	150 – 200
Dawn Princess	Tuesday 16-Dec-14	7:30am	150 – 200
Dawn Princess	Monday 29-Dec-14	7:30am	150 – 200
L'Austral	Saturday 10-Jan-15	8:30am	30 – 40
Dawn Princess	Sunday 11-Jan-15	7:30am	150 – 200
Dawn Princess	Saturday 24-Jan-15	7:30am	150 – 200
Dawn Princess	Thursday 29-Jan-15	7:30am	150 – 200
L'Austral	Tuesday 03-Feb-15	8:30am	30 – 40
Dawn Princess	Wednesday 11-Feb-15	7:30am	150 – 200
Pacific Jewel	Saturday 21-Feb-15	8:30am	150 – 200
Silver Spirit	Monday 23-Feb-15	7:30am	60 – 80
Dawn Princess	Tuesday 24-Feb-15	7:30am	150 – 200
Pacific Jewel	Friday 27-Feb-15	9:30am	150 – 200
Pacific Jewel	Monday 02-Mar-15	7:30am	150 – 200
Deutschland	Wednesday 04-Mar-15	8:30am	60 – 80
Pacific Jewel	Sunday 08-Mar-15	9:30am	150 – 200
Dawn Princess	Monday 09-Mar-15	7:30am	150 – 200
Pacific Jewel	Friday 13-Mar-15	7:30am	150 – 200
Dawn Princess	Sunday 22-Mar-15	7:30am	150 – 200

Taxis will be granted access to drive on to Station Pier once an identification check has been conducted at the front gate.

There will be a high demand for HOVs and station wagons during disembarkation due to passengers travelling in groups and luggage size.

Note: Cruise ship schedule is subject to change. For the latest information, please visit [www.portofmelbourne.com](http://www.portofmelbourne.com)



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**WE UNDERSTAND THE LEGAL AND FINANCE NEEDS FOR THE TAXI INDUSTRY**

**Drivers Owners Operators**

- ✓ Criminal Matters – Sexual Offences, Assaults, Property Damage, Fraud, Dangerous and Reckless Driving
- ✓ Victims of Crime Compensation – Have you been a victim of a crime? Contact our office for Compensation Claim – **NO FEE TO YOU**
- ✓ VCAT applications in relation to Taxi Services Commission (TSC) decisions
- ✓ TSC Accreditation Disputes
- ✓ Motor Vehicle Property Damage (all loss and damage flowing from motor vehicle accidents.)
- ✓ Insurance Litigation
- ✓ TAC Claims
- ✓ All Traffic Offences (Infringement notices & fines)
- ✓ Commercial Disputes
- ✓ Debt Recovery
- ✓ Credit Repair (VEDA Files)
- ✓ Personal Injury Claims



- ✓ All Taxi Licence Finance
- ✓ M80 and VHA/SV Licence Finance
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**For further information:  
Contact  
Ronny Randhawa (0402 256 712)**

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