

13CABS

DRIVER AND OPERATOR NEWSLETTER

November 2013

CABSTOP



TM FOR INSTANT BOOKING
SMS 40000
TO 0431 13 2227



35 DOWNING ST OAKLEIGH

CABSTOP
13CABS

*There's no stress
Taxi bookings by SMS*

Find out more about the
fastest way to book a cab



Driver Services

- Prepayment of Fares
- DC Renewals

**13CABS Driver
Android App**
Now Available!



**13CABS Says Farewell
to 30 Year Veteran**



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

From the COO

It has been an eventful couple of months at 13CABS.

Our SMS booking service CABSTOP was officially launched on 10 September at the VTA State Taxi Conference. You may have already seen CABSTOP bookings from shopping centres or hotels. The official launch released CABSTOP to the general public. The launch of CABSTOP was the result of over 18 months work by 13CABS and the Monash City Council.

The Victorian Government has also begun the re-introduction of advertising on taxis. Operators could be earning \$600 a year (plus GST) by simply installing an advertising panel on their cab. Installations

are available at both Taxitech locations so book in to get yours.

Lastly, we have recently made the 13CABS Driver App available to Android devices. Check it out and download it from the Google Play store.

Keep reading for all the information on CABSTOP, advertising on taxis, the 13CABS Driver App and much more.

And remember CABSTOP – There’s no stress, taxi bookings by SMS!

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

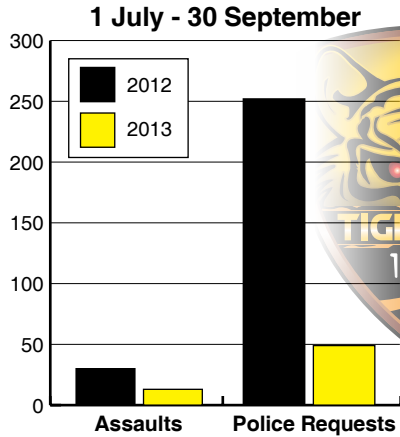
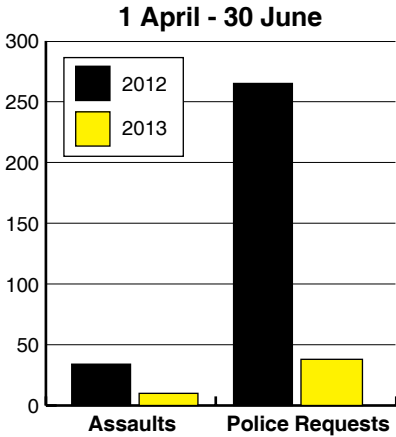
To advertise your business in the 13CABS Driver and Operator Newsletter call Simon Purssey, Marketing and Client Services Manager on **9277 3427**

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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Copywriter: Cassandra Downie
 Graphic Designer: Andrew Morgan

Tiger Team Statistics



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

Goodbye and Good Luck, Ian

Operator Ian Witt recently sold his taxi licence and retired after over 30 years in the taxi industry. Ian will be missed by his regular customers and staff at the 13CABS Preston Office, where he was a regular visitor. There was never a visit where Ian didn't pass on a joke he had heard along his travels.

Ian has had many memorable moments throughout his career. One which stands out in his mind is a passenger who decided to get out of the back seat while the cab was going 50kmh. After realising her mistake she hung on to the door until Ian could stop the cab. Ian helped her back into the car and rushed her to hospital.

The longest fare Ian ever had was a gentleman with a fear of flying. He asked Ian to drive him to Adelaide, wait and return! Ian jokes his shortest fare was Danny DeVito.



Everyone at 13CABS would like to wish Ian the best of luck and a happy retirement.

CABSTOP

There's no stress Taxi bookings by SMS



It's not just shopping centres that have jumped on board though. CABSTOP signs can also be found at pubs, hotels, universities and TAFEs throughout metropolitan Melbourne.

Passengers can even jump online and get and get their own CABSTOP code at CABSTOP.com.au.

On 10 September 13CABS launched CABSTOP, the fastest way to book a taxi. Users simply SMS or Twitter DM a unique CABSTOP code to book a cab.



You may have already seen some CABSTOP bookings on your dispatcher. The yellow CABSTOP signs have already begun popping up at most major shopping centres including Chadstone, Westfield Southland, Westfield Doncaster, Northland, Werribee Plaza, Highpoint and many more.

How CABSTOP Works



step 1.

SMS the CABSTOP Code on the sign at your location to 0431 13 2227



step 2.

You will receive an SMS with your booking number and then another with your cab number



step 3.

Wait near the sign for your cab. Some signs may include additional information on where to wait



step 4.

Enjoy your ride!
Thanks for choosing
13CABS

For more information contact Simon Purssey, Marketing and Client Services Manager on 9277 3427 or go to CABSTOP.com.au

ROVA Media Advertising on Taxis

As part of the recently announced Taxi Industry Inquiry's recommendations the introduction of advertising on taxis has been approved.

13CABS offers Operators the opportunity to earn additional revenue by displaying advertising on your vehicles.

ROVA Media are offering to pay Operators \$600 plus GST annually to display advertising panels on your cars. Operators will be paid \$150 plus GST quarterly credited directly to your 13CABS account.

If you're interested in this offer please call or visit Taxitech Oakleigh or North Melbourne.

Our staff will assist with any of your queries and the necessary paperwork. Fitting of the advertising panel to your vehicle should not take any more than half an hour.



OUR OFFER **\$600** plus GST PER YEAR

ROVA Media offers taxi owners and operators the opportunity to earn additional revenue by carrying advertising on their vehicle.

Fully approved by Taxi Services Commission
Transport (Taxi-Cabs) regulations 2005

Get your ROVA fit out at TAXITECH today!



Oakleigh

35 Downing Street, Oakleigh
Open Monday to Friday
8am - 5pm

For bookings call 9921 0280

North Melbourne

199 Arden Street, North Melbourne
Open Monday to Friday
8am - 5pm

For bookings call 9329 8558

Prepayment of Fares



When receiving fare prepayment between 10pm and 5am ensure you always provide your customer with a receipt.

By ensuring your customer has a copy of the receipt, you save yourself time and money by avoiding disputes or misunderstandings at the end of your trip.

DC Renewal

When you receive your DC renewal notice it is important to remember some recently implemented changes.

If your DC has expired for between one day and three months, you will be required to provide a new National Police Certificate.

If your DC has expired for three months or more, you will be required to:

- complete a new application form, including a medical check
- provide a new National Police Certificate
- complete Certificate II Driving Operations Taxi Units TLI21210, including the Knowledge of Melbourne

You can speak with a 13CABS trainer about Recognition of Prior Learning, but a course fee will still apply.

It is also important to remember, your DC is not updated until you have your updated

paper DC (*pictured*). A receipt of payment (*also pictured*) is not an updated DC.



Example paper DC – Only upon receiving this is your DC updated.



Example receipt of payment – This does not mean your DC is updated.

It can now take up to 20 days to process a DC renewal. DC renewal notices are sent 10 weeks before your DC expires, so we strongly recommend you lodge your renewal at least three weeks prior to its due date.

For further information call 13CABS, Driver Services on 9921 0272

Training Dates

	Oakleigh	Preston
DC Courses	Every Monday at 9am	Every Monday at 9am
Advance Training Days	Every second Tuesday at 9am From 05/11/13 <i>and</i> Sunday 03/11/13 at 10am	Every second Tuesday at 9am From 12/11/13
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**

13CABS Driver App Now Available on Android



Last month we featured the 13CABS Driver iPhone App.

Now, we present the 13CABS Driver Android App!
Just log in with your DC number/MTData PIN and you are ready to:

- 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 your Google Play store.

For more information call 13CABS Driver Services on 9921 0272



2013 Toyota Camry Hybrid Luxury Sedan

\$39,950

or only \$246 per week!

- built 04/2013, 8,537kms
- VIN: 6T1BD3FK20X131025
- leather accented interior, satellite navigation
- 2 year / 200,000 km LPG warranty

**LOW KILOMETRES
AND NEAR NEW**



- 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 04/2012, 26,963km
- VIN: 6T1BD3FK40X124903
- 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



2012 Ford Falcon FG G6 EcoLPi Sedan

\$33,950

or only \$210 per week!

- built 08/2012, 10,510 kms
- VIN: 6FPAAAJGWSWCE87381
- taxi yellow, dedicated LPG, taxi fit-out
- 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 Sedan

\$33,990

or only \$210.57 per week!

- built 04/2012, 18,022kms
- VIN: 6T1BD3FK20X124902
- 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

2012 Toyota Camry Hybrid Sedan

\$33,990

or only \$210.57 per week!

- built 05/2012, 34,343km
- VIN: 6T1BD3FK80X124922
- 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

2012 Ford Falcon FG G6E Dual Fuel Sedan

\$39,500

or only \$243.50 per week!

- built 01/2012, 32,632kms
- VIN: 6FPPAAAJGWCY93364
- dual, front, head & side airbags
- taxi yellow, dual fuel, 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



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 80 007 321 882 "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

Driver Support



Recall Restrictions

If you accept a booking and cannot proceed with it for any reason, please recall it as soon as possible. Holding on to a booking for 10 minutes or more before recalling it disadvantages the passengers and the next Driver who accepts the booking.

All recalls on correctly dispatched bookings incur a 30 minute plot restriction without exception. This means the longer

you wait to recall a booking, the longer the time between accepting the job and being able to plot again.

Receipts

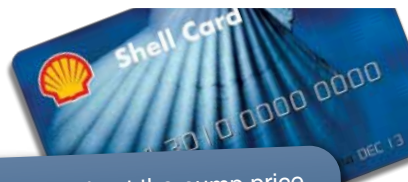
Please remember to offer your customers a receipt at the end of every trip. Receipts allow customers and Driver Support Operators to identify the vehicle in which the customer travelled. This is vital information when assisting a passenger with lost property enquiries or when they wish to provide feedback for their journey.

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

Did you know...

that **13CABS Operators** with a Shell Go Card will only pay 59.04 cents per litre or less in November 2013?*

**prices may vary depending on your location*



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

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



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

driving our
community



Client Services

Recently Simon Purssey visited the Warringal Probus Club and the Monash/Waverley Community Information & Support Inc. Simon delivered a one hour presentation to each group with questions and answers on cab travel and taxi bookings.

Simon always takes the time to remind customers of his Tips on Trips. These are:

- always book by the web, iPhone, SMS, Twitter or call 13 CABS that's 13 2227
- always ask for a receipt
- report good driving
- report bad driving
- your driver should help with bags



The Warringal Probus Club members agree that delivering great service isn't rocket science.



The Monash/Waverley Community Information & Support Inc members agree to always give both good and bad feedback.

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

Hot Spots

James Squire Hotel

16/439 Docklands Drive Docklands

Melway Reference 2E D 5

The James Squire Hotel is located on the corner of Docklands Drive and Pearl River Drive. The main entrance to the hotel is via Pearl River Drive. To ensure you don't miss out on a job from the James Squire Hotel, please park your car and go to reception so staff know you are there.

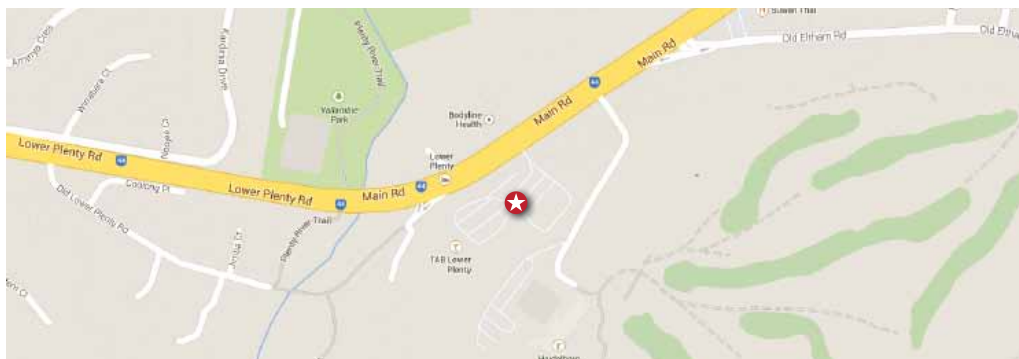


Lower Plenty Hotel

4 Main Road Lower Plenty

Melway Reference 20 K 9

The Lower Plenty Hotel offers patrons a laid-back atmosphere with modern style. Visitors to the hotel have access to bistro meals, bar facilities, TAB, a bottle shop and a private function area.



What's On

November - December

Designing 007: 50 Years of Bond Style 1 November - 23 February



Melbourne Museum's latest exhibit brings James Bond fans a grand collection of props, costumes and vehicles from the long-running film series. The exhibit even includes a Bond Bar where visitors can enjoy Bond inspired food and drinks.

Night Noodle Markets

18-30 November



Alexandra Gardens will be transformed into a night market inspired by Asian hawker's markets. The Night Noodle Markets will feature food and drink stalls, music and rich atmosphere for everyone to enjoy.

Bon Jovi

7-8 December



American rock band Bon Jovi are bringing their Because We Can tour to Etihad Stadium this December. The rockers' hits include It's My Life, Livin' on a Prayer and I'll Be There for You, just to name a few.

Vision Australia's Carols by Candlelight

24 December



Sidney Myer Music Bowl will host the 76th Carols by Candlelight on Christmas Eve. This event brings top Australian stars together to sing Christmas carols for a glistening crowd. All proceeds from the night go to Vision Australia's Children's Services.

Boxing Day Test: Australia v England

26 December



The first Boxing Day Test was held in 1950 but the game didn't become an annual event until 1980 (except '89, when it was a ODI). This year Australia will face England at the MCG as part of the Ashes series.

New Years Eve 2013

31 December



The last night of the year is traditionally one of the busiest for the taxi industry with private parties and events throughout Melbourne. Everyone at 13CABS wishes you and your family a safe and prosperous New Year.

Staff Profile



Samantha Thompson

What is your role at 13CABS?

Accounts/administration assistant.

How long have you worked at 13CABS?

Almost 2 years.

What do you enjoy most about your job?

The people I work with. I couldn't ask for a better team.

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

There have been many amusing moments in reception. For example, I once spent about 20 minutes trying to explain to an elderly man that he had the wrong phone number and that this wasn't Telstra.

What do you like to do in your spare time?

My family live in Queensland so I like to go up there as often as possible. I also enjoy going to Sydney when I get the chance.

What is your favourite movie?

My favourite movie would have to be Pitch Perfect.

What is your favourite sports team?

I'm from Sydney, so my favourite sport is rugby league and my favourite team is the Parramatta Eels.

What is your favourite or dream holiday destination?

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

Driver Profile



Lakhwinder Singh

Recently a passenger left a bag in Lakhwinder's 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.

Great work, Lakhwinder!

How long have you driven cabs?

I have been driving since 2002.

What do you enjoy most about your job?

Meeting different people, of different nationalities. Sharing ideas with them and learning about their countries.

What do you like to do in your spare time?

I like to spend time with my family.

What is your favourite movie?

I like a lot of Punjabi movies and watch nearly all of them.

What is your favourite book?

I like to study religious books. When I was studying, I liked to read a lot of general knowledge books.

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

Cricket and football. My children support Collingwood but I like every team. I prefer to just enjoy the game without favouring one team in particular.

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

Rachin's Riddle

Three possums and three dingoes need to cross the Yarra River in a boat. The boat will only support two animals at a time and cannot cross the river empty. The number of dingoes on a bank cannot outnumber the number of possums on a bank at one time.

Q. How do all six animals get across the river?

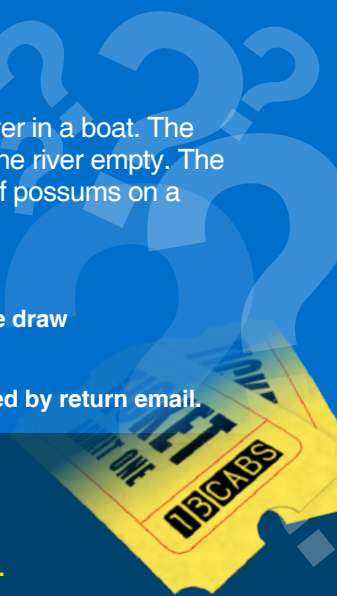
Every correct answer to riddle.master@13cabs.com.au enters the draw to win 2 movie tickets!

The winner will be drawn on Wednesday 18 December and notified by return email.

The Answer to September's Riddle:

George said five. The bouncer wanted to know how many letters spelt out the numbers he gave.

Congratulations to Mr Steven Lane who was September's winner.



TSC News



Breaking Through the Language Barrier

As the taxi and hire car industry regulator, the Taxi Services Commission (TSC) wants to ensure that the information we provide to the industry is clear and informative.

From time to time, legislative requirements mean that we need to convey technical information to you via letter and other forms of communication, which can sometimes be hard to understand.

With the view to making our communication as effective as possible, the TSC will be conducting a poll in the November edition of Taxi eNews to get a better idea of the most common written languages (other than English) used by industry participants.

From this information, the TSC plans to translate some major communications into other languages.

Keep an eye out for the next edition of Taxi eNews on the TSC website (<http://www.taxi.vic.gov.au/taxi-reform/consultation/preferred-languages>) and have your say on what language you'd like included.

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

Article provided courtesy of the TSC – to stay up to date with TSC releases subscribe to their eNews at www.taxi.vic.gov.au/about-us/subscribe-for-news

DIGITAL PULSE GENERATOR

DPG

LPG & PETROL

"AUTOMOTIVE BATTERY ENHANCER"

**EXTENDS THE LIFE OF
YOUR BATTERY UP TO 3 TIMES**

10 year Guarantee

**Transferrable
From car to car**

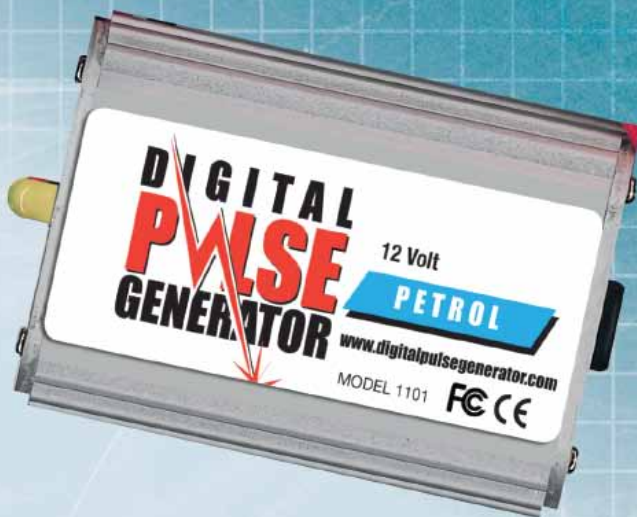
MODEL 1101

SUITABLE FOR ALL SIZE PETROL ENGINES (INCLUDING
BOATS) AND MOTORCYCLES 250cc AND ABOVE

HOW THE DPG WORKS

It is the build up of these sulphates on the battery plates, that gradually reduce the efficiency of the battery.

The DPG, when attached to the battery terminals, immediately commences dissolving these sulphates back into the battery solution that then extends the life of the battery.



\$59

Including postage,
handling & GST.

Ideal Christmas gift!



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

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

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



Like us on Twitter
[@13CABS](https://twitter.com/13CABS)

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