

TAXI TALK

VOICE OF THE TAXI INDUSTRY

AUGUST 2014

ISSUE NO 556



Official journal of the
Victorian Taxi Association

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Taxi Talk magazine, a monthly publication for the Victorian taxi industry, is published by Trade Promotions Pty Ltd in collaboration with the Victorian Taxi Association Inc (VTA). The VTA is the peak industry body in Victoria, fostering the interests and wellbeing of taxi-cab drivers, taxi-cab operators and taxi-cab Network Service Providers across the state.

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compulsory implied conditions



David Samuel
VTA CEO

I am not often lost for words, but really I don't know where to start this month. To say it's been busy would be somewhat of an understatement.

I feel it is important to discuss a couple of technical matters that have been resulting in a lot of questions, so please excuse me if my editorial is little dry this month.



I would like to start by trying to clarify a couple of things. Firstly, the compulsory third party property insurance requirements for operators do not commence until 30 September - so please don't rush to sign a contract without being sure what you are signing is compliant with the new regulations.

Our understanding, and it is just that because little clarification appears to be available, is that an operator will be required to have a third party property insurance contract in their name after 30 September 2014 providing cover of at least \$5,000,000.

The policy must:

- be issued by a corporation authorised under the Insurance Act 1973 (Cth) to carry on an insurance business;
- be held in the Operator's own name, and
- not be held in any name other than the Operator's.
- From 30 September 2014, also indemnify drivers of their taxis against liability in respect of property damage caused by or arising out of the use of the Taxi-cab.

Following publication of the draft driver agreement implied conditions, the VTA have received a high volume of enquiries relating to the ability of an operator to charge the driver 'fees'. We have no intention of telling anyone how to run their business except to say it obviously needs to operate within the auspices of the law.

The implied conditions are clear that the operator must pay all 'operational' and 'maintenance' costs. The implied conditions do not relate to any relationship other than that between an operator and a driver. If a cost charged by a third party to a driver is deemed to be an 'operational' or 'maintenance' cost then the driver would be entitled to seek reimbursement from the operator.

In large part, it appears the confusion about how to structure new bailment agreements is stemming from a lack of clarity regarding what constitutes an "operational" and/or "maintenance"

cost. I am led to believe at the time of writing this article the TSC are working on a guidance note which will assist in clarifying these matters.

We have also received a number of questions regarding metering of contract and set run work. The TSC have confirmed that operators are permitted to enter into agreements, be they formal (such as contracts) or ad hoc (such as a discount offered to a particular customer at the time of travel) to charge a passenger an agreed amount so long as:

- The customer understands what he/she will be charged before the trip begins
- The agreed amount is less than the maximum regulated/notified maximum fares.

This represents current practice in the Victorian taxi industry and there has been no change to licence conditions, taxi-cab regulations or relevant legislation which would affect this.

It is also important that operators and driver understand that regulations require the meter to be on at all times there is a passenger in the taxi.

We recognise how much is going on in your commercial and business lives at the moment but urge you all to do what you can to ensure you are compliant with the law. Not doing so makes you an easy target for investigation and prosecution.

The VTA would also like to extend our congratulations to Andrew Skelton, former Chief Operating Officer of 13 CABS in Victoria, on his recent appointment as Chief Executive Officer and Russell Balding AO on his appointment as Chairman of Cabcharge Australia Limited. We look forward to working with the new team.

Finally, I would just like to finish up by saying how sad I was to hear of the closure of Ouyen taxis. Ross Missen did a tremendous job servicing that community by himself. As many locals pointed out upon hearing the news, the real loser here is the community who will be left without a taxi service - and indeed their only means of non-private transport. Thank you Ross for your contribution. ❀

VTA MODEL bailment agreement



The VTA is currently finalising a revised version of their model bailment agreement.

The new model agreement will retain the practical and operational clauses that still apply from the existing model agreement, with revisions and additions which account for the new driver agreement implied conditions.

More on the implied conditions are on page 8 in this edition of *Taxi Talk*.

The VTA encourages all operators and drivers to ensure they have a written bailment agreement.

If you would like a copy of the new model agreement when it is available, please email your details to admin@victaxi.com.au. ❀

50 faces, 50 years



VICTORIAN
TAXI
ASSOCIATION

To commemorate the 50th anniversary of the Victorian Taxi Association (VTA), the VTA will launch its 50 faces, 50 years project to profile a range of individuals who have been involved in the industry in various ways throughout the years.

From owners and operators, passengers and drivers, to regulators and suppliers to the industry, the VTA will put together a story that spans the years and looks to the future.

The characters who make up this industry are what keep it unique and exciting.

The anniversary will also be marked with a gala dinner, driver specific events and the launch of a publication documenting the

history of the association.

The VTA welcomes contributions to this publication or recommendations and volunteers for the 50 Faces, 50 Years project.

Please contact Alana Condon, VTA Membership Services Co-ordinator on 03 9676 2635 or email acondon@victaxi.com.au for further information and to express your interest in becoming involved. ❀

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DRIVER AGREEMENTS

you need to know....

On 30 June 2014, a number of driver agreement implied conditions became law. The implied conditions automatically apply to any relationship between a driver and an operator, even if the conditions are not included in a written agreement.

It is the obligation of all operators to ensure they are complying with the implied conditions.

We are aware there has been a great deal of change to adapt to over the past weeks so have again provided below a summary of the conditions.

The full details can be found on the VTA website (www.victaxi.com.au).

55/45

The 55/45 mandated fare box split applies to all metered charges, but not to unmetered charges such as tolls, airport charges and electronic payment surcharges.

Record keeping

Any operator must keep records of the following and provide copies to drivers at the end of every calendar month (at least):

- All payments made between the driver and operator
- All shifts worked
- Gross fares per shift

Maintenance

Operators are responsible for all operating and maintenance costs associated with the taxi.

Insurance

- The operator must insure the taxi with a policy providing cover of at least \$5,000,000 which is:
 - issued by a corporation authorised under the Insurance Act 1973;
 - held in the operator's own name; and
 - not held in any name other than the operator's.
- The operator is responsible for any applicable excess
- The TSC may request evidence of insurance at any time and must be provided to the driver upon request
- The operator must indemnify the driver for vehicle damage

(including damage to the taxi) and for costs including legal costs associated with such vehicle damage.

Leave

Where the driver has worked regularly for the operator for 12 months or more (average of three shifts or more per week), the driver must be allowed to take a period of up to four weeks of unpaid leave on a pro rata basis.

Bond

- A total of \$1,000 may be collected as a bond, which can be collected incrementally, and can be used:
 - In the event the driver withholds shift earnings; or
 - The taxi or any item of equipment is damaged due to the driver's conduct.
- The bond only need be held in a designated bank account and a receipt issued
- Disputes about use of the bond can be referred to the TSC's dispute resolution process

Remember, even if your current agreements have not been updated, the implied conditions apply and will be enforced. ❀

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REGION News

In my 17 years involved as owner and operator of Benalla Taxis, I have seen many changes.

With all these changes brings apprehension, but in most cases things have not been as bad as I first feared.

In saying that, every year seems to be just that bit tougher than the previous, especially the last six years when we had to absorb the rising costs of fuel etc, without a fare increase.

Looking at all the challenges we have faced as operators, nothing can compare to what we faced on the 1st July 2014.

This day of course was the day our drivers received 55% of the total fare, and as much as we try and tell ourselves everything will be ok, this will be by far my toughest time in the industry that I love.

When we finally received a 12% increase in May this year, then turn around and lose 10% to our drivers six weeks later, this is a bitter pill to swallow.

I know that as country operators,

we have the option to set our own fares, but we also have to think of the most important people in all of this, our customers.

If I were to increase our fares by 10% today, to get back the extra 10% that the drivers receive that would be a 22% total increase in two months. That's a big increase in anyone's terms, especially given most of our customers are on a low income.

So I will continue to operate on 2% increase in six years until such time as we feel we can increase the fares without hurting our loyal customers too much. And with the change to 45/55 owner-driver split brings other imposes, with the increased income to drivers means an increase in our work cover premiums.

Not to mention the extra book work required for both our drivers and the TSC.

We are spending more time in the office, when more than ever we should be spending this time behind the wheel.

I'm all for our drivers earning more money but when that comes at my expense, it hurts. Especially given that we, the owners, are the ones who have everything to lose, as we were the ones who put our hands in our pockets to purchase these businesses in the first place.

We are the ones who lay awake in

bed each night thinking about the shifts we need to cover, or the vehicles that need to be off the road to carry out repairs.

As much as I appreciate my drivers, they are not the ones who have to worry about who is going to cover the work over the next few days, while one of the cabs is in the panel beaters being repaired.

Repairs of which I have to pay for, and in some cases would have been caused by them.

I could go on forever and I haven't even mentioned the changes to our license conditions and the uncertainty this has created.

Hopefully I'm wrong, and I will look back in time and think why I was so worried in the first place.

Unfortunately, I don't think this will be the case so we must continue to lobby those responsible for these decisions, which have had and will continue to have a big impact on our future.

In the meantime we have no choice, unlike our drivers who can jump ship anytime, to ride out these tough times, and hopefully look forward to some smoother waters.

David O'Donoghue
Benalla Taxis ❀



Driver of the Month

Our Driver of the Month for August 2014 is Ron Holandsjo.

Ron has been driving taxis for Silver Top Taxis for 18 years, always with a smile. His love of driving and carrying passengers to their destinations is his passion. Ron believes that he is lucky to still have a job in this economic climate. ♣



TAXI INSURANCE

implied conditions



From 30 September 2014, it will be a regulatory requirement for all Victorian taxi operators to hold a third-party property insurance policy for all taxis they operate.

Whilst the Taxi Services Commission will not give advice as to the compliance or otherwise of particular insurance products on the market, the VTA encourages all operators to carefully consider the new requirements when speaking with current or potential providers.

We recommend you refer to the below 'implied conditions' regarding insurance to ensure you ask the right questions of any potential supplier. An operator must hold a third party property insurance policy with cover of at least \$5,000,000 which is:

- issued by a corporation authorised under the Insurance Act 1973 (Cth) to carry on an insurance business;
- held in the Operator's own name, and
- not held in any name other than the Operator's

Between now and 30 September 2014, the VTA anticipates there will be several new providers to enter the metropolitan taxi insurance market and we encourage all operators to be careful when considering insurance products to ensure they are compliant after 30 September 2014.

At the same time, indemnity requirements will come in to effect meaning all operators will be required to indemnify drivers for vehicle damage (including damage to the taxi) and for costs including legal costs associated with such vehicle damage. ❖

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

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PUBLIC Register

Phase two of the Taxi Services Commission public register of taxi industry participants is due to 'go live' in September 2014.



This will include contact details for all listed individuals and companies.

All industry participants will soon receive a letter which nominates

the details proposed for inclusion on the register.

If the address you have registered with the TSC is your home address, and you do not wish for this

information to be available online, you should make arrangements to change your address details with the TSC to an alternative address or PO Box. ❀

2014 VTA CONFERENCE & GALA DINNER CELEBRATING 50 YEARS 23-24 SEPTEMBER 2014 CONFERENCE - LANGHAM HOTEL, SOUTHBANK / GALA - ZINC, FEDERATION SQUARE

2014 is an exciting year for the Victorian Taxi Association (VTA) as we mark our 50th anniversary. In celebrating this milestone, the VTA is hosting the 2014 VTA Conference & Gala Dinner.

The Conference will be held at the iconic Langham Hotel, Southgate on Tuesday 23 and Wednesday 24 September 2014.

The Program comprises of speakers from a variety of fields who will present on a range of topics impacting the Victorian taxi industry.

The 50th Anniversary Gala Dinner and Cocktail

Hour is scheduled for Tuesday 23 September at Zinc, Federation Square. The impressive venue is located on the banks of the Yarra River with breathtaking views. Guest speakers and entertainment are sure to make for a memorable night.

Visit the VTA website for registration and further details at www.victaxi.com.au. Be quick, numbers are limited.

The 2014 Conference is definitely not to be missed. The VTA looks forward to your attendance at what promises to be a great event. ❀

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Between 2014 and 2018 Australians will commemorate the Centenary of ANZAC, marking 100 years since the commencement and battles of the First World War.

The Anzac Centenary period begins on 4 August 2014 with commemorations being held in capital cities to mark the day Australia became involved in the First World War. Commemorations include a national service at the Australian War Memorial in Canberra, other services around states and territories, as well as a call for ringing of bells in churches and schools.

The First World War began when Britain declared war on Germany on 4 August 1914, and Prime Minister Andrew Fisher's government pledged full support for Britain. The outbreak of war was greeted in Australia, as in many places, with great enthusiasm.

The Anzac Centenary will provide Australians with an opportunity to acknowledge a Centenary of Service for those who have fought and served in all wars, conflicts and peace-keeping operations over the past one hundred years. It will pay tribute to two million who have served in the Australian Defence Force, the 102,000 Australians who have made the supreme sacrifice, as well as

acknowledge the families and communities who supported them and made so many sacrifices at home.

Visit the website www.anzac-centenary.gov.au for more information.

There will be a number of ways Victorians will be commemorating the centenary of Anzac with events planned for the Anzac Centenary Commemorative Week beginning from 4 August 2014 to 10 August 2014.

At 12.45pm on Tuesday, 5 August 2014, a single shot will be fired on the Mornington Peninsula at Point Nepean to mark the centenary of a remarkable and defining moment in our nation's history – the first shot fired in anger in the British Empire at the start of the First World War. The shot marks the moment that Australia became involved in the war.

Across Victoria, there will be a number of commemorative events marking key dates throughout the Centenary. For local news and events in Victoria, visit the website www.anzaccenatary.vic.gov.au ❀



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Industry leader, MTData has one of the world's most advanced taxi dispatch systems and is currently used by over 30,000 taxis worldwide.

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To assist taxi companies and improve customer service delivery, MTData offers a range of call centre and dispatch tools including a fast and efficient call taking system and advanced plotting and GPS dispatch software to save costs and time.

For drivers, a 7-inch colour touch screen with a wireless keypad is available which improves ease of use and includes one-touch satellite navigation with speech announcements.

MTData's latest enhancement is an integrated taximeter with a bright colour

touch screen which selects the right tariff based on the time of day and day of week and automatically adds booking fees and tolls. The taximeter also provides speech announcements of tariff, tolls and the total fare providing an improved customer experience. Most importantly MTData has a solution for the customer. Booking a taxi with their preferred company has never been easier with MTData's smart-phone booking apps which seamlessly integrate with the dispatch system. Customers can book a taxi, obtain a fare estimate, track their booked taxi on approach and be notified when the taxi is within 500m of the pick-up address.

If you are looking for a new dispatch system or interested in any of the products above, contact MTData today to find out more on 03 9574 5700. ❀

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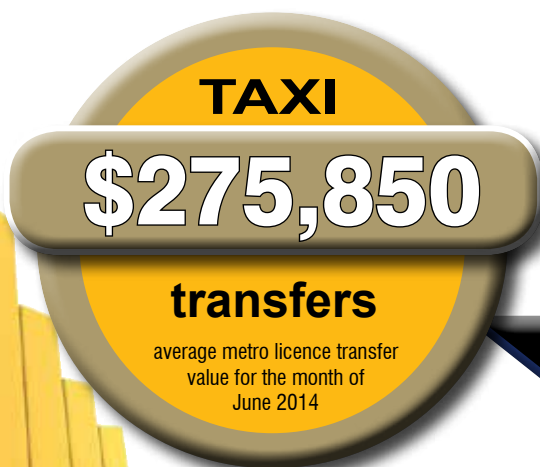
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VICTORIAN TAXI LICENCE STATISTICS

All data on this page is provided
by the Taxi Services
Commission and is for
the month of
June 2014

Monthly Compliance outcomes

Taxi Inspections	955
Rectification Notices	101
Infringement Notices	131
Notices of Unroadworthiness	19
Official Warnings	12

HIRE CAR LICENCE VALUE

\$38,500

average metro hire car licence
transfer value for the month of
June 2014

Number of Victorian Hire Vehicle Licences

Metropolitan Hire Cars	991
Country Hire Cars	86
Special Purpose Vehicles	974
Restricted Hire Cars	690
TOTAL	2,741

Number of Taxi Licences

Metropolitan including Peak Services and 504 WAT vehicles	4,329
Urban & Large Regional including 75 WAT vehicles	432
Regional including 74 WAT vehicles	324
Country including 37 WAT vehicles	165
Total including 690 WAT vehicles	5,250

Number of drivers

Active drivers	15,954
Accredited drivers	32,454

Assignments

average metro assignment price \$2,116

Licence transfers

metro taxis	10	country taxis	1
outer suburban	1	hire car	1
urban taxis	2	special	2

Licences issued

taxi	0	special vehicles	4
hire car	7	RH vehicles	7

The metro taxi licence average price of \$275,850 is based on the 10 genuine market based transactions that occurred in the metropolitan zone during June 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. ❖

Battery desulphator

From the time an automotive battery is built, it immediately begins a build-up of sulphates, which reduces the batteries efficiency and life.

The Digital Pulse Generator (DPG) is sophisticated technology, and simply works by breaking down this build-up of sulphates within the battery. A high frequency digital pulse is generated and transmitted through the batteries positive and negative terminals and it is this high frequency pulse that reduces and controls build-up of sulphates.

The DPG will extend the battery life by up to 3 times, with a 10 year guarantee, and can be transferred to replacement batteries and from car to car.

The Digital Pulse Generator was launched in Victoria in September 2013, and has gained strong acceptance within the taxi, truck, bus and motor home industry.

The DPG has been successfully marketed in the

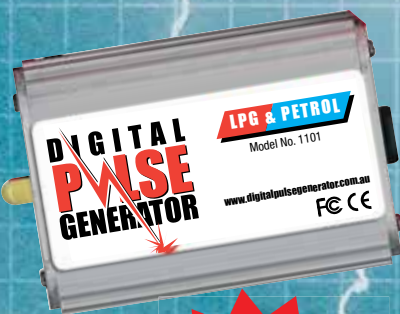
northern hemisphere for the last 9 years with proven results. The distribution rights of the DPG to be introduced into Australian and New Zealand have been secured by a family run, Australian company who have been associated with the vehicle manufacturing industry for nearly 30 years.

The DPG was awarded the SEMA (Special Equipment Marketing Award) at the Los Angeles Auto Accessory Show which is the largest auto accessory show in the world.

With more taxi owners and operators now coming onboard and installing the DPG, the benefits are now starting to show. Taxi companies are experiencing reduced battery expenditure with companies realising 40-50% savings of battery purchases, along with improved battery reliability.

The DPG is marketed in Tasmania, New South Wales, and Queensland, and recently released in New Zealand.

Businesses and taxi owners realising the benefits and savings of the DPG, are installing this device sooner rather than later. ❀



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Heads ûp



“It makes good business sense to have people look forward to going to work in a place where they are respected, treated well and are not overloaded with work and expected to meet impossible deadlines,” says Chairman Jeff Kennett, AC. “This leads to ongoing stress which can develop into depression and anxiety.”

Mentally healthy workplaces vital to attract and keep the best staff

Almost half of Australian workers have left a job because it was mentally unhealthy and workplace mental health is ranked second only to pay as the most important factor when choosing a new job, a new survey has shown.

The researchers surveyed over 1000 Australian workers and found not only do they value mentally healthy workplaces above things such as workplace culture and commuting time, they will leave a job if it impacts negatively on their mental health.

The survey has been released as part of Heads Up, an Australian-first campaign launched by beyondblue and the Mentally Healthy Workplace Alliance last month to encourage business leaders to take action in the workplace on mental health problems such as depression and anxiety.

beyondblue Chairman Jeff Kennett AC said the findings highlight the growing need for employers to create mentally healthy workplaces in order to attract and retain staff.

"If Australian businesses want to be employers of choice and attract and keep the best and most talented people, they have to create mentally healthy workplaces," he said. "This may seem obvious, but unfortunately too many workplaces still lack adequate mental health policies, which are the backbone of a workplace environment which supports the mental health of its staff. These latest findings show that employers need to listen to their workers, or they will leave. It adds to a growing body of evidence, including a recent PwC report, that shows if businesses are not investing in mental health they are losing staff, productivity and money.

"Not only is a mentally healthy workplace mindful of people's workloads and the stressors they face, but staff with flexible working arrangements and who feel supported by their managers bring huge productivity gains for employers. This is a win-win situation and businesses cannot afford to ignore it. All employers should go to www.headsup.org.au and learn what they need to do to help create a mentally healthy workplace and start reaping the benefits."

The survey, conducted by Instinct and Reason, found that, while 31% of workers listed pay as the most important factor when choosing a job, second-placed was mental health in the workplace on 14%, ahead of

culture and ability to discuss things openly (11%), reward and recognition (8%) and commute (8%). It also found that around one in five (17%) workers had left more than one job because of its poor mental health environment and that more than a quarter (28%) of workers had left one.

Other findings include:

- Women are more likely than men to have left a job because of its poor mental health environment, with more than half (52%) having done so compared to less than half (44%) of men

- Younger workers are more likely to leave a job because of its poor mental health environment, with more than half (58%) of people aged under 40 doing so. This compares to less than half (47%) aged 40-59 and around a quarter (27%) aged 60+
- This is reflected in findings that show almost eight in 10 (79%) workers aged under 30 believe mentally healthy workplaces are important when looking for a job. This falls to 77% for those aged 30-39, 68% for those aged 40-59 and 63% for those aged 60+
- Overall, seven in 10 (71%) workers think mentally healthy workplace are important when looking for a job, with a third (34%) saying they are essential or very important.

Since launching last month, Heads Up has so far seen more than 1000 businesses register and has attracted more than 13,000 people to the website. Mr Kennett said the campaign's successful launch showed no one wants to spend their time at work feeling bad. ❀





Marnie Williams CEO

Taxi Services Commission

INDU

U

July saw the first month of operation for several key taxi industry reforms.

The Taxi Services Commission (TSC) has received many enquiries from people interested in sitting the new Knowledge test or becoming a taxi licence permit holder (formerly operator).

The first TSC Annual Report will soon be published and available for download from our website. If you'd like to receive an email with a link to the online version when it is available, please email <contact@taxi.vic.gov.au>.

A reminder that all drivers, licence holders and permit holders are required to inform the TSC of changes to their contact information within 14 days of the change occurring. Drivers may do this at VicRoads. ❀

eNewsletters are the main way the Taxi Services Commission communicates with the industry about the reforms.

Encourage your colleagues to sign up to receive the monthly Taxi eNews at <www.taxi.vic.gov.au>. You can also follow them on Twitter @taxicommission. ❀

EO on STRY UPDATE

Dispute resolution team

All taxi driver 'bailment' agreements became subject to the new implied conditions in the driver agreement on 30 June 2014. It is now mandatory for drivers and permit holders (formerly operators) to abide by the implied conditions, regardless of any commercial agreement between the two parties.

The TSC has set up a dispute resolution team to handle disputes between taxi drivers and permit holders regarding the implied conditions.

While parties are required to meet within seven days (or within a longer period agreed on by the parties) to try and resolve a dispute, the parties may contact the TSC dispute resolution team for assistance if the matter remains unresolved.

Drivers and permit holders must have their dispute reviewed by the TSC before proceeding to the Victorian Small Business Commissioner (VSBC) or the Victorian Civil and Administrative Tribunal (VCAT).



All disputes must be lodged with the TSC in writing via the following options:

- Online: via the Complaints and Feedback link at <www.taxi.vic.gov.au>
- Mail: download a PDF or Word accessible form through the feedback section of the TSC website and mail to:

Dispute Resolution Team
Taxi Services Commission
GPO Box 1716
Melbourne VIC 3001

Full details of the implied conditions are available on our website or from the Customer Service Centre at Level 23, 80 Collins Street, Melbourne. ❀

Assignment agreements



Now that 30 June 2014 has passed, licence holders and potential permit holders (formerly operators) who want to enter into an assignment agreement can choose one that lasts indefinitely, or until the parties want to end (terminate) it. Both licence holders and potential permit holders will need to think about the

circumstances in which they would want the assignment agreement to terminate, and what rights each party will have to terminate the agreement.

The TSC website features a sample assignment agreement, which may help potential parties decide on circumstances that could lead to an agreement being terminated.

If you have an assignment agreement already in place, it is your responsibility to make sure you comply with your legal obligations under that agreement. If you want to terminate an agreement early, you should first seek independent legal advice about your rights and obligations; the TSC will not 'cancel' your agreement just because you want to cancel it. If you have terminated an agreement—either in accordance with the terms of the agreement, by consent of both parties, or by a court order—you will need to provide evidence of this before the TSC can update our records to reflect the termination. ❀

New licence release

As a part of the ongoing reforms to the taxi and hire car industry, a new type of taxi licence is now available from the TSC. These licences are available to any current permit holders (formerly operators) who successfully complete the application process.

Licence applications follow TSC processes and, where possible, a decision is made within ten business days. An application fee applies and the annual licence fee must also be paid in full when lodging an application.

There is no cap on how many licences a permit holder can hold. However, the new licences cannot be assigned or leased—you cannot have someone else operate the licence on your behalf. If you are interested in the new taxi licences, you should first read the information on our website for prospective permit holders.

It is also important to be aware that, if granted, your licence will be operational for 12 months from the date on which it is granted, regardless of whether you have a vehicle ready to attach to the licence or not. The licence may be transferred (sold) to someone else, should you no longer wish to operate it, but the TSC will not refund licence fees.

More information is available on our website. If you have further questions, please email the TSC Licensing team at <licensing@taxi.vic.gov.au> or visit the Customer Service Centre at Level 23, 80 Collins Street, Melbourne. ❀



Taxi safety cameras

All taxis in the metropolitan and urban taxi zones must be fitted with an operational taxi safety camera approved by the TSC.

The TSC receives about 800 requests per year to perform downloads of footage from taxi safety cameras, to assist with police investigations.

The TSC is the only agency who

can download footage from taxi safety cameras on behalf of Victoria Police.

Recently, the TSC presented an overview on the role of the industry regulator, related taxi matters and taxi camera download procedures to members of Victoria Police from the Doncaster Station. A similar presentation was also undertaken for members of Victoria Police's

Sexual Crimes Unit. Both presentations received positive feedback for the useful information they provided.

Did you know that the Taxi Inspection Centre (TIC) conducts free taxi safety camera checks?

Please note that the TIC is now located at 10 Marengo Road, Tullamarine. ❀



Infringement fines legislation

The Victorian Government will soon be introducing new legislation to govern the collection and management of infringement fines. The new laws are aimed at creating a fairer and more efficient process to manage the payment of fines and deal with those who seek to evade compliance. The legislation creates the new role of 'Director of Fines Victoria'.

Key changes to the management of fines include:

- simpler and shorter timelines and notifications for collection and enforcement
- a focus on the total amount owed by individuals, rather than on the separate debts for each fine or infringement
- the ability to pay debts by instalments
- earlier intervention when individuals accumulate multiple fines or large debts
- options for people to clear their debts through community service when they can't pay upfront or by instalments.

The Director of Fines Victoria will have broad powers to apply sanctions to people who choose to ignore their outstanding fines and allow them to become warrants. Among those powers will be the ability to suspend driver licences and motor vehicle registrations. ❀

MPTP lifting fee

The TSC has received many enquiries about how the driver agreement affects the lifting fee for the Multi Purpose Taxi Program (MPTP).

A lifting fee of \$8.00 or \$16.00 is paid by the TSC when an MPTP member with a wheelchair or scooter presents their MPTP card for travel in a taxi. The fee is paid to the permit holder (formerly operator) and, as per the licence conditions, at least two-thirds of this is passed onto the driver.

Under the implied conditions of the driver agreement, all Victorian taxi drivers must receive a 55 per cent share of the fare box. Some permit holders have also applied this to the lifting fee and are paying drivers just 55 per cent of the fee. This is not lawful under the driver agreement. The lifting fee is not considered part of the fare box revenue, and the driver should still retain at least two-thirds of the lifting fee in accordance with the licence conditions. ❀



Regional inspections

In late March 2014, the TSC conducted inspections in over 79 regional and country towns.

Taxi booking companies (formerly network service providers) in these towns were advised beforehand of the inspections, allowing them time to ensure vehicles were in a clean and safe condition.

Overall, the TSC conducted 318 inspections over a two-week period and is pleased to report that the taxis in country zones have received the highest median Taxi Quality Rating (TQR) in Victoria:

- Country – TQR* 2.25
- Urban – TQR 2.75
- Metro – TQR 2.95

*Ratings range between 1 and 7, where 1 = highest quality taxis and 7 = poorest quality taxis.

The TSC would like to congratulate all permit holders (formerly operators) on the conditions of your taxis and encourage you to keep up the good work.

During the regional visits, the most common defects were taxis being overdue for their annual inspections.

While the TSC no longer issues permit holders a reminder notice when a vehicle is approaching the due date for its next inspection, the requirement to have a vehicle inspected, and to display a current inspection label (where applicable), remains unchanged.

Please report any issues you may have directly to the TSC via email at <intelligence@taxi.vic.gov.au>.

The more information we have, the better placed we will be to shape future operations. ❀

If you
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SAY
something



Melbourne Criminal Investigation Unit detectives have released unseen security footage in the hope of identifying a group of men and women who were allegedly involved in several attacks outside a licensed venue in Melbourne's CBD.



The group is linked to three separate assaults that occurred near the intersection of Bourke and King Streets at about 5am in March 2012. In the first assault the men and women repeatedly punched a group of friends, who had just got out of a taxi. The friends tried to run away and were again confronted by their attackers further up the road.

Another man, who witnessed the assault, tried to intervene when the same group of attackers turned on him and repeatedly punched him in the head and then kicked and stomped on him when he fell on the ground. The group chased this man as he retreated back to the venue where he had been socializing and

continued to repeatedly punch him in the head. Security guards at the venue managed to break up the fight before another man, who was standing outside, was knocked unconscious by the same group.

The men are described as Pacific Islander in appearance, in their mid 20s and had solid builds. The women are described as Caucasian in appearance, in their mid 20s and had solid builds.

Report information confidentially online at www.crimestoppersvic.com.au or call Crime Stoppers on 1800 333 000.

(Target Crime 28/14 – please quote reference number CA 7467) ♦



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Stefano Carmelo Bovalina

A highly regarded and respected operator

Carmelo, who gave dedicated service to the Victorian taxi industry for 40 years, passed away in June 2014. Mr Bovalina, of Italian heritage, was a great taxi driver who had many friends and loved interacting with people. He treated his cab like his second home.

Carmelo once received an award in 1993 from *Taxi Talk*, for the best presented car in the holding yard.

He worked for many operators before purchasing his own plate and joining Arrow Taxi Service. He retired in 2002.

Loved husband of Maria, father of Grace, Domenica and Pino. ❀



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How much
you paid



How you
calculated it

ato.gov.au/employersuper



Australian Government
Australian Taxation Office

Source

* Figures from GDS and MYRA, 30/6/14

Super Guarantee **new rate now applies**

The Australian Taxation Office (ATO) has reminded employers they need to increase the compulsory minimum super payments they make on behalf of eligible employees.

Emma Haines, ATO Assistant Commissioner said the super guarantee rate increased from 9.25 per cent to 9.5 per cent on 1 July this year.

"Super contributions are calculated on the date you pay your employees. If this date was on 1 July or after, then you will need to use the new super guarantee rate," Ms Haines said.

"Employers can use the ATO's online superannuation guarantee contributions calculator to work out how much super they must contribute for eligible workers."

Small businesses are encouraged to use the ATO's free Small Business Superannuation Clearing House service to help meet their super guarantee obligations.

The Small Business Superannuation Clearing House lets you pay your superannuation contributions in one transaction, to a single location; helping to make the process easier.

"If you have 19 employees or fewer, you can use this free service to pay your super contributions in one transaction," Ms Haines said.

For more information about super guarantee visit www.ato.gov.au/employersuper or seek help from your superannuation service provider. ❀



The First Edition of Melway Street Directory was published in 1966 after having taken five years to compile.

All the maps for the first edition Melway were pen and ink drawn, larger than final size. All typesetting was hand composed and printed on a hand operated letter-press machine in the co-founder and originating designers garage - Merv Godfrey.

There were many thousands of names to be set for the maps. Once the maps were drawn they then had to be photographically reduced to final size.

A simple camera was built specifically for this one task. As completion of the mapping task grew near, the hours correspondingly grew greater – often into the early hours.

In 2000 the Melway maps were all generated by computers.

After a very short time, Melway had firmly established itself as Melbourne's number one Street Directory and quickly became a household name.

The name Melway was originated by the publishers from the "Mel" of Melbourne and "Way" from find your way in Melbourne.

When Melbournians are looking for a street they don't just refer to a street directory, they "look it up in the Melway".

Melway is the most advanced, accurate, up to date and comprehensive street directory produced anywhere in the world and its enormous success is due to the dedication and innovation of the Melway organisation.

The Melway maps not only show in colour the total Melbourne road network but also include a wealth of additional information such as tram and bus routes, schools, shops, churches, Police Stations, traffic lights, public telephones and hospitals just to name a few.

Melway is used by the Police, Ambulance, Fire Brigade and all Government Departments as well as the Real Estate, Taxi and Bus Industries.

In radio, television and press advertising the Melway Grid references are now widely used by companies and organisations to assist clients and customers locating their premises.

Each new edition of Melway is completely updated and revised and additional pages of maps and information are included. Melway is wholly owned and produced in Australia. ❀



world news

Japan

Taxis earn their fares by taking the shortest, fastest route to a destination, right? What if they instead took a leisurely pace? Most passengers would scream at the driver, or slash the tip.

But not in Japan — at least not always.

Japanese riders in the port city of Yokohama have started paying the new Turtle Taxi service extra, just to slow down. It turns out that many people like the slow lane. It's safer, more relaxing and greener.

Turtle cabs — marked with a green turtle logo — have a backseat button that customers can push to tell the driver to slow down.

The taxi operator, in turtle mode, switches off the engine at red lights, goes easy on the accelerator and keeps out of the fast lane.

The Japanese taxi company Sanwa Koutsu decided to launch this unconventional service in December 2013 after receiving complaints from passengers who were bothered by reckless driving. The company now has about 16 of the Turtle cabs, operating mostly in Yokohama.

So far, they cater mostly to older people or pregnant women, who say they enjoy the smooth ride. It's also been popular with parents of young children who have fun pressing the shiny button with a picture of a turtle and the word



Yukkuri — “slow” in Japanese — written on it.

Mothers with sleeping babies are also big fans. “The starts and stops are very smooth because there is no jarring movement,” says the mother of a 1-year-old who has repeatedly used the service. “It is perfect for those times when I don’t want to have my sleeping child woken up.”

The cab crawlers might also find favour with others, like workaholics needing a breather between meetings, women wanting to put on makeup before a party or tourists eager to enjoy the view at their own pace.

Slow rides are also friendlier to the environment. Slower speed means less carbon emissions and nasty fumes. In under a year, the fleet has accumulated about 4,660 so-called

“eco miles” and is trying to reach a target of 31,000.

The fare rate of a slow taxi is the same as a conventional one, but since the drives take longer, they run up more in time charges.

The company saves because switching to slower speeds reduces fuel costs by an estimated \$300 per vehicle each year.

The idea is quickly gaining traction. In 2013, only 10 of the company’s 500 taxis were designated as Turtle cabs, but by next year, the company plans to offer this slower service option among its entire fleet. From there, it’s on to other cities, including Tokyo, Kanagawa and Saitama.

The taxis might go slowly, but the business has plainly entered the fast lane.

Laura Secorun Palet ❀

Dubai

The Dubai Roads and Transport Authority (RTA) is currently looking into having "Aman" speed sensors in its fleet of 9,292, taxis including 450 Hala taxis by early next year.

The plan came about after a significant reduction of over-speeding fines following the introduction of Aman in some units in 2013. The monthly average of fines fell from 650 to 200.

Aman is a speed sensor device connected to the engine of the taxi units, which puts brakes on speeding taxis, in effect curbing the rate of reckless drivers. It grants 60 seconds to the driver to reduce the speed to the allowable limit. Taxis will be sent alerts if they cross the 20kmh grace limit. In case the driver does not reduce the speed, the system will give an alert sound.

A special GPS system will also focus on Dubai's internal roads to ensure the taxis adhere to speed limits based on its location.

Lily B. Libo-on ❖

New Zealand

It's not a title any city would put its hand up for, but according to a new survey of taxi fares in 17 cities worldwide, Christchurch has the honour of being the city with the most expensive taxis in the world.

Auckland-based agency Digital Hot-house says that Christchurch beat Sydney, London, Madrid and Moscow. Apparently a taxi from Christchurch Airport to the CBD will cost you \$4.50 per kilometre.

And Auckland, Queenstown and Wellington don't fare much better.

campbelllive.aspx ❖

England

Sue's Taxis is the proud owner of the county's first 'green' taxi which is run by a rechargeable battery. It can be charged at Sue's Taxi offices and various charging points throughout the county.

It can save more than nine tonnes of carbon dioxide emissions and is up to 40 per cent cheaper to run than a standard taxi.

Susan McKenzie, company owner and director said: "The inspiration for the taxi came from the Private Hire taxi magazine. We saw an electric car and wanted to try one out."

"We rented one and then decided to make one of ours electric, so we contacted Solway Renewable Energy who make the chargers and charging points."

<http://www.timesandstar.co.au> ❖



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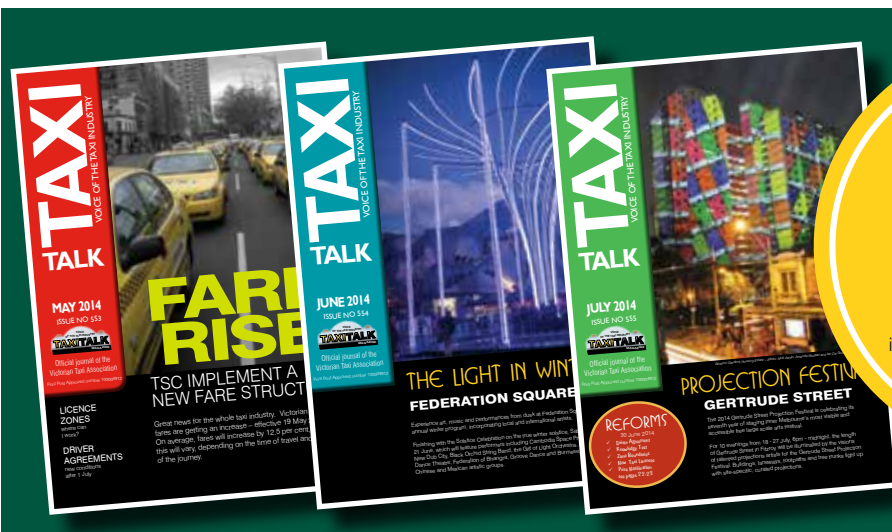


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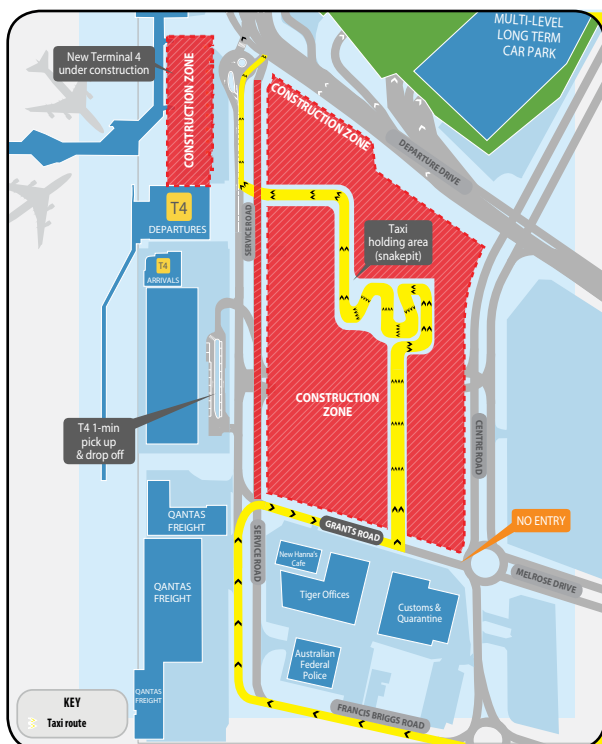
Melbourne Major Events CALENDAR

AUGUST 2014

until 17		The Melbourne International Film Festival (MIFF) is an iconic Melbourne event which hosts a feast of cinematic delicacies from over 50 countries, each heavily garnished with a range of red carpet galas, parties and special events that envelop the CBD. Screening the very best in world cinema and showcasing new Australian cinema.	Festival Hub Forum Theatre 54 Flinders Street Melbourne
1 - 2		Transducer - a rare immersive performance, with the audience seated on stage of the Sidney Myer Music Bowl. New media artist Robin Fox and Speak Percussion will perform experimental music work Transducer where the microphone and loudspeaker take centre stage.	Sidney Myer Music Bowl
1 - 31		Vinter Ljusfest - created in the Swedish tradition of celebrating the winter, the Vinter Ljusfest shows Walhalla in a totally new way through lights, sound and images. Daily light shows operate from 6.30pm until 9.00pm.	Walhalla Historic Township
13 - 17		The 2014 Melbourne Art Fair - offers a diverse program that includes innovative art events and projects, lively panel discussions, new cutting edge exhibition sectors and an interactive kids program	Royal Exhibition Building 9 Nicholson Street Fitzroy
15 - 24		The forgotten fight for land against the Aboriginal Protection Board - inspired by transcripts from the 1881 inquiry, an ensemble cast of Australia's best Indigenous actors, including Coranderk descendant and Green Room Lifetime Achievement Award-recipient Jack Charles, will shed light on this forgotten struggle in Australian history.	Northcote Town Hall Studio 1
16 - 17		Trailer Park - is an occasional pop-up outdoor food court made up of some of the most popular food trucks from the city's streets. Add a full bar, some seating and a fully heated indoor dining hall and that's lunch and dinner covered.	Village Melbourne 557 St Kilda Road Melbourne
16		Merbein Great Australian Vanilla Slice Triumph - a display of world class regional produce together with a High Tea and a variety of foods to eat, including thousands of vanilla slices. Cooking demonstrations all day including 2014 celebrity chef, Adriano Zumbo. Children's activities and live entertainment.	Merbein's Main Commercial Street , Commercial Street & Railway Avenue, Merbein
21 - 31		Melbourne Writers Festival - featuring the world's leading writers, thinkers, illustrators and performers. Lively panel discussions, film screenings, workshops, debates, launches, performances and more. International literary sensations, edgy innovators and grand old masters will delight with stories and ideas that make you think, smile, laugh and cry.	various venues across Melbourne Festival hub is Federation Square
22 - 24		National 4x4 & Outdoors Show and Fishing & Boating Expo - a huge range of 4x4 products and accessories on display, plenty of fishing, camping and outdoor gear, plus all the latest in boats and outdoor caravans and campers.	Melbourne Showgrounds Epsom Road Flemington
30 - 31		Timeline Festival - is held annually and involves over 300 historical re-enactors from around Australia and represents over 2,000 years of history from the Dark Ages through to WW1. Full contact combat demonstrations, combat archery, black powder musket volleys, multi-period living history displays, military encampments, period merchants and the magnificent Kryal Castle Jousting Team.	Kryal Castle 21 Forbes Road Leigh Creek (near Ballarat)

Main Road CLOSURES

Street	Dates	Details	Purpose
Market Street Melbourne	Closed until further notice	Full time closure of the northbound carriageway between Flinders Lane and Collins St.	Road closure due to unsafe building
Grattan Street Carlton	until Monday 18 August	Fulltime lane closure between Elizabeth St & Flemington Rd. Two lanes eastbound and one lane westbound.	Crane lift to erect bridge structure
Various roads in North Melbourne and Parkville	until 24 August weekdays - 9.30am to 3.30pm & 7pm to 5am weekends - 6am to 6pm	Partial closure of... Peel St southbound, between The Haymarket Roundabout and O'Connell St. Peel St southbound, between O'Connell and Queensberry Sts. Royal Parade and Grattan St. Flemington Rd eastbound at The Haymarket Roundabout. Full closure of... Royal Parade northbound service Rd, between Grattan St and Story St. Royal Parade southbound service Rd, between Degraves St and Story St.	Water main renewal works
Dryburgh Street & Arden Street Nth Melbourne	until 31 August	Partial closure only Mon-Fri 9.30am-3.30pm & 7am-5pm Sat & Sun Full closure & detours 10am to 2pm Mon-Sat & 7am-5pm Sundays	Water main repair works
Various roads in Carlton	Sunday 7 August 6am-6pm	Full closure of... Grattan St between Swanston St and Royal Parade / Elizabeth St. Berkeley St between Pelham St and Grattan St. Barry St between Pelham St and Grattan St. Leicester St between Pelham St and Grattan St. Bouverie St between Pelham St and Grattan St.	Melbourne University Open Day 2014
Various roads in Melbourne and Carlton	Sunday 10 August 6am-5pm	Full closure of... Swanston St northbound between La Trobe St and A'Beckett St. Franklin St between Swanston St and Victoria St. Stewart St between Franklin St and A'Beckett St. Cardigan St between Victoria St and Queensberry St. Earl St between Cardigan St and Orr St.	RMIT University Open Day 2014



Melbourne Airport taxi holding area

The layout inside the secondary taxi holding area (Snakepit) has changed.

Please use ALL LANES available to stop congestion and remember to MERGE when required.

This change to the secondary holding area is required for work to continue on the integrated ground transport hub. 🍀

Air powered future car

Peugeot arrived relatively late to the hybrid party, but the French car maker appears to be making up for lost time – and then some.



It has just unveiled a radical new hybrid technology known as the **Peugeot 2008 Hybrid Air** which, as the name suggests, is powered partly by the stuff humans breathe.

The new air-powered hybrid system consists of a 1.2-litre, three-cylinder petrol engine and an 'energy tank' of compressed air and oil, both of which can power a car individually or in tandem.

The 2008 Hybrid Air system uses compressed air and oil inside an energy tank. When the air depressurises, it occupies an increasing amount of space, which pushes the oil. It's the movement of this oil that supplies the energy to turn a hydraulic motor, which drives the wheels.

Air power is intended primarily to help the vehicle accelerate slowly from a standing start and to provide extra power and torque when accelerating. Once the system is out of puff, it can either be refilled on the move by the



engine, which takes around ten seconds. Alternatively, it can also be refilled under braking or deceleration. Rather than applying the brakes, the car activates an accumulator, which slows the car using air resistance and refills the energy tank.

You will still need petrol for your air-powered car but not much of it, apparently. Peugeot says it's possible to drive a vehicle equipped with Hybrid Air technology in air-only mode up to 80 per cent of the time, with no fuel consumption when driving through urban areas. ❖



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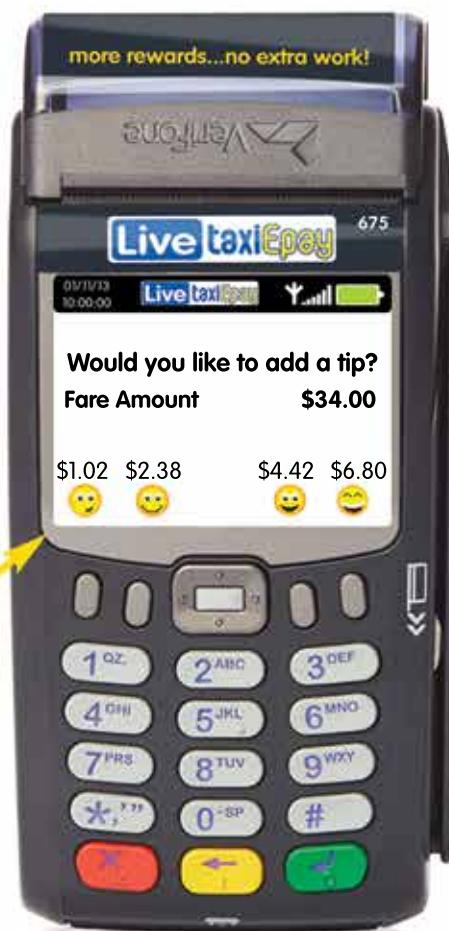
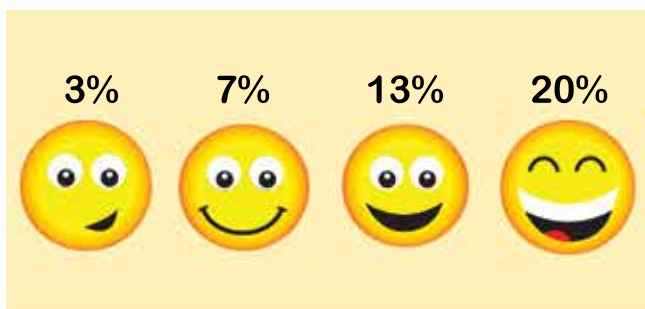
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