

VOICE
OF THE TAXI INDUSTRY

TAXITALK

MAGAZINE

Official journal of the Victorian Taxi Association
Print Post Approved number PP328444/0004 Issue Number 524

SEPTEMBER 2011

BACK AT THE TOP

*Silver Top moves
into their new
state of the art
communications
facility*



SILVER TOP TAXI

Be part of the future. Call **8413 8111**



OFFICIAL JOURNAL OF THE VICTORIAN TAXI ASSOCIATION

MAGAZINE EDITOR Toni F. Peters
VTA EDITOR Neil Sach
FOUNDER Stanley F. White
PUBLISHER Trade Promotions Pty Ltd

ADVERTISING ENQUIRIES

Trade Promotions Pty. Ltd.
42 Grenfell Rd, Mt Waverley VIC 3149
PO Box 2345, Mt Waverley VIC 3149

Phone: 03 9807 0237
Fax: 03 9807 3401
Email: info@taxitalk.com.au
Website: www.taxitalk.com.au

ADVERTISING DEADLINE

All copy must be in by the 15th of the month prior to publication date.

SUBSCRIPTION DETAILS

1 year = \$33
Pay via PAYPAL to info@taxitalk.com.au



Phone: 03 9676 2635 Fax: 03 9676 2643
PRESIDENT Kevin Gange
VICE PRESIDENT Stephen Armstrong
CHIEF EXECUTIVE Neil Sach

Taxi Talk, official journal of the Victorian Taxi Association Inc. (VTA) the trade association representing owners, operators and drivers of Victorian taxicabs, is published monthly by Trade Promotions Pty Ltd. © Trade Promotions Pty Ltd. All rights reserved. Taxi Talk magazine is wholly owned by Trade Promotions Pty Ltd. The "Taxi Talk - Voice of the taxi industry" heading and logos are trademarks of Stanley F. White.

Views expressed in any article in Taxi Talk are those of the individual contributor and not necessarily those of the publisher. The publisher cannot accept any responsibility for any opinions, information, errors or omissions in this publication. To the extent permitted by law, the publisher will not be liable for any damages including special, exemplary, punitive or consequential damages (including but not limited to economic loss or loss of profit or revenue or loss of opportunity) or indirect loss or damage of any kind arising from the contract, tort or otherwise, even if advised of the possibility of such loss of profits or damage. Advertisements must comply with the relevant provisions of the Trade Practices Act 1974. Responsibility for compliance with the Act rests with the person, company or advertising agency submitting the advertisement.



contents

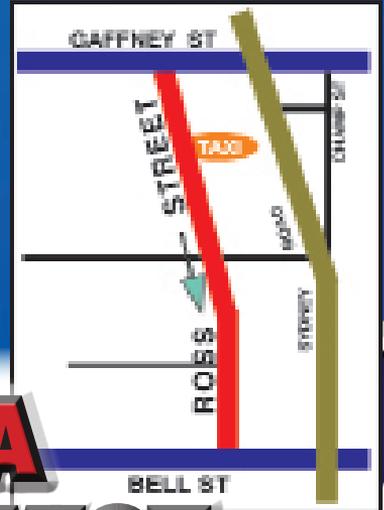
- 4** Victorian Taxi Association editorial
A long winding road.
- 5** Policy update
Media release from the VTA.
- 6** Peak service cabs
Servicing Station Pier, Port Melbourne.
- 10** VTA'S response to the Taxi Inquiry
VTA response to the Department of Transport submission
- 18** Depression and Anxiety
They don't discriminate - do you?
- 22** Moscow drivers protest
New taxi regulations are being introduced to Moscow cabs.
- 26** Victorian taxi statistics
Licence assignments, transfers and issues for the month.
- 28** Classified advertisements
Cabs, drivers, equipment, licences, etc. wanted and for sale.
- 30** From the Victorian Taxi Directorate
An update from the VTD's General Manager.
- 33** TITV training schedule
Dates for Monitor & Manage Small Business Operations.
- 36** Royal Melbourne Show
September 24 - October 4 at the Melbourne Showgrounds.

BLUE STAR TAXI'S

70 ROSS STREET, COBURG

9354 6565

Mob: 0403 421 865 Fax: 9354 6576



Special Price
for RWC Repairs

DON'T GET A BACKYARD SERVICE

SEPTEMBER
SPECIALS

Let our professional
staff service your car

DIFFERENTIAL BUSHES	\$350	save \$135
BA - BF SEDAN REAR SHOCKERS fitted right and left	\$180	save \$150
BA - BF RADIATOR fitted	\$160	save \$80
BA - BF FRONT H/D DISCS fitted	\$60 each	save \$25
TAXI ENGINE SERVICE	\$40	
BA - BF FORD 4 SPEED TRANSMISSION SERVICE	\$60	
FG FRONT ARMS available at a good price		

WE'LL BEAT ANY WRITTEN QUOTE BY 10%

EDWARDES LAKE SMASH REPAIRS YOUR TAXI PAINTING EXPERT

- Professional staff
- Silver service quality
- Peace of mind 5 years warranty
- Three coats of paint
- 2 oven bakes
- Free photo CD throughout spray process
- Competitive prices
- 100% satisfaction guarantee
- Quality paint (Lesonal paint)



279 Edwardes Street, Reservoir
Ph: 9462 4833 Fax: 9462 5351 Mob: 0432 227 621

A long and winding road

Situations can change very quickly, from time to time, so what I write for my articles could be out of date when *Taxi Talk* hits the streets. This is just one of life's little challenges, but one that pales into insignificance when compared to trying to keep up with the Taxi Industry Inquiry juggernaut as it leaps and lurches along.

When the Inquiry was announced, I suggested that surely it shouldn't take a year for the work to be done. I now retract that comment because of the breadth of the work being done. I think Professor Fels and his team have embarked upon a tough and winding road, and it will take time and pain to arrive at a destination that will be acceptable, achievable, viable and real world.

Importantly, what is done to reach the destination must be retracable if the destination is not the place it was envisaged it would be.



Neil Sach, VTA CEO

To obtain an appreciation of how winding the road is, I encourage everyone to read the article published in the Sunday Herald Sun of 14 August, written by Peter Rolfe.

Previously I have spoken about the VTA's vision of the future. This vision is now taking shape, but even it could cause pain for some who are not fair dinkum about the wellbeing of drivers and the quality of service being delivered to the public.

There are key planks to the VTA's approach that will need both industry and regulatory acceptance, but essentially these planks require the industry itself to ensure its own performance and compliance.

The VTA understands that some of the Inquiry team will be visiting cities and events in North America

(and possibly other places) during September. The VTA believes that these visits are appropriate and proper because Victoria does not exist in taxi isolation and its perceived and real deficiencies are common throughout the world.

Finally, I bring your attention to four additional documents recently placed on the VTA website:

- A report prepared by former Commissioner of the New

York City, Taxi and Livery Commission, on licensing and fare levels

- VTA report on taxi regulation and operation in New Zealand
- VTA response to the Department of Transport submission to the Taxi Industry Inquiry (also in this edition of *Taxi Talk*)
- VTA submission to the Taxi Industry Inquiry in regard to urban and country taxis. ♣

twitter



You can now follow the VTA on [twitter@victaxis](https://twitter.com/victaxis).

Don't forget to logon to VTA website www.victaxi.com.au for the latest news. ♣

VTA media release

The Victorian Government has emerged as the largest single holder of Victorian taxi licences, commanding higher lease prices than many private holders, Victorian Taxi Association spokesperson David Samuel said.

"The State Government holds around 25 percent of Victoria's taxi licences, more than any other single entity," Mr Samuel said.

"For the privilege of driving a cab for \$10 an hour, these licences are leased to struggling drivers for more than \$26,000 a year," he said.

"That's more than many privately held licenses are leased for – and it isn't fair on drivers who are struggling to earn enough as it is."

Mr Samuel said the figure was particularly important given the Government's ongoing Inquiry into the taxi industry, led by Professor Allan Fels.

"Professor Fels regularly speaks about the perils of large industry players with their hands in the till," Mr Samuel said.

"It's clear now that the Government, who are paying Professor Fels to conduct this Inquiry, are one of those major players."

"It is particularly disappointing that, unlike most taxi licence lessors, none of the money generated by the Victorian Government's leases is returned to the industry or to struggling drivers," he said.

Mr Samuel said that identifying the source of industry problems was the key to improving the industry.

"Every week in Victoria there are 675,000 taxi trips delivering people safely home, to work, to the shops, and to see loved ones.

"For 1 in 9000 of those trips, the VTD receives a complaint. We

want to help to maintain and even lift those standards."

"The Victorian Taxi Inquiry presents a real opportunity to make positive changes to the industry and as a result, the service delivered to Victorians. The Inquiry needs to find ways to make driving taxis a rewarding and satisfying career option so experienced drivers are more likely to stay," he said.

Mr Samuel said that the proposition facing the industry was simple.

"All our customers want is to get to where they are going safely, in a clean car with a competent driver. To ensure this continues to occur and evolve, the Inquiry needs to look at the role of all of those that affect the service delivery outcomes experienced by taxi users - not just focus on private sector influences," he said. ❖

For the best tyre value in town... come to Gaffney Tyres

NEW TAXI TYRES



195 60 R15	\$90	Rotalla
215 60 R16	\$80	Wanli
215 60 R16	\$100	Blue Streak
225 60 R16	\$110	Sunny
225 55 R17	\$125	Minerva
225 50 R17	\$125	Minerva
235 45 R17	\$110	Austone
245 45 R18	\$145	Rotalla
235 60 R17	\$175	4WD/Nexen Taxi

LT TYRES

195 R15LT from \$95

195 R14LT from \$95

2nd hand tyres from \$40

High mileage - High performance

- Nexen • Wanli • Hi Fly
- Minerva • Gemstone
- Austone • Bolex
- Maxtrek • Rotalla
- Maxxis • Blue Streak
- Achilles



Does your taxi pull to one side or wander all over the road?

Wheel Alignment and Balancing FREE

Free when you purchase and fit 4 new taxi tyres. Free rotation after 10,000 kms

REPLACE WINDSCREEN from \$150



Taxi Brakes from	\$70
Wheel Alignment	\$25
Wheel Balance Steel	\$5
Wheel Balance Aluminium	\$10
Puncture Repairs	\$15

TAXI SERVICE

\$70 FROM!

all prices include GST

gwt_0811

GAFFNEY WHEELS & TYRES

116 Gaffney Street, Coburg Open Mon-Fri 8am-6pm Sat 9am-3pm

9350 7265

Metropolitan peak service cabs

Servicing Station Pier, Port Melbourne

Peak Service Taxi Cabs, may operate on the times and days specified below and subject to special conditions specified here.

The dates specified in this notice correspond with the arrival of cruise ships that will disembark significant passenger numbers at Station Pier. The Port of Melbourne Corporation and the company representing these cruise ships anticipate that many passengers leaving the ships at this point will require transport to alternative transport terminals including Melbourne Airport and suburban destinations.

Station Pier precinct is: Station Pier, Waterfront Place, and Beach Street, Port Melbourne, between Bay Street and Swallow Street, Port Melbourne.

Providing a restricted authorisation for Metropolitan Peak Service Taxis to boost taxi resources will assist the industry to meet this expected demand and provide Peak Service Taxi drivers with additional work opportunities.

For these reasons, the Victorian Taxi Directorate has declared this to be a special event for the purposes of licence conditions.

DATES:

Wednesday 14 December 2011
 Tuesday 27 December 2011
 Monday 9 January 2012
 Sunday 22 January 2012
 Saturday 4 February 2012
 Friday 17 February 2012
 Thursday 1 March 2012
 Wednesday 14 March 2012

TIMES: 7am - 3pm

CONDITIONS:

(a) On the dates and during the times specified above, Metropolitan Peak Service Taxis are au-



thorised to operate for the carriage of passengers from the Station Pier precinct, Port Melbourne;

(b) Subject to (c) below, Metropolitan Peak Service Taxis will not be authorised to carry passengers from places other than the Station Pier precinct under this authorisation;

(c) Despite (b) above, if a Metropolitan Peak Service Taxi has been hired for a journey from Station Pier and that same hirer subsequently requests the driver

to undertake a return or extended hiring, including from a place the hirer was conveyed to on the initial journey, the driver may accept and fulfil that subsequent hiring; and

(d) Metropolitan Peak Service Taxis are not authorised to undertake any street hire (rank/hail) or radio bookings during these extended hours other than as provided in (a) or (c) above.

Operation of Peak Service Taxis during these extended hours is optional, not compulsory. ❀



New traffic signals in Bangholme

Safety at the intersection of Thompson Road and Worsley Road in Bangholme has been greatly improved with the installation of traffic signals.

The \$2.5 million project includes the installation of new traffic lights with dedicated turning signals, improved street lighting and the lengthening of turning lanes at the intersection.

The intersection has a history of crashes with eight casualty crashes between 1 July 2008 and 31 December 2010, including three resulting in serious injury. Seven of the crashes involved vehicles turning right into or out of Worsley Road. ❀

**SEE THE
DEDICATED TEAM
AT PRESIDENT FORD
TODAY TO WORK OUT
THE BEST PACKAGE
FOR YOU AND YOUR
CAB!**



- **INSTANT FINANCE AVAILABLE**

See the taxi finance specialist Peter Mazarakis for a great deal

- **HUGE RANGE OF FALCONS**

Sedan/Wagon, gas or dual fuel

- **FULL TAXI FIT OUTS**

Paint, stickers, equipment, WE CAN ARRANGE IT ALL!



1300 996 172

Pics for illustration purpose only. E & O.E. LMCT 5199. P106348

New surcharge provision

Please be aware that amendments to the Transport (Compliance and Miscellaneous) Act 1983 now require that any late night or holiday surcharge payable by a passenger is to be retained by the driver of the taxi.

This amendment was introduced into the Act sometime during 2010. The VTA was not notified of the change. However, now that we have

become aware of it we thought it important to share with the industry.

The section of the Act is 144(da), and it reads; "...that any late night surcharge or holiday surcharge payable by a passenger in a taxicab is to be retained by the driver of the taxicab;...".

If you have any questions or concerns please contact the VTA on (03) 9676 2635. ❖



Art after dark Wednesdays 5-9pm

On wintry Wednesday nights until 5 October 2011 once again the doors of the National Gallery of Victoria, St. Kilda Road, are open every Wednesday night for art after dark: Vienna Lounge themed this year by renowned performer and artistic director Robyn Archer.

Throughout September, riotously and rustically romantic, Rapskallion return to the NGV to revel in Viennese splendour with their vaudevillian Polka blues.

Along with a stable of performers, they will bring to life the spirit of the bohemian Viennese cafe with their outrageously costumed theatrics. ❖



LPG Conversions



SAVE \$\$\$

**BEST PRICES
IN VICTORIA**

BEST

**GAS INJECTION
SYSTEMS**

*We pick up and deliver
anywhere in metro area*

**12 MONTHS/20,000kms
GUARANTEE**

Ask about our 3 year/100,000kms
guarantee option

FREE LPGas service first 3000 kms

Call Charlie and book your taxi
for fast, professional LPGas
taxi conversion and service.

9311 2314

RIGHT WAY GAS CONVERSIONS

1/122 Fairbairn Road Sunshine West



OVER 16 YEARS EXPERIENCE
FULLY QUALIFIED TECHNICIANS
AAFRB ACCREDITED

Taxi infringements



Effective 1 July 2011, taxi infringement amounts have increased in line with Consumer Price Index. Below are some of the most common infringements and the corresponding new amounts.

Infringement	Previous amount	New amount
Failing to wear uniform	\$149	\$153
Stopped in a taxi zone	\$149	\$153
Failing to comply with condition of driver accreditation (EFTPOS login)	\$299	\$305
Operating outside conditions of licence	\$149	\$153
Failing to display driver photo card in taxi-cab	\$149	\$153



Visit www.taxi.vic.gov.au for the latest amounts. ❖

Competitive prices - Best service
We were the first and still the Best

ENGINE SERVICE \$50
TRANSMISSION SERVICE \$70

6 speed metal sump \$180
 6 speed plastic sump \$240

Ball Joints
 Upper or Lower genuine parts **\$70**

Diff Bushes
 Centre and side genuine parts supply and fitted **\$330**

Brakes
 Premium brakes supplied and fitted **\$50**

Diff overhaul
 Genuine parts - Supply & fit
 Subject to gears
\$490

Taxi and Limos get priority service

Supertop Motors

610 Smith Street - Clifton Hill Phone 9482 2966

strn_911

The VTA's response to the Department of Transport submission



The VTA's comments relate to the submission made by the Department of Transport (DOT) to the Taxi Enquiry as distinct from the submission made by the Victorian Taxi Directorate (VTD). While not agreeing with every aspect of the VTD's submission, the VTA is of the view that the VTD document is generally representative of a number of the structural and regulatory issues that exist at present within Victoria's taxi system.

The submission, presented by the DOT, focuses on the commercial instead of the regulatory aspects of the taxi industry. Rather than simply identifying and addressing some of the regulatory shortcomings via regulatory reform, the DOT appears more intent on creating elaborate corporate conspiracies to explain relatively simple service delivery issues, many of which are the results of ill-conceived and badly implemented regulatory and policy settings.

The views expressed in the submission in relation to commercial structures within the industry and the relationships that exist within it are not substantiated or supported by evidence. The most misleading sections of the submission, sections 2, 3 and Appendix B, amount to little more than a series of unsubstantiated statements. These sections also contain significant factual errors pertaining to company structures. Further, section 3 demonstrates the DOT's inadequate grasp of the issues effecting service delivery.

Many of the statements made in section 2 simply do not align with DOT's own customer survey material and feedback. The VTA obtained these documents via a Freedom of Information request. The fact the VTA had to go to these lengths to obtain industry specific data is in itself concerning.

Statements made in section 2 of the submission relating to the views of taxi users do not align with the DOT's own survey material.

Dot point 2 on page 7, states that users are unhappy with the reliability of taxis – claiming that booked taxis fail to show up on time. DOT-DOT survey material from the first quarter of 2011, shows that 70% of booked taxis arrived within 10 minutes of the booked time.

Dot points 3 and 6 claim that customers were unhappy with the service offered by taxi booking companies. Dot point 3 specifically refers to Wheelchair Accessible Taxis (WAT). The survey material clearly shows that taxi customers have constantly ranked the booking service as being one of best aspects of the taxi service since 2006. Satisfaction results have remained high, at around 70%, over that time.

The 2011 results show that Multi-Purpose Taxi Program (MPTP) customers (those most likely to be using a WAT), were happy with the service provided by the booking company 82% of the time. They were the most satisfied group surveyed in 2011.

The submission only briefly touches on the impact of passive licence holders on the industry. For clarity, the VTA defines a passive licence holder or investor licence holder as a licence holder who is not accredited to perform any other function in the industry. This definition directly challenges the submission's claim that 70% of licence holders are investors.

Key points that are missing from the submission's summary of issues surrounding licensing include:

- The role the Bendigo Stock Exchange (BSX) licence trading system played in causing the inflation of licence assignment rents;
- The role of regulatory settings, such as the 3 year maximum assignment period, in unbalancing the relationship between the assignee and assignor; and
- The lack of regulatory rigor in the assignment process generally – a case in point is the fact that less than 5 licence assignments were actually traded on the BSX system during its time of operation. Most were facilitated by licence brokers and even more peripheral players – all done under the auspices of the DOTs accreditation regime.

The submission also fails to acknowledge the Government, with DOT acting as their agent, is the largest passive licence holder in the State. Further, they have acted no differently to any other passive licence holder in that they have:

- Sought to maximise the return without any consideration for business viability;
- Not placed conditions on the operator of the licence to meet any meaningful service stand-

ards, including the new 330 WAT licences; and

- Not imposed any conditions in the operator of the vehicle in regards to how they treat bailee drivers – they do not even require a written bailment agreement.

The irony of the system for inflating the price of the WAT licence annual payment is not lost on the industry. It seems cynical in the extreme that the DOT is happy to inflate the annual payment price in line with CPI each year, yet year after year Government has refused to increase taxi fares in line with CPI. It is also to be remembered that the current CPI fare setting model contains a set value to account for licence costs, and this value is currently set well below the price of the Government leased WAT licences.

In regard to licensing, the VTA has made numerous submissions to Government over the past five years suggesting improvements and possible reform. We remain committed to those reforms and are of the view that licence supply must remain restricted to ensure a high level of service to taxi customers.

Some of the more operational aspects of the submission are also confusing and ill-conceived. The submission is highly critical of driver training in the taxi industry and suggests that in other transport industries the same degree of regulatory intervention is not required.

This criticism is inconsistent given that all Registered Training Organizations (RTOs) operating in Victoria (not just those who train taxi industry participants) must adhere to the regulatory standards set by the Victorian Registration and Qualifications Authority (VRQA). Beyond this, there is little

regulatory intervention in the training of taxi industry participants. The VTD has the statutory authority to intervene in taxi driver training, but up until this time have not done so to a significant extent.

On page 13, the submission suggests that because an RTO may have strong links to industry, it will not be concerned with the quality of graduates, only the quantity. This is illogical given that it is these very entities whose business will suffer as a result of a poor standard of the graduate.

The quality of graduates is strongly related to retention and remuneration of drivers, another aspect of the taxi system that the DOT does not adequately explain in the submission. Rather than provide any explanation for the decline in driver remuneration over the last 5 years themselves, the DOT quote an incorrect assertion extracted from the 2008 Essential Services Commission (ESC) report.

While the VTA agree that too much of the fare rise component for operators ends up in the hands of passive licence holders, the same cannot be said for the drivers' share. Regardless of their bailment arrangement, as the fare increases by X% so does the level of remuneration that flows through to the driver. What the ESC means by the statement that revenue is limited by the market dominance of Networks and Industry bodies is beyond comprehension.

The report refers to the 48/52 split arrangement that many operators implemented following the ESC's recommendation for a 4.2% fare increase to offset large increases in cost of LPG at the time. The 48/52 arrangement was designed to ensure that those who

please turn to page 12

paid for the fuel got the full 4.2% increase up until the ESC handed down its final report.

The long held view of the VTA with regard to bailment is that 50% of the revenue from each shift should be retained by the driver.

The VTA has, on numerous occasions, submitted proposals to the Government and DOT relating to improving the level of remuneration for taxi drivers. Little, if any action has resulted. Whether or not Government should set taxi fares is not relevant to this argument, they have held that responsibility up until now.

Page 12 of the submission discusses the contractual arrangements that apply to taxi drivers. This part of the submission claims that even the VTA has referred to taxi drivers as employees in *Taxi Talk* magazine (not the VTA's magazine as suggested, it is privately owned and published). No reference is given to where these comments can be found in *Taxi Talk*. The VTA would like to assure the DOT we are confident we understand the legal and contractual arrangements as they apply to taxi drivers in Victoria.

Regarding the claims about power exerted by Cabcharge, as far as the VTA is concerned there is absolutely no "link" between Silver Top Taxis and Cabcharge, and further, the VTA is sure there is no link between 13CABS and Silver Top Taxis.

The fact that Cabcharge EFT-POS systems are found in the vast majority of Victorian taxis is due to the fact that they provide quality products, and more importantly, because the DOT require they be installed in all Victorian taxis to process the Government MPTP scheme. At the time of writing this letter there are five other approved

electronic payment systems able to be fitted to a Victorian taxi. Some Victorian operators chose to install multiple units in their vehicles from various suppliers. All suppliers in Victoria charge the customer a 10% surcharge on each transaction.

The VTA is a strong advocate for the more efficient use of taxis in the transport mix. However, statements relating to the DOT's aspirations regarding the role of taxis ignore commercial realities. They also fail to acknowledge that in order to use taxis as a part of their transport modes they will need to engage with the industry in a professional and constructive manner. Given its commercial nature, the industry cannot be as easily "directed" as other forms of more traditional public transport.

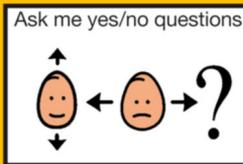
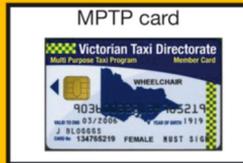
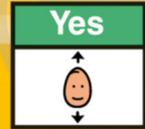
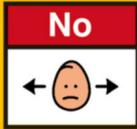
Many of the ideas in the submission are worth investigation, and even trial. To ensure success, a strong and deep relationship be-

tween the industry and the DOT is required. The DOT needs to have a clearer understanding of the role of the regulations and statutes they oversee and administer have on shaping the Victorian taxi industry.

The DOT submission is disappointing to the VTA. The Inquiry has presented a real opportunity for all stakeholders to have an open and honest discussion, and take responsibility for their role in the delivery of taxi services and the better use of taxis, to help resolve transport issues across the State. Compounding this view, and adding to the industry's frustration, is the fact that the submission highlights many of the prospective areas where taxis can contribute to Victoria's transport mix but fails to present a genuine analysis of the regulatory and statutory factors that have inhibited the development of more efficient and customer oriented taxi services. ❀



Talking Taxis Picture Communication Board



Picture Communication Symbols © 1981-2006 Mayer-Johnson LLC. Rights Reserved Worldwide. Used with permission.



Breaking down communication barriers

The Victorian Taxi Directorate (VTD) encourages taxi drivers to use Talking Taxis Communication Boards and Personal Journey Cards to address any difficulties that may arise with their passengers because of complex communication needs. To obtain copies of these useful communication tools, drop by the VTD office at Level 23, 80 Collins St, Melbourne, contact the VTD on 1800 638 802 (toll-free) or visit www.taxi.vic.gov.au ❀

QUALITY CUSTOM MADE TAXI MATS

FAST TAXI SERVICE

**No slip
No buckle!**

Rear one piece and front custom made mats

Large selection of quality seat covers in canvas, quality vinyl and quality microfibre materials to fit **Falcon BA BF FG, Holden Commodore, Camry, Prius and Commuter Hi-Ace vans slwb.**

HOURS: **Monday to Friday** 10am to 5pm **Saturday** 10am to 3pm

**COVER UP
CAR ACCESSORIES**

9484 5507

548 Bell Street PRESTON

Between St. Georges & Gilbert Roads www.coverupcaraccessories.com





NEW ON RAMP at Melbourne Airport

A new ramp at Melbourne airport will improve access to Australia's second largest airport and relieve traffic congestion in the airport precinct.

"The new APAC Drive on-ramp will improve traffic flow throughout the airport precinct as well as strengthen the road link from Melbourne Airport to the wider Victorian arterial road network," Mr Mulder, Minister for Roads said.

"With over 28 million passengers using Melbourne Airport, the new on ramp will help locals and visi-

tors alike get on their way from the airport more quickly."

Melbourne Airport CEO, Chris Woodruff, said that the new APAC Drive on-ramp would ease road congestion getting to and from the airport as well as within the airport's road network.

"Most people who have been to the airport recently will know that our road networks are very busy during peak periods. The APAC Drive on-ramp will provide a new, elevated access point to the Tullamarine Freeway for city-bound

traffic from the long term car park area," Mr Woodruff said.

"Melbourne Airport has grown rapidly in recent years and will continue to grow in the future. We are focusing on upgrading our road network and the APAC Drive on-ramp is just one the projects planned to improve traffic flow around the airport precinct.

Construction of the APAC Drive on-ramp will create approximately 80 jobs and is scheduled to be completed by July 2012. ❀

**GRAND
OPENING
SALE**

CAB TYRES

**BUY DIRECT
AND SAVE**

PUNCTURE REPAIRS \$10

3D LASER WHEEL ALIGNMENT \$25
taxis only special price

COMPUTER WHEEL BALANCE \$5

SPECIAL PRICES FOR TAXIS

We give you the best tyre for your dollar

NEW CAB TYRES

195 60 15 \$85	225 50 17 \$120
195 65 15 \$85	225 55 17 \$120
205 65 15 \$75	225 40 18 \$110
215 60 16 \$75	235 40 18 \$110
225 60 16 \$105	245 45 18 \$130
225 55 16 \$115	195 R15 \$100 LT
235 45 17 \$95	

FREE WHEEL ALIGNMENT
with every 4 new tyres

HIGH QUALITY
USED TYRES

205 65 15 \$40
195 65 15 \$40
195 60 15 \$40
215 60 16 \$40
225 60 16 \$50
235 45 17 \$60
225 50 17 \$60
225 55 17 \$60
235 50 17 \$80

9939 7621

TULLA_0911

TULLA TYRES

20 GARDEN DRIVE TULLAMARINE

Hours: Mon-Fri 8am - 5.30pm Sat: 9am - 3pm

Welcome to your new Drivers' Lounge!



Live Payments
is a member of the
Live Group

- **More cashing facilities** – speeding up your time off the road
- **Free coffee** – freshly ground beans, tea & hot chocolate – grab one while you relax
- **Free internet** – check your bank balance, email, or download payment reports
- **Foxtel** – catch up on the news or your favourite sport from 2 large screen TVs
- **Leather sofas** – take a breather & read the newspaper
- **Ticketing system** – now you don't have to wait in line...great for those busy cashing days

142-146 Roden St. West Melbourne Vic 3003

T: (03) 9328 8055 • F: (03) 9328 8155

T: 1300 883 703 • W: www.livetaxiepay.com.au • E: info@livetaxiepay.com.au

Live Payments Pty Limited ABN 63 117 213 064 ("Live Payments") and TaxiEpay Pty Limited ABN 76 118 845 364 ("Live TaxiEpay").

This material was developed by Live Payments and Live TaxiEpay to be used as a guide only and a reference point for use with its taxi EFTPOS solution. The information is of a general nature only. Whilst we have taken all reasonable care in producing the information, subsequent changes may occur at any time and may impact the accuracy of the information. The information is current as at November 2010. Full terms and conditions are set out in the relevant agreement, and fees and charges apply. It is recommended that you consider your individual circumstances and position to ensure that the Live Payments and Live TaxiEpay EFTPOS solution is right for you.

© Copyright is reserved throughout. Neither this document nor any of its contents may be used for any purposes without the prior consent of Live Payments or Live TaxiEpay.

www.city-ford.com.au



CITY FORD
THE TAXI SPECIALIST

**HASSLE
FREE!!**

**We Will Beat
Any Reasonable Offer
On New Or Used
Vehicles!**

**OPEN
7 DAYS**

**FINANCE
T.A.P.**

9349 1277
734 Elizabeth St, Melbourne

**A/H PHONE
LESTER JACKSON
ON 0403 509 427**

VTD needs your e-details

Over the coming months, the VTD will be switching over to a more electronic platform for communicating with the industry.

This will enable the VTD to provide more timely and detailed information to drivers, operators, NSPs and other important industry stakeholders.



If you wish to register to receive notifications from the VTD, please send your email addresses and mobile phone numbers to vtdcontact@transport.vic.gov.au ❖

Mobile phone use

- Do not use your mobile phone while you have a customer in your taxi. It is rude and creates a poor impression for the customer.
- Good customer service requires you to pay full attention to your driving and your customer while you are in your taxi.
- It is illegal to drive a taxi (or any other vehicle on the road) while using a hand-held mobile phone - penalty is a significant fine and three demerit points.
- This means that talking, sending or receiving text messages, playing games or taking photos are illegal while using a hand-held phone while driving. It is also illegal to perform these activities when your vehicle is stopped, for example when you are at traffic lights.
- A hands-free device can reduce the physical effort to make and receive calls, but it doesn't necessarily make it safe to use a phone while driving. It is illegal to use a hands-free phone while driving if it causes you to lose proper control of your vehicle.
- If you must talk on a hands-free phone while driving, then make sure it is a hands-free phone



that is set up and working before you start driving and keep the conversation short.

Remember if you don't have proper control of your vehicle because you are talking on hands-free mobile then you are guilty of an offence. ❖

Beware....

Beware when mounting such things as Taxi Roof Lights or Taxi Spotlights and cameras to the top of your Taxi because the self tapping mounting screws will protrude into the vehicle interior and can present a head hazard to both driver and passengers in accident situations. The introduction of side curtain airbags into most new taxi vehicles make it imperative that holes are not drilled or screws do not protrude anywhere near these airbags as they may fail if damaged. ❖

2011 TOYOTA COMMUTERS & KIAS GRAND CARNIVAL FOR SALE with or without a WAT licence

**NORMAL TAXIS
FOR SET PRICE
ALSO AVAILABLE
FINANCE AVAILABLE TO
APPROVED CUSTOMERS**

Call today for more information
Igor - 0430 202 878 Raj - 9555 7777



Eastmoor Taxicab
17 Bignell Road MOORABBIN

**WAT
DRIVERS
NEEDED**

et_0811



Schmidt Electronics *has moved*

to 153 Osborne Avenue, Clayton South, Vic. 3169
Off Westall Rd, Melway 79 E8

NEW Phone Number: (03) 9546 6990

30th Birthday Sale

FULL TAXI INSTALLATIONS

from
only

\$495

inc GST
PLUS PARTS
FOR ALL 13 CABS

Compare our
prices & save!

12 Month
installation
service
warranty

Installations of Schmidt Taximeters, roof lights, spotlights, radios, GPS, antennas, dispatch systems, eftpos, brackets, decals, stickers, other accessories

Higher Reliability & Accuracy = Higher Profits



Smart taxi operators know that unreliable or inaccurate taximeters mean the loss of valuable income. They invest in top quality taximeters to maximise their income, keep their cabs out of workshops and on the road making money.

That's why smart taxi operators insist on

 Schmidt Model G4 Taximeters



Schmidt taximeters – Trusted by thousands of Australian taxi operators for 30 years.

ACCURATE • RELIABLE • TRUSTED

Top Quality Schmidt "Long-Life" Roof Lights



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

- Weather-resistant design and construction
- Optional twin 55 watt long life spot lights
- Sturdy galvanised rust-resistant bracket
- Highly reflective internal silver coating
- Front and back TAXI stickers
- Solid brass mounting eyelets
- Tough white acrylic dome
- Long life rubber roof seal
- Twin 15 CP vacant lights
- Twin 3 watt tariff lights
- 12 month warranty

 Schmidt Electronic Laboratories Pty, Ltd. ABN: 20 005 631 710
Call 1300 132 422 for your nearest dealer. Fax: (03) 9546 3993
Email: info@schmidt.com.au Website: www.schmidt.com.au

Depression & anxiety don't discriminate. Do you?



Depression and anxiety can affect anyone at any time but often, people won't talk about how they're feeling because they're worried what others will think.

Don't let discrimination and stigma stop you, or someone else, from getting help.

beyondblue CEO Dawn O'Neil is encouraging everyone to make an effort during Mental Health Week, 9 – 15 October, to help break down the stigma associated with depression and anxiety.

"This year, beyondblue: the national depression and anxiety initiative is aligning our awareness-raising efforts with Mental Health Week. Mental Health Week is a national awareness event, held every October and incorporates World Mental Health Day (Monday 10 October).

"We are asking everyone - individuals, community groups, schools and workplaces - to help raise awareness of depression and anxiety, and reduce the associated stigma," says Dawn.

Depression and anxiety can affect people's

thoughts, mood, behaviour and physical health. They are common illnesses - around one million Australian adults have depression and two million have an anxiety disorder. If it's not you, it could be someone you know.

People with depression and anxiety need to talk to a doctor or another health professional to get appropriate treatment.

Get involved in Mental Health Week 9-15 October :

- Share the facts - depression and anxiety are common illnesses, not weaknesses, and with the right treatment, most people recover.
- Display beyondblue's free Mental Health Week postcards and posters in your workplace.
- Wear a beyondblue wristband to create awareness of depression and anxiety

FREE beyondblue Mental Health Week information materials – posters, postcards and wristbands - can be ordered via www.beyondblue.org.au or the beyondblue info line – 1300 22 46 36. ❀

Melbourne's taxi industry was devastated when two years ago, Silver Top's administration centre and communications hub in Collingwood was totally destroyed by fire. The taxi industry Australia wide, was then stunned that the management and staff, in an incredible 24 hour period were able to resurrect their communications network and continued day-to-day operations from various facilities around Melbourne.

Today, that same team, is beaming with pride as they move back to, not only their old address, but a new premises which is arguably the best taxi network facility in the world.

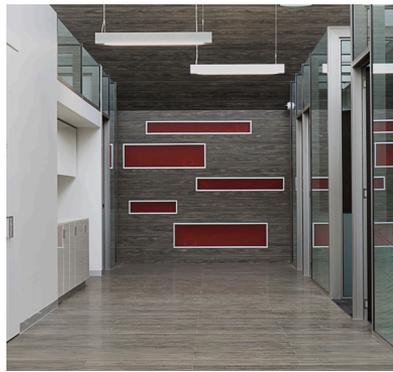
"We have built this new facility from the ground up to enable our staff to provide a first class service to our operators and drivers" says Business Manager Kevin Gange. The new call centre will house the MT Data satellite booking system which has led the industry since its launch 18 months ago.

"I am confident our operators and drivers will be very pleased with the resources the new facility brings" says General Manager Andrew Gilmartin.

In an industry that will face many challenges over the next few years Silver Top has made a substantial financial investment demonstrating its commitment to remain Melbourne's icon of the taxi industry.



**To find out more or to join Melbourne's state of the art
taxi network call Silver Top on 8413 8111**



SILVER TOP TAXI

Be part of the future. Call **8413 8111**

Moscow drivers protest regulations



All taxicabs will need to be licensed, painted a single color (such as yellow), and be equipped with a taximeter, an orange light on the roof, and special lights on the sides.

Despondent middle-aged men blowing whistles in downtown Moscow last month as hundreds of taxi drivers gathered to protest a new law they say could destroy their livelihood.

The law, which comes into effect on September 1, requires all taxicabs to be licensed, painted a single color, and be equipped with a taximeter, an orange light on the roof, and special lights on the sides.

The authorities call the law an effort to finally regulate Russia's famously chaotic taxi industry and phase out private cabs, known as "bombily," which are ubiquitous in Russian cities. But taxi drivers say the law is badly thought-out, prohibitively expensive for taxi drivers to obey, and effectively criminalizes many professional cabbies.

Moscow cabbies say the law should have required the cabbies themselves to get licensed rather than their cars. They also say equipping and painting their cars will cost them 50,000 rubles (\$1,700) each, effectively pricing them out of the market. Painting their cars yellow, they add, will decrease the resale value of their vehicles.

Critics of the law say it gives too much power to regional authorities.

The law is particularly worrying for cabbies not affiliated with large taxi companies, about 80 percent of the market in Moscow according to participants in the August 9 protest. These drivers fear they will be driven out of the market by high costs and insurmountable bureaucratic hurdles. Moreover, taxi drivers say the law could drive up the cost of a taxi ride in Moscow by as much as 35 percent, and by as much as 80 percent in the regions.

The Russian taxi industry has long been unregulated despite various attempts over the years to change this. Russians are accustomed to hailing any vehicle -- be it a private car, ambulance, or milk truck -- and negotiating a fare. ❀

MANAGER - TAXI COMPANY

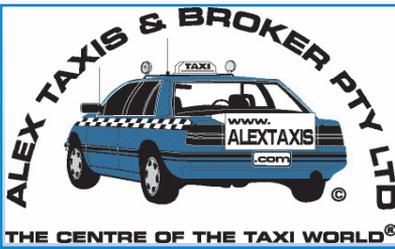
- **Based in Mackay, Queensland**
- **Key Leadership Role**
- **Competitive Salary**

An exciting opportunity to join a leading taxi Company as Manager. Reporting to the Board of Directors, you will be responsible for the day to day running of the company. The role encompasses the entire spectrum of general management responsible for the delivery of company goals, cost management, efficiency, business improvement and profitability. Strong emphasis is placed on business development and organisational change.

The successful candidate must:-

- have a demonstrated track record at a senior level in a service industry environment.
- be commercially astute and an outstanding leader with strong customer service focus, grounded in excellent relationship management skills.
- have outstanding written and verbal skills and ability to influence and communicate effectively at all levels publicly and within the organisation.

Please contact: adele@brownbird.com.au
Brown and Bird, Mackay Office, 1st Floor, 224 Victoria Street, Mackay
Close off date for applications - 11 September 2011



www.alextaxis.com

www.platebroker.com.au

LICENCE 4 SALE



**CAR AND LICENCE
2 YEARS LEFT**



CLEAR LICENCE



**ON LEASE 9 MONTHS
@ \$2500 P/M**



119 Errol St Nth Melb Call Jimmy 0412 717 616

**TAXI COVER
TAXI COVER
TAXI COVER**



- > FASTEST RECOVERY FOR LOSS OF INCOME
- > PROMPT REPAIRS CARRIED OUT IN WELL EQUIPPED WORKSHOP
- > QUICK REPAIRS TO PUT YOU BACK ON THE ROAD ASAP
- > GENUINE PARTS USED
- > GET REWARDED FOR NO CLAIMS AND NOT AT FAULT CLAIMS
- > THIRD PARTY PROPERTY / PUBLIC LIABILITY COVER 30 MILLION
- > 24HR HELP HOTLINE 0425 837 766

119 Errol St Nth Melb Call Chantel 9348 9507

community groups to Preserve and record local stories



81 community groups across Victoria will share in \$355,000 in grants from the Victorian Government to help record and preserve their local stories and share them with future generations.

The Premier said the projects funded by the Local History Grants Program reflected the wealth of stories that chronicle the rich and diverse history of a great state, and that these grants will ensure the many amazing stories of our past are preserved and shared with the community.

These community-based projects are run by groups including historical societies, community museums, cultural centres and primary schools will also recognise and celebrate the enormously valuable contribution made by volunteers to preserving our history and heritage. ❀

SE TAXIS PTY LTD

1084 CENTRE ROAD, OAKLEIGH SOUTH

For all your taxi motoring needs trade-in your old taxi

Linwest Automotive

Call Glenn Lindsey for a price LMCT 10690

Ph: 0412 812 574

QUICK & EASY FINANCE & GAP INSURANCE AVAILABLE to approved clients

WE TRY HARDER HONESTLY

SE Taxis Pty Ltd

- Drivers wanted.
- Leases wanted.
- Going since 1978.
- We look after our drivers and lease-holders.

Ph: 9570 9506

Ph: 9579 5644

SE Motors Pty Ltd
formerly John Talbot Motors

- We will maintain all your taxi fleet vehicles.
- Free breakdown towing available (conditions apply).
- All mechanical repairs.

Ph: 9579 1878

Santed Panels

- Getting the taxi industry back on the road sooner.
- Taxi resprays and repairs specialists.
- Friendly personal service to help you get back to work.

Ph: 9579 1899

sg_0911

Number of Taxi Licences August 2011

METROPOLITAN (including 435 WAT vehicles)	4,267
COUNTRY (including 113 WAT vehicles)	519
OUTER SUBURBAN (including 28 WAT vehicles)	158
URBAN (Ballarat - Bendigo - Geelong) (including 35 WAT vehicles)	237
TOTAL (including 611 WAT vehicles)	5,181

NUMBER OF DRIVERS	
Active drivers	16,000 APPROX
Accredited drivers	25,000 APPROX

TAXI

\$498,500

transfers

\$52,700

HIRE CARS

avg metropolitan licence transfer value

Compliance

outcomes (1-31 July 2011)

Taxi Inspections	1,761
Rectification Notices	472
Infringement Notices	108
Notices of Unroadworthiness	38
Official Warnings	29

ASSIGNMENTS

metro taxis 71

LICENCE TRANSFERS

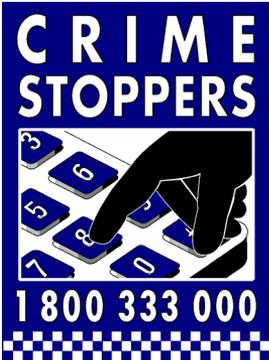
metro taxis	6
urban	0
country taxis	9
hire car licences	12
special licences	2

LICENCES ISSUED

taxi licences	14
hire car licences	7
special vehicles	1
RH vehicles	5

LICENCES TRADED BY ASSIGNMENT

(July 2010 - July 2011)
total = 1,096



Have you seen this man?

On 22 April 2011 between 3.00am and 4.00am, outside Showgirls Bar 20, King Street, Melbourne a male victim was arguing with a security guard after being requested to leave.

A male bystander has grabbed the victim by the shoulders and head butted him to the face causing the victim to fall backwards onto

the footpath. As a result of the assault the victim received serious facial injuries.

The male bystander is described as being aged around 25-30 years old, dark short hair, white t-shirt and jeans.

Police have released images of a man whom they believe may be able to assist them in their enquiries.

Contact Crime Stoppers on 1800 333 000 or visit www.crimestoppers.com.au . (Please quote reference no CA 5742) ❀



PUNJAB MOTOR WORKS

TAXI SERVICE



16 Yiannis Court - Springvale Phone: 9540 8998

Taxi and Limo DISCOUNT OFFER

- Free Fluid Top Up between Oil Changes
- Free Courtesy Check & Battery Check
- Genuine Premium Oil and Parts used
- Drive Thru Priority Service

**RELIABLE
TAXI SERVICE**

**ALL MECHANICAL
REPAIRS**

BEST TAXI RATES

**PUNJAB
MOTOR WORKS**

9540 8998

mobile - 0401 402 766

Trading hours - 10am - 7pm

Classified
Classified
Classified
ADVERTISEMENTS

ADVERTISE HERE

\$25

FOR 30 WORDS

TAXI LICENCE FOR SALE

Licence available for sale in Muldura. \$350,000 neg. Excellent returns operating in Victoria's fastest growing regional area. Phone 0438 359 540

EASTMOOR TAXIS HAVE NEW COMMUTERS AND KIAs FOR SALE

2010 or 2011 Toyota Commuters and Kias for sale with or without WAT licence. FINANCE available. Call Raj or Chris 95557777.

FOR SALE

UT LICENCE GEELONG

New lease returning \$605 pw incl GST. Phone 0412 949 974.

LICENCE WANTED

I would like to buy a taxi licence in the metropolitan area. Please phone 0401 498 180.

FOR SALE LAKES ENTRANCE TAXIS

Business locally owned & operated for 30+ years. Incl 6 licences (3 sedans, 2 WATs, 1 HOV). HOV contract for Lakes Transit 5 days/week. Depot with modern equipment. Call 0429 953 370

MF LICENCE FOR SALE

10 year conventional metro / normal car / licence for sale. Call Alex on 0417 363 079.

FOR SALE COUNTRY TAXI LICENCE

With Ford FG 2010. Shepparton, Mooroopna. Contact Allan on 0408 213 786

VISA MIGRATION Permanent Resident

For the professional advice you need - contact Ray Brown, Migration Agent today. Reg # 0213358 Phone: 5792 4056 Mobile: 0409 169 147 Email: raybrown888@bigpond.com

How to advertise in Taxi Talk classifieds:

- **SEND your classified advertisement** (\$25 for 1-30 words - \$50 for 31-60 words)
- **BY the 15th** of the month prior to publication
- **PLUS** your payment to Taxi Talk magazine, PO Box 2345, Mt Waverley, VIC 3149
- **OR...** Direct credit Taxi Talk bank account BSB=033065 A/C number = 312786 Ref = your name
- **OR...** Pay via PAYPAL via info@taxitalk.com.au and email your words to info@taxitalk.com.au

CARBON TAX

The Federal Government has announced that because users of on-road commercial vehicles under 4.5 tonnes pay excise on fuel, they will not be required to pay a carbon tax on top of this. This means that petrol, diesel and LPG used in taxis will not be taxed directly. However, there might be secondary flow on effects on prices. ❖





LINWEST AUTOMOTIVE PTY LTD

For All Your Taxi Needs

- QUICK FINANCE
- GAP INSURANCE
- SEDAN/WAGON
- GAS & DUAL FUEL
- FULL TAXI FIT OUTS
- RWC
- PAINTING
- NEW CAMERA INSTALLATIONS
- DE-INSTALLATIONS
- STICKERS
- SCREENS
- RADIOS
- ROOF DOME
- SPOTLIGHTS
- METERS
- EFTPOS



ABN 36 139 813 228 LMCT 10690

We get you back on the road sooner

**ONLY 2 DAY
TURN-AROUND
ON YOUR TAXI VEHICLE**

CURRENT PAINTED TAXIS from \$24,500^a

^aconditions apply ^a price correct at the time of printing

PRIVATE CARS AVAILABLE - ALL MAKES & MODELS

Call **GLENN LINDSEY**
1084 Centre Road, Oakleigh South

linwestauto@netspace.net.au

0412 812 574

lwa_0911



GRANDCARNIVAL Wheelchair Accessible Taxi



AUTOMOBILITY
leaders in wheelchair access

**VTD Deadline is
September 13!**
Stock vehicles available
for IMMEDIATE
delivery.

- 200,000 km warranty on vehicle (including if LPG fitted)
- Local service and back up
- Quick manufacturing time gets you earning sooner
- Discreet conversion provides customer satisfaction for wheelchair and able bodied clients
- High quality, reliable conversion means less time off the road



Our proven & successful Kia Grand Carnival Wheelchair Accessible Taxi conversion has patented independent rear suspension & seating for driver, 1 wheelchair & 4 passengers.

Call now to schedule a free demonstration 1300 660 773 www.automobility.com.au



PETER CORCORAN
General Manager
Victorian Taxi Directorate

Accepting all fares

In this month's column, I wish to discuss the reoccurring issue of taxi fare refusal which continues to reflect poorly on services provided by industry participants. Fare refusal also contributes to avoidable conflict between passengers and drivers.

The cornerstone of providing good customer service is accepting all fares from passengers. It is clear to the Victorian Taxi Directorate (VTD) that while the vast majority of drivers do the right thing, some drivers are continuing to pick and choose which trips they will accept.

Instances of fare refusal are reported to the VTD through the formal feedback channels. In the 2010/11 financial year, we received a total of 555 complaints from passengers regarding alleged instances of fare refusal. The majority of complaints related to incidents in the Melbourne CBD and typically involved passengers being refused a fare to inner city suburbs like Collingwood, Prahran and Richmond.

Further to this, numerous submissions to the Taxi Industry Inquiry from the general community and the taxi industry have emphasised the prevalence of this behaviour. This is reaffirmed through our compliance activities - in a recent covert operation in the Melbourne CBD, VTD Transport Safety Officers issued infringement notices to eight drivers for refusing fares.

I would like to take this opportunity to reiterate that fare refusal is unacceptable and against taxi regulations. Simply put, drivers do not have the right to pick and choose their fares. Drivers found guilty of refusing fares are liable to receive a \$305 infringement notice.

Drivers are obliged to pick up

passengers, unless they are violent, noisy, misbehaving, filthy, offensive or the person is in possession of an item which is not able to be safely and securely accommodated within the taxi. The driver may also refuse to take a passenger who cannot demonstrate that they can pay the fare.

On this point I would like to remind drivers of their obligations when they are waiting for a fare at a taxi rank. Regulations state that passengers have the right to pick any cab from a rank and drivers are required to accept a fare - regardless of what position they hold in the queue.

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.



If the cab is not available for any fares, it must not be on a taxi rank and the dome light should not be illuminated. In addition, the "NOT FOR HIRE" sign on the front passenger-side sun visor should be clearly visible through the front windscreen.

Drivers are also reminded that they may display a destination sign approved by the VTD to inform passengers of the direction of travel during shift changeover times.

If a destination sign is shown, driver of the vehicle is not required

A destination sign must only be displayed during the times specified on the board and then only while the taxi is standing for hire at a taxi rank or while being driven toward the suburb named on the board.

The VTD will continue to tackle fare refusal through various compliance activities. Further to this, we will continue to implore passengers to report fare refusal so we can investigate and hold drivers to account. ❀

TAXI finance



cheap finance rates...

- CAR FINANCE
all taxi vehicles (cars and vans, VHA vehicles, limos and others)
- ALL TAXI LICENCES & VHA
- HOME LOANS

cheap rates

best service

fast approvals

yarrafinance

experts in commercial finance

proudly serving the taxi industry

PH: 9561 8876

FAX 8502 0090



We are accredited with over 30 banks and other lenders

YE_0911

**OPEN
7 DAYS**

TAXI UPDATES CAR CENTRAL

**CALL
9AM - 9PM**

Best Deals In Town

09/2009 FALCON BF XT MK3 s/wagon DEDICATED LPG, taxi yellow paint, s/n 408	\$22,990
05/2010 FALCON FG XT sedan INJECTED LPG/PETROL, taxi yellow paint, s/n 785	\$23,990
03/2010 FALCON FG XT sedan INJECTED LPG/PETROL, taxi yellow paint s/n 604	\$23,750
2009 FALCON FG XT sedans DEDICATED LPG, taxi yellow paint, s/n 457	\$22,490

TAXI EQUIPMENT FIT OUTS from \$650

Easy Finance Available

Phone: 0425-83-88-55

Imct 9707
carcentral_0911



picture courtesy of GS Films

Tornado Alley (3D)

Batten down the hatches! A tornado is heading to IMAX Melbourne Museum these school holidays! Tornado Alley: 3D is a must-see glimpse into what it would be like to live through a storm! And even a pleasant journey to one of the world's most awe-inspiring cities is fraught with danger in Journey to Mecca. Opens 23 September. ❀



picture courtesy of SK Films

Journey to Mecca:

In the Footsteps of Ibn Battuta

During the school holidays IMAX will be screening a gorgeous film about Ibn Battuta, one of the world's most famous travellers, who in the 14th Century covered some 75 000 miles - three times further than Marco Polo. This movie is about his first journey away from his native Tangiers, across perilous deserts to the awe-inspiring city of Mecca, the cultural heart of Islam. ❀



VicRoads LICENSED TAXI TESTER



- ★ Priority service for taxi testing. Close to the airport & comfortable waiting area.
- ★ Specialise in LPG installations on Commuter, Aurion, Falcon and Holden Caprice
- ★ Express general mechanical & LPG Servicing

LICENSED LPG INSTALLER

Allpoint Autogas Tullamarine
 9330 2699 Factory 12, Cnr Keilor Park Drive & Lambeck Drive

CALENDAR



Monitor and Manage Small Business Operations

all courses are held at the Victorian Taxi Association offices

Course #	Day	Date	Course #	Day	Date
200	1	Mon 19 September	202	1	Mon 14 November
	2	Tue 20 September		2	Tue 15 November
	3	Wed 21 September		3	Wed 16 November
201	1	Mon 24 October			
	2	Tue 25 October			
	3	Wed 26 October			



IMPORTANT NOTICE The \$1000 price of this course has not changed since July 2007. From 1 July the price has increased to \$1100.

Suite 2, 85 Salmon Street, Port Melbourne

Note - Dates are subject to change. For further information contact: TITV: 9676 2635
via email: clients@victaxi.com.au website: www.victaxi.com.au



MAXI TAXI

Quick Turnaround

All your
wheelchair access
Sales and Service needs.

Lightweight conversion does not exceed legal GVM. Light weight = more fuel efficient
All new light weight reverse facing seat



"A Proud Tradition since 1959"

Norden Conversion

60-62 Bennet Street
Dandenong, Vic 3175
Ph: (03) 9793 1066
www.norden.com.au
conversion@norden.com.au



TaxiServiceGuide

TAXI FINANCE

Call me and I can arrange a loan for your TaxiCab or licence. You'll get a prompt decision.

I CAN OFFER YOU...

- Very best interest rates available on the market today
- Terms to suit most circumstances
- Quick approval with no hassles
- New/Used cars • Private Sales
- M80 and VHA/SV licence loans
- Metro/country licence loans

Contact Rob Chard - Finance Broker

CREDITLINE AUSTRALIA

Level 1, 1198 Toorak Road Camberwell

Phone: (03) 9889 5611 Facsimile: (03) 9889 5711

Mobile: 0408 368 457 Email: rchard@creditline.com.au



Zak's Body Works

Taxi Re-sprays

from

\$1200



- ALL INSURANCE & PRIVATE WORK
- QUALITY PAINT
- LOW BAKE OVEN

Excellent Service
Friendly Staff

9460 5200

MOB: 0410 327 591

21 NORWICH AVENUE,
THOMASTOWN

Book your Taxi inspection now.

Service.
Sales.
Support.

Road Safety Inspections has dedicated taxi inspectors who provide you with the ultimate taxi inspection service completed in under an hour.

Included in our service is:

- On-site vehicle registration
- Clearance of unroadworthy and defect notices
- Annual Roadworthy Inspections

Call Road Safety Inspections now on 9646 3362 to book an appointment.

www.busvic.asn.au



TAXI DRIVERS

Want a sea change? Come to Geraldton WA

- Drivers to drive Association vehicles
- Option to purchase taxi vehicle
- Option to purchase taxi plate
- Long term and secure Lease plates
- Good income for good operator
- Great family friendly booming town
- Fantastic lifestyle



Contact Steve on
0415 773 080

**NEED EXTRA KEYS?
DON'T PAY DEALERS FULL PRICES
"TALK TO US FIRST!!"**

**TAXI CAR KEYS
CUT & PROGRAMMED
"RACV APPROVED"**

- 1 Car keys & remotes programmed whilst you wait.
- 1 Further discounts apply when quantities of keys are cut.
- 1 Our keys are of the highest quality with 100% guarantee.
- 1 Complete automotive lock & key service.
- 1 We cut keys for vehicles fitted with transponder systems.
- 1 We provide a 24/7 roadside emergency service.

www.safeguardsecurityspecialists.com.au

**SAFEGUARD
SECURITY SPECIALISTS**



SERVICE CENTRE LOCATIONS:
193-197 Dryburgh St, Nth Melbourne 9328 2221
206 Bay Street, Port Melbourne 9645 1222



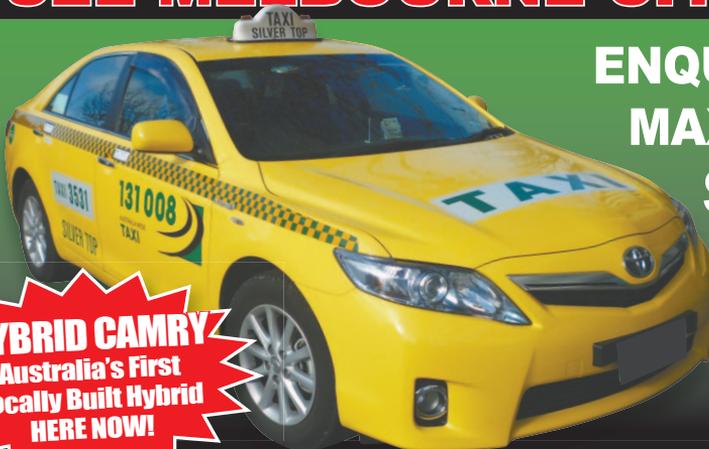
Voice of the Taxi Industry

ADVERTISE IN NEXT MONTH'S TAXI TALK MAGAZINE

Contact Toni Peters at
Trade Promotions Pty Ltd
P (03) 9807 0237
E info@taxitalk.com.au
F (03) 9807 3401

FOR ALL THINGS TAXI

SEE MELBOURNE CITY TOYOTA



ENQUIRE NOW FOR MAXI TAXI PACK \$SAVINGS

HYBRID CAMRY
Australia's First
Locally Built Hybrid
HERE NOW!

Bring this ad in & receive a
FREE
Taxi Accessory Kit
with any taxi purchase made this month*



Now You're Smiling!

MELBOURNE CITY TOYOTA
621 ELIZABETH ST, MELBOURNE... JUST UP FROM THE VIC MARKET
CALL JENNIE MANN ON 9282 8888
OR EMAIL jennie.mann@melbcitytoyota.com.au
www.melbcitytoyota.com.au

OPEN 7 DAYS

* Taxi Accessory Kit includes a Torch, First Aid Kit and Car Mats. Pics for illustration purposes only. E&OE. LMCT 10618. MCT106759



There's nothing like the 2011 Royal Melbourne Show!

From animals and livestock to award winning food and wine, art and crafts, carnival rides and showbags, live stage shows and music, spectacular entertainment and fireworks, there is nothing like the Royal Melbourne Show.

With amazing new attractions and entertainment, thousands of animals and even more free interactive activities and displays on offer, there's nothing like the 2011 Royal Melbourne Show for a great value day of fun, discovery and excitement.

Conducted by the Royal Agricultural Society of Victoria (RASV), the Royal Melbourne Show is Victoria's largest and most iconic annual community event that brings the very best of the country to the city to provide a range of unique and memorable experiences to enjoy with family and friends.

This year's Show is packed with a wide variety of great entertainment, fun interactive educational activities along with animals and agriculture, horticulture, art and craft, food and wine, carnival rides, showbags spectacular fireworks and much more.

Whatever your flavour, the Grand Pavilion is a must visit destination for foodies and budding masterchefs offering patrons a gastronomic journey around Victoria with a new dedicated Tastes of Victoria precinct.

From food, beer, wine and coffee tasting to cooking demonstrations and celebrity chefs, the program will ensure the Grand Pavilion lives up to its name as the Epicurean centre of the Show. You can take the gourmet experience home with you this year, with the new Fine Food Deli, offering Fine Food Awards Showbags including award winning produce from around the state.





From gourmet delights to thrilling entertainment, the world's greatest escape artist, Dean Gunnarson, will perform his mastery each day, a first for Australian audiences. Adding to the exciting entertainment program, the Lumberjack Show will entertain crowds when the world champion speed climber performs at the Royal Melbourne Show for the first time.

The fun doesn't stop there with a huge program of attractions and entertainment offering something for everyone. The Coca Cola Arena will come alive this year with the new Toyota V6 Hilux Heroes precision driving team, Extreme Monster Truck and a great line-up of live music joining old favourites, the Showtime Freestyle Moto X Team and spectacular nightly fireworks.

The kids will be kept entertained with the chance to meet Mack from Disney/Pixar Cars and new and exciting stage shows including a debut from the smash movie hit RIO and the children's television show Fifi and the Flowertots™ - Rock with the Tots Live Show.

Show favourite, the Animal Nursery will allow children to get up close and personal with baby animals, and

can this year enjoy the new educational hub; a colourful aviary display; a sheep, goat and alpaca birthing centre; and experience feeding baby animals at scheduled times.

For those who enjoy exhilarating carnival rides, there are more than 50 to choose from in three precincts designed to suit thrill seekers, families with children and toddlers.

A day at the Show is not complete without taking home a showbag or two and this year there will be hundreds of value packed showbags to suit all tastes. Offering further convenience to patrons, there will be a new showbag precinct located in the Family Carnival in addition to the Showbag Pavilion.

From animals and livestock to award winning food and wine, art and crafts, carnival rides and showbags, live stage shows and music, spectacular entertainment and fireworks, there is nothing like the Royal Melbourne Show, held from Saturday 24 September to Tuesday 4 October 2011 at Melbourne Showgrounds.♣

video installation projects

Migrants' reflections on place



A video installation featuring migrants and refugees who share their experiences of migration and travel is now showing at the Immigration Museum, 400 Flinders Street, Melbourne.

Belonging: Reflections on Place was conceived and directed by video artist Wendy Woodson with designer Kathy Couch (sound design by Myles Mumford) and includes interviews of diverse mi-

grants, refugees and members of their families who reflect on their experiences of place, migration and belonging.

A series of monitors features extreme close ups of 30 people who speak about their experiences in migrating from place to place, revealing insightful details about their different emotions and senses of home and belonging.

The video monitors are in a dark,

open space that also includes large-scale projections on the gallery walls. These moving images of travel and migration across Australian landscapes and in urban environments, such as train stations and city streets are included in the installation so that visitors can experience a sense of movement, displacement and journey that is part of any migration experience. ❀



Advertisers' Directory

AMB Auatralia	40	Gaffney Wheels & Tyres	5	Right Way Gas Convert	8
Alex Taxis & Broker	23	Geraldton Taxis	35	Road Safety Inspections	34
All Point Autogas	32	GLV Motors	25	Safeguard Security	35
Automobility	29	Linwest Automotive P/L	29	Schmidt Electronic Labs	19
Blue Star Taxi's	3	Live TaxiEpay	15	SE Taxis Pty Ltd	24
Brown and Bird	22	Martin Meters	39	Silver Top Taxis	1,20-21
Car Central	31	Melbourne City Toyota	35	Supertop Motors	9
City Ford	16	Metro Club Inc.	23	Tulla Tyres	14
Cover Up Car Accessories	13	Norden Conversion	33	Yarra Finance	31
Creditline Australia	34	President Ford	7	Zack's Body Works	34
Eastmoor Taxis	17	Punjab Motor Works	27		

HIACE SCREENS



BODYGUARD Toyota Hiace
• Strong & Effective

\$990
BULK \$ CALL

FG FALCON SCREENS



BODYGUARD FG Falcon
• Safe & Adjustable

\$990
BULK \$ CALL

COMBO DOME LIGHTS



- Anti-Corrosive Construction
- Superior Quality LED or Globe Versions
- Top Quality 55w spots

\$\$\$
BULK \$ CALL

Martin Roof Rack "SAVE YOUR ROOF"



- Airbag Compatible
- Mount all equipment
- Neat & Transferable
- Most models available (FG Falcon Model Shown)

\$149
BULK \$ CALL



"Eyeball" camera mounted to roofrack instead of your roof!

MARTIN TAXIMETERS



Martin MK6 Sc Taximeter
• Intelligent
• Reliable
• Trusted

\$329

OPTIMA BATTERIES



Suit Ford & Holden
• Huge 650 cca!
• Ultra reliable

\$299

QUALITY INSTALLATIONS



• Country cab Specialists!

FROM
\$450



TAXI
ambassy.



SINCE 1947

MARTIN METERS
THE TAXI SPECIALISTS

Unit1, No.1
Trade Park Drive, Tullamarine,
Victoria, 3043 Australia.
Email: sales@martinmeters.com.au
Tel: 61 3 9335-1551
61 3 9335-1552
Fax: 61 3 9335-1553

AMB Australia

**Taxi and Business Loans
has never been easier!**

STARTING FROM A LOW

8.05%

**BUYING
SELLING
FINANCING**

ALL STATE TAXI LICENCES



www.ambaaustralia.com.au

 **1 300 262 262**