

**West Suburban
Taxis Limited**

**117 Buckley Street
Footscray Vic 3011
Tel 03 9687 6930
Fax 03 9689 9636
ABN 35 004 539 146**

June 25th 2004

The General Manager,
Adjudication Branch,
Australian Competition & Consumer Commission,
P.O. Box 1199,
DICKSON ACT 2602

FILE NO:	
DOC:	
MARS/PRIS:	

Dear Sir,

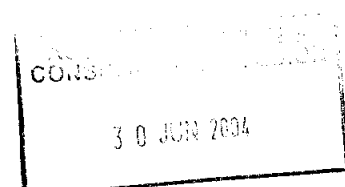
Your Ref. C2004/34
Contact Officer J.Byrne

Review of Taxi Authorisation-Notice Proposing to Revoke Authorisation

We acknowledge receipt of your letter dated June 17th 2004 and would advise as follows:

- 1 There is not any relationship between West Suburban Taxis Ltd. and Cabcharge Australia Ltd. other than the use of the Cabcharge Account System.
- 2 171 Cars
- 3 Standard Cabcharge Agreement
- 4 West Suburban Taxis Ltd. operates its own dispatch service
- 5 Cabcharge System
- 6 See attached copy of stickers required to be displayed in Taxis operating from West Suburban Taxis Ltd. in relation to the Cabcharge System
- 7 See attachment to item 6

cont.....



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page 2 cont.....

- 8 Any dockets or transactions returned by Cabcharge to West Suburban Taxis Ltd. are in turn returned to the operator by West Suburban Taxis Ltd.
- 9 No such schemes are in place by West Suburban Taxis Ltd.
- 10 We are unable to provide you with this information.(refer to telephone conversation with Jason Byrne)
- 11 Yes
(please refer to our telephone conversation with Jason Byrne concerning the requirements of the Victorian Government in relation to Eftpos , a copy of Licence Conditions is attached together with a Customer Charter sticker required to be displayed).

Should you require any further information or clarification of the above, please do not hesitate to contact the writer on telephone 03-9689 4215 or email at wwestsub.net.au at your convenience.

Yours faithfully,
WEST SUBURBAN TAXIS LTD.

A.M. Hutchinson
A.M.HUTCHINSON
SECRETARY

by email,
hard copy with attachments to follow

CUSTOMER CHARTER – VICTORIAN TAXI SERVICES

As a valued customer, you have the right to:

- choose your preferred route
- see the metered fare
- have the air-conditioning on or off
- have the music system off
- a driver who is licensed and certificated
- see the driver's photo ID card (metro only)
- be accompanied by a guide dog or hearing dog
- refuse multiple hirings
- use EFTPOS facility where available
- use valid credit/debit cards as displayed
- be given a receipt or tax invoice.

Your driver should:

- be courteous and helpful
- know and obey the traffic laws
- be neat, clean and tidy
- wear an approved uniform
- take the most direct practicable route
- assist passengers where reasonable and be aware of people with special needs.

As a taxi customer you must:

- pay the correct fare including any tolls and booking fees
- wear a seat belt
- not exceed the number of passengers permitted to be carried in the taxi
- not consume food or drink in the taxi.

Please:

- let the driver know of your preferred method of payment.

Your driver may:

- ask for proof of ability to pay or require on request a deposit up to the estimated fare
- refuse to take you or terminate your hire if you are violent, noisy, misbehaving, filthy or offensive.

Your taxicab should be:

- clean, tidy, well maintained and roadworthy.

If you have any feedback about your driver or your trip, please telephone the Victorian Taxi Directorate on metropolitan: 9320 4300 country: 1800 638 802

It will assist if you can note the:

- taxi number (on the dashboard, external rear doors or registration plate)
- time and date of your trip
- taxi company name.

For detailed information on the Customer Charter, go to www.taxi.vic.gov.au





IMPORTANT MESSAGE TO PASSENGERS

Service Fee, Transaction Type and GST Notice

All approved cards are subject to a 10% service fee on adjusted taxi fare applicable on statements of account.

Some approved cards are subject to GST on the service fee in accordance with the following schedule:

Approved Cards	GST on Service Fee	Authorised Transaction Type
Cabcharge	Nil	Electronic/Manual
American Express	Yes	Electronic Only
Diners Club	Yes	Electronic Only
Mastercard	Yes	Electronic Only
Visa	Yes	Electronic Only
Bankcard	Yes	Electronic Only
Motorpass	Yes	Electronic Only
JCB	Yes	Electronic Only
All authorised debit cards	Yes	Electronic Only

NOTE: All valid approved cards are accepted by the Cabcharge terminal but where electronic transmission is not possible:

- **“Electronic/Manual”** - means Cabcharge **may accept** Cabcharge cards by imprinting a paper docket but **only** where electronic transmission is not possible.
- **“Electronic Only”** - means Cabcharge **cannot accept** these cards by imprinting a paper docket and an alternate payment method must be found.

JANUARY 2002

THESE MAJOR CREDIT CARDS ACCEPTED
AND

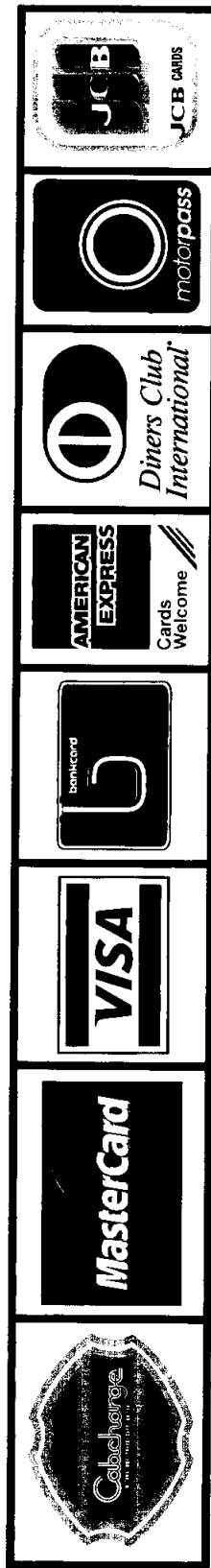


Attract a 10% service fee on adjusted taxi fare.

Cabcharge cards are not subject to GST on the service fee.

All other cards are subject to GST on the service fee.

Acceptance is subject to conditions.





Department of Infrastructure

Victorian Taxi Directorate
Level 6
14-20 Blackwood Street
PO Box 666
North Melbourne Victoria 3051
Telephone (03) 9320 4300
Facsimile (03) 9320 4339
www.taxi.vic.gov.au
Our Ref:

16 March 2004

Dear Sir/Madam

VARIATION OF METROPOLITAN TAXI-CAB LICENCE CONDITIONS
– **PROCESSING TAXI FARES SUBSIDISED BY THE MULTI PURPOSE TAXI PROGRAM**

Changes currently being implemented to improve the administration of the Multi Purpose Taxi Program [MPTP], including the installation of an interface between the taximeter and EFTPOS terminal, require a number of rules concerning the processing of taxi fares subsidised by the MPTP to be restated, and in some instances varied, and to be formalised as part of the conditions attached to taxi-cab licences.

Consequently, under the provisions of Section 146 of the Transport Act 1983, I have determined that effective from 19 April 2004, the conditions attached to the operation of all Metropolitan Zone taxi-cabs (conventional and wheelchair accessible taxis) be varied by deleting the following words where they appear in licence conditions:

Every taxi fare which is subject to a subsidy under the Multi Purpose Taxi Program (MPTP) must be processed electronically in accordance with the MPTP Driver Guide for electronic payments issued by the Victorian Taxi Directorate from time to time, except:

- (a) in the event of a failure or malfunction of the electronic transaction processing system including the terminal, which prevents acceptance of the transaction; or
- (b) where the MPTP member suffers a disability that prevents that member from independently being responsible for his or her membership card and the associated payment and requires the assistance of a carer or other responsible person either at the commencement or completion of the trip to complete the MPTP transaction.

A paper voucher must not be processed where a card is rejected by the electronic terminal as being an invalid card.

and substituting instead the text boxed below and adding to the licence conditions the 'schedule' attached to this notice:

Every taxi fare which is subject to a subsidy under the Multi Purpose Taxi Program (MPTP) must be processed electronically in accordance with the Schedule "Processing taxi fares subsidised by the Multi Purpose Taxi Program (MPTP)" issued in conjunction with these licence conditions and the MPTP Driver Guide for electronic payments issued by the Victorian Taxi Directorate from time to time, except:

- (a) in the event of a failure or malfunction of the electronic transaction processing system including the terminal, which prevents acceptance of the transaction; or
- (b) where the MPTP member suffers a disability that prevents that member from independently being responsible for his or her membership card and the card is held by the member's carer at the trip start location, a paper voucher can be prepared at trip commencement and the metered fare entered on the voucher at trip completion.

A paper voucher must not be processed where a card is rejected by the electronic terminal as being an expired or cancelled card.

Licence holders have an obligation to ensure that all taxi drivers are aware of these conditions and the attached schedule as failure to comply may result in penalty infringement notices being issued against both the driver and licence holder or approved assignee, together with the suspension or revocation of the drivers' certificate.

Should you or your drivers have any enquiries regarding the processing of MPTP subsidised fares and/or the taximeter interface, please phone 9320 4300 for assistance.

Yours sincerely



STEVE STANKO
DIRECTOR

Schedule

Processing taxi fares subsidised by the Multi Purpose Taxi Program (MPTP)

General Requirements for MPTP Trips

- The taximeter must be switched on and operating for all trips.
- The metered fare must be used for payment claims, whether claims are made using the EFTPOS terminal or made using paper vouchers.
- Where the MPTP member is capable of retaining the card, the member and the member's card relating to that payment must be present at the completion of the trip when the payment is processed.
- MPTP trips cannot be pre-paid using the EFTPOS system. If a member is severely disabled and unable to retain possession of the card, and the card is held by the member's carer at the trip start location, a paper voucher can be prepared at trip commencement and the metered fare entered on the voucher at trip completion.
- If a member is severely disabled and unable to retain possession of the card, and the card is held by the member's carer at the trip end location, the card must be presented at the trip end location for processing on the terminal.
- Drivers are not permitted to keep member cards after an MPTP trip under any circumstances. It is the driver's responsibility to ensure that the card is returned to the member or carer at the completion of the trip.
- If a member inadvertently leaves a card in the taxi, the driver must take all reasonable steps to immediately return the card to the member or member's carer or to immediately surrender the card to the VTD.
- Tariff 2 (high occupancy taxis only) can be used under the MPTP where the charging of fares at the tariff 2 rate is permitted by taxi-cab licence conditions (6 or more passengers).
- The MPTP subsidy cannot be claimed against multiple hire trips.
(multiple hire is a taxi trip from one location by 2 or more people who are unacquainted, the first and subsequent hirer/s consent to another person also hiring the taxi, their destinations are in the same general direction and each hirer pays 75% of the fare showing on the taximeter at his/her destination).

Shared Ride Trips for MPTP Members.

- Shared rides are those trips where more than one MPTP member is collected from one or more different points and dropped off at one or more different destinations and at least one MPTP member is a passenger in the taxi at all times during the trip.

- The hirer can choose between two payment options.

Payment Option 1.

- The meter is started at the first pickup point and stopped at the final destination.
- The member card to be used for MPTP payment is the card belonging to the last passenger to leave the taxi.
- One metered fare is permitted regardless of the number of passengers.

Payment Option 2.

- The meter is started at the first pickup point and stopped at the first destination.
 - The member card to be used for MPTP payment is the card belonging to the passenger leaving the taxi at that destination.
 - The meter is started again and stopped at the next destination, with the above principles applying until all legs of the journey are complete.
 - One metered fare applies to each leg of the journey regardless of the number of passengers leaving the taxi.
 - Any applicable booking fee can be claimed for only one of the trip legs.
- Despite the payment options relating to shared ride by MPTP members, no person (driver/passenger/hirer) is permitted to break a continuous journey into separate metered hirings to avoid the maximum payable subsidy of \$25 for any continuous journey by the passenger/s.
 - Where two or more MPTP members in wheelchairs are carried on the same trip, the additional subsidy paid by Government ['lifting fee'] must not be claimed for more than one wheelchair.

Victorian Taxi Directorate

March 2004

TRANSPORT ACT 1983

VICTORIAN TAXI DIRECTORATE

**CONDITIONS GOVERNING OPERATION OF
METROPOLITAN ZONE TAXI-CABS**

Conditions contained in this document are to be construed as being attached to taxi-cab licences other than those issued specifically for the operation of Multi Purpose Taxi-cabs (M50) or High Occupancy Vehicle Taxi-cabs (M80).

These conditions take effect from January 2004.

1. General Conditions

1.1 The licensed vehicle/s:

- (a) may be hired by the public on demand and must be used so as to maintain regular and continuous service; and
- (b) notwithstanding 1.1 (a), if the driver of the vehicle has displayed in the vehicle a "destination sign" which complies with specifications issued by the Victorian Taxi Directorate for the use of destination signs, and the sign is being displayed within the times shown on the sign, the driver of the vehicle is not required to carry a passenger to a place which is:
 - not within a 5 kilometre radius of the suburb shown on the destination sign; or
 - not within 5 kilometres either side of the most direct, practicable route between the hiring point and the suburb shown on the destination sign displayed in the vehicle.

1.2 The licensed vehicle/s may be operated for the carriage of passengers from places within the Metropolitan Taxi-cab Zone referred to as the 'area' - or from any place in cases where the vehicle is ordered and bespoken from an approved depot to any place within the State of Victoria, save and except on any journey wholly within the Outer-Suburban Taxi-cab Zone as defined in this document (Appendix attached).

1.3 The licensed vehicle/s is permitted to stand at designated standing places only in the Metropolitan Taxi-cab Zone.

1.4 The licensed vehicle/s must at all times be operated under radio control from a depot approved by the Victorian Taxi Directorate for the receipt and dispatch of bookings for taxis licensed to operate within the Metropolitan Taxi-cab Zone and must be fitted with fully operational Global Positioning System equipment linked to that depot.

1.5 The licensed vehicle/s must not be used to originate or maintain a regular service on any route between any two given points.

2. Conditions Governing Fares and Hiring Rates

2.1 The only fares and hiring rates permitted to be charged are those specified in the 'Schedule of Hiring Rates' attached or such schedule as may be approved by the Victorian Taxi Directorate from time to time.

2.2 Concessional cards authorised by the Victorian Taxi Directorate under the Multi Purpose Taxi Program must be accepted in payment of not more than half the authorised, metered, agreed or specified fare provided that the concession shall be limited to total fares up to \$50.00 ie. the maximum concession shall be \$25.00 per trip.

2.3 The licensed vehicle/s must be fitted with an approved taxi meter calibrated to record the hiring rates specified in the attached 'Schedule of Hiring Rates' and shall comply with the provisions of the Transport (Taxi-cab) Regulations 1994 as to fitment, operation and maintenance of such taxi meter.

2.4 (i) The licensed vehicle/s must be fitted with an electronic transaction terminal approved by the Victorian Taxi Directorate for the purposes of electronically processing Multi Purpose Taxi Program transactions.

(ii) The licensed vehicle must not be used for the carriage of passengers at any time unless the electronic transaction terminal is switched on and the driver is logged on to the electronic transaction terminal system for the duration of the hiring except in the event of a failure or malfunction of the electronic transaction terminal system.

(iii) The licensed vehicle must not be operated for the carriage of passengers on or after the date specified applicable to the taximeter fitted in the vehicle and listed in the '**Schedule of Taximeters**' attached or such schedule as may be approved by the Victorian Taxi Directorate from time to time, unless it is fitted with an interface approved by the Victorian Taxi Directorate and such interface maintains a continuous electronic connection between the taximeter and the approved electronic transaction terminal

(iv) If the vehicle is fitted with a make or model of taximeter not specified in the Schedule of Taximeters the vehicle must not be operated for the carriage of passengers on or after 30 April 2004.

2.5 Every taxi fare which is subject to a subsidy under the Multi Purpose Taxi Program (MPTP) must be processed electronically in accordance with the MPTP Driver Guide for electronic payments issued by the Victorian Taxi Directorate from time to time, except:

(a) in the event of a failure or malfunction of the electronic transaction processing system including the terminal, which prevents acceptance of the transaction; or

(b) where the MPTP member suffers a disability that prevents that member from independently being responsible for his or her membership card and the associated payment and requires the assistance of a carer or other responsible person either at the commencement or completion of the trip to complete the MPTP transaction.

A paper voucher must not be processed where a card is rejected by the electronic terminal as being an invalid card.

2.6 Where the driver of the vehicle is authorised to process a non-electronic Multi Purpose Taxi Program (MPTP) transaction in accordance with condition 2.5, the driver must ensure all trip and fare details are completed on an approved MPTP paper voucher before the MPTP cardholder signs the voucher. Some cardholders are unable to sign their name and will have an MPTP card without the words "MUST SIGN" embossed. In all cases where a signature is applicable, the driver must check that the signature on the MPTP voucher is consistent with that on the MPTP card. At the completion of the hiring, the white 'Cardholder's Copy' of the voucher and the membership card must be given to the cardholder.

2.7 Where a paper Multi Purpose Taxi Program (MPTP) paper voucher transaction is processed in accordance with condition 2.6, the voucher must only be submitted for reimbursement through the approved depot specified in the licence applicable to the vehicle in which the hiring was undertaken.

3. Special Conditions

3.1 The licence holder or approved assignee where the licence has been assigned under section 150 of the Transport Act 1983, must:-

- (a) by **14 May 2002**, be in possession of a confirmed order for the supply and installation of an approved security camera system in each vehicle operated by the licence holder or assignee;
- (b) not operate the licensed vehicle/s on or after **30 June 2002 unless** it is fitted with a fully operational approved security camera system;
- (c) not operate the licensed vehicle/s at any time unless the licence holder or assignee (as the case may be) is satisfied that the camera system fitted to the vehicle/s is supported by a 24 hr, 7 day image download facility;
- (d) adhere to the Victorian Taxi-Cabs Security Camera Standards & Procedures applicable to the installation and operation of security cameras in taxis; and
- (e) ensure signage on the licensed vehicle/s alerting passengers of the presence of a security camera operating inside the vehicle, as required by the Standards and Procedure, is visible and maintained in a good condition.

3.2 Where the licence holder is a company, the company must notify the Victorian Taxi Directorate within seven days of any change in the persons who constitute the directors of that company.

3.3 Except with the prior written permission of the Victorian Taxi Directorate the licensee must not enter into any arrangement to permit any other person to use, manage or control the vehicle.

3.4 The licensed vehicle/s must have child restraint anchorages provided for at least two forward facing rear seating positions and have at least two anchorage bolts, hook anchorages, or both anchorage types installed. Where only one type is provided a conversion device to the other type must be carried in the vehicle/s at all times.

3.5 Except where the licensed vehicle/s is modified for the carriage of persons seated in wheelchairs:

- (i) any vehicle first licensed to operate as a taxi-cab on or after 1 July 1993 must not be operated as a taxi-cab if it is more than six years and six months old. The age of the vehicle is to be calculated from the date of manufacture as shown on the compliance plate attached to the vehicle; and
- (ii) any vehicle licensed to operate as a taxi-cab prior to 1 July 1993 must not be operated as a taxi-cab if it is more than eight years old. The age of the vehicle is to be calculated from the date of manufacture as shown on the compliance plate attached to the vehicle.
- (iii) any vehicle first licensed to operate as a taxi-cab on or after 1 July 1994 must be less than two years and six months old when first licensed as a taxi-cab. The age of the vehicle is to be calculated from the date of manufacture as shown on the compliance plate attached to the vehicle.

3.6.1 Any vehicle licensed to operate as a taxi-cab with a seating capacity of more than five (5) persons (excluding the driver) must be capable of carrying at least two (2) persons seated in wheelchairs and be fitted with wheelchair anchorages, wheelchair restraints and seatbelts so as to comply with the Victorian Taxi Directorate's 'Licensed Passenger Vehicle Standards – Taxis' and 'Accessible Public Transport Disability Standards under the Disability Discrimination Act 1992'.

- 3.6.2** Any vehicle licensed to operate as a taxi-cab that is modified for the carriage of persons in wheelchairs must not be operated as a taxi-cab if it is more than 10 years and six months of age. The age of the vehicle is to be calculated from the date of manufacture as shown on the compliance plate attached to the vehicle.
- 3.7** The licence holder, or approved assignee where the licence has been assigned under section 150 of the Transport Act 1983, must provide the taxi depot with all required vehicle performance data so that vehicle and depot performance results can be provided to the Victorian Taxi Directorate.
- 3.8** The licence holder, or approved assignee where the licence has been assigned under section 150 of the Transport Act 1983, must install and maintain in the taxi, a fitting approved by the Victorian Taxi Directorate for the display of the taxi driver's identification card issued in conjunction with the drivers' certificate. The fitting must be firmly attached to the top of the dashboard, positioned centrally as close as practicable to the bottom of the windscreen in sedan and station wagon vehicles and in a position approved by the Victorian Taxi Directorate in the case of other types of vehicles.
- 3.9** The vehicle/s must be fitted with a holder approved by the Victorian Taxi Directorate and carry for display to passengers, in such holder, approved tourist information brochures.

**Victorian Taxi Directorate
January 2004**



Department of Infrastructure

9th January 2004

023 14

WEST SUBURBAN TAXIS LTD
117/9 BUCKLEY STREET
FOOTSCRAY VIC 3011

Victorian Taxi Directorate
Level 6
14-20 Blackwood Street
PO Box 666
North Melbourne Victoria 3051
Telephone (03) 9320 4300
Facsimile (03) 9320 4339
www.taxi.vic.gov.au
Our Ref:

Dear Sir/Madam

INTERFACE FOR TAXIMETERS AND ELECTRONIC TRANSACTION TERMINALS

In November 2003 I wrote to you regarding changes to licence conditions requiring installation of the interface between the taximeter and the EFTPOS terminal for Taxi-Cab Licences authorising operation within the Metropolitan, Outer-suburban, Geelong and Ballarat Taxi-Cab Zones.

If you have not arranged installation of the interface, it is essential that you do so promptly so that installations can be completed by the 21st February 2004.

Failure by any operator to comply with the changed licence conditions by 21st February 2004 will result in defect notices being issued prohibiting the taxi from being used until the interface requirements are met.

Taxis with Schmidt or Martin Taximeters

If you are the operator of any taxi fitted with a Schmidt G2, Schmidt G3, Schmidt G4, Martin Mk 4 or Martin Mk 5 taximeter, you are required to present the taxi to your meter manufacturer to have an approved interface between the taximeter and the Cabcharge EFTPOS terminal installed.

You do **NOT** need to ensure that the correct version of software is running on the EFTPOS terminal. This requirement will be met at installation time.

Taxis with a taximeter other than those listed above

If you are the operator of a taxi fitted with any taximeter model or brand other than the Schmidt and Martin models above, the Department of Infrastructure is working with taximeter suppliers to ensure that all remaining taxis in operation in the Metropolitan, Outer-suburban, Geelong and Ballarat taxi-cab zones comply with the approved interface by 30th April 2004. Installation advice for these remaining taxis will be provided in early February 2004.

In the event that a taximeter cannot be interfaced with the electronic transaction terminal, the taximeter will need to be replaced with a complying taximeter not later than 30th April 2004.

Any enquiries should be directed to the VTD on telephone 9320 4300 or toll free 1800 638 802.

Yours sincerely

STEVE STANKO
DIRECTOR

