

# **DRIVER HANDBOOK**



**VERSION UPDATE 2019  
0609.19**



# ADMINISTRATION

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# 1. Introduction

Welcome to Cairns Taxis Limited. This Handbook is an information tool kit and should be retained and constantly referred to by all affiliated Drivers, Owners, and Operators. It is designed to be user friendly whilst providing you with a great deal of information regarding your industry, our Company, your safety, our customers safety and what is expected of you. This handbook sets out the standards to be adopted by drivers in conducting their affairs with the company, customers and the general public.

## 1.1 Cairns Taxi District

Cairns City is the heart of Tropical North Queensland and is the primary gateway to Northern Australia. Cairns Airport is the sixth busiest airport in the country (fifth in international passengers). Cairns Taxis Ltd is a leader in the provision of passenger transport in this region.

**The Cairns Taxi District boundaries are:**

***Simpson’s Point*** (north of Ellis Beach at the 1st overtaking lane)

***Wrights Creek*** (south of Edmonton at the bridge)

***Henry Ross Lookout*** (On the Kuranda Range half way up to the crest)





## 1.2 The Company

CAIRNS TAXIS LIMITED (formerly Black and White (Quick Service) Taxis LTD was formed in August 1966. The company's primary objective is to provide a safe, reliable and efficient taxi service in the Cairns area.

The company holds a Booking Entity Authorisation with Queensland Transport and Main Roads and is the only authorised provider of taxi services in the Cairns Taxi District. The taxi fleet currently is comprised of a fleet of 137 cars, including 22 wheelchair capable vehicles. In excess of 600 drivers are affiliated with the company.

Directors from time to time review and determine appropriate company policies and procedures. In determining particular policies and procedures, the primary objective is to increase and sustain profitably for shareholders, taxi operators and drivers. Consequently, the following factors are taken into consideration and provide guidance to directors in coming to their decisions:

**Customer Service:** Directors are strongly of the view that a high standard of customer service is the key to ongoing and growing demand for taxi services, and, as a consequence, a satisfactory level of business income.

**Compliance with Queensland Transport and Main Roads Booking Entity Authorisation Guidelines.**

**Fleet Efficiency:** Costs are contained, and customer service enhanced by dispatching the closest available vehicle to the job.

**Driver and Staff Retention:** Courteous drivers and employees who enjoy providing service and the interaction with customers are a key component of customer satisfaction.

To be affiliated with Cairns Taxis Limited, all taxi drivers are required to execute a "Driver Affiliation Agreement". A condition of the Driver Affiliation Agreement is that all drivers are required to comply with the "Company Policies, Rules and Procedures" as published from time to time.

## 1.3 Company Mission Statement

The company's mission statement is to provide the Cairns Community with clean, well-maintained, modern fleet of taxis, 24 hours a day, driven by professional, polite and efficient drivers, as well as being supported by an infrastructure, which provides a prompt and efficient booking service for all customers.

## 2. DEFINITIONS

**Affiliated Driver** means a driver who has executed a Driver Affiliation Agreement with the company and that agreement has not expired, been suspended or cancelled.

**Anti-Discrimination Policy** means the company's Anti-Discrimination Policy as approved by directors from time to time and as detailed in Appendix 1.

**BEA** means the Booking Entity Authorisation issued by Queensland Transport and Main Roads.

**Booking and Communications System** means the telephone booking and taxi dispatch system operated by the company.

**BCS** means the company's taxi Booking and Communications System

**CTL** means Cairns Taxis Limited.

**CBD** means Central Business District.

**Code of Conduct** means the company's expectations that this handbook outlines.

**Communications System** means the company's Taxi Booking and Communications System.

**Company Policies** means the policies as adopted by directors from time to time

**Company Facilities** means all equipment owned and services provided by the company in the conduct of its business of providing taxi booking and dispatch facilities.

**Company Uniform** means the company uniform as approved by directors from time to time and as detailed in Appendix B.

**Company's Business** means all aspects of the provision of taxi services in the Cairns taxi district, including company policies, personnel and services provided.

**Constitution** means the constitution of the company as approved by shareholders from time to time.

**Call Centre** means centre where telephone calls are dispatched to taxis via BCS

**CRP** means Company Rules and Procedures.

**Director/s** means a director/s of the company elected in accordance with the company's constitution.

**Driver Affiliation Agreement (DAA)** means the agreement executed between drivers and the company which provides affiliation with the company and allows drivers to access the company's booking system.

**DA** means Driver Authorisation number issued by Queensland Transport and Main Roads.

**DTMR** means Queensland Transport and Main Roads

**EFTPOS** means Electronic Funds Transfer at Point Of Sale

**MDT** means the in car computer Mobile Dispatch Terminal

**Operator Affiliation Agreement (OAA)** means the agreement executed between taxi operators and the company which provides affiliation with the company and allows drivers engaged by operators to access the company's booking system.

**PIN** means the Personal Identification Number issued to drivers who have executed a Driver Affiliation Agreement and is used together with the Drivers Authorisation number, as a unique password to provide access to the company's booking system.

**QPS** means Queensland Police Service

**Dispatch** means taxi jobs booked and dispatched to taxis through the company's Booking and Communications system.

**Ranks** means Government designated Taxi Zones and other taxi ranks established by the company for drivers to ply for hire and to provide ready accessibility to the public for taxi services.

**Rules and Procedures** means the various dispatch, rank and other rules and procedures applicable to drivers as conditions of CTL affiliation and as detailed in this handbook.

**Taxi Booking Service** means the company's telephone booking service, query and computer dispatch facilities.

**The Company** means Cairns Taxis Limited

**TSCS** means Taxi Security Camera System

**TSS** means Taxi Subsidy Scheme

### 3. COMPANY POLICIES

In their dealings with customers, members of the public generally, and with the company, drivers are required to observe and comply with the following policies.

As a driver of a taxi, you are a part of a proud tradition going back to the 1800's, providing an essential and personalised transport service to the public. Take pride in the service you perform and remember that **every customer** is an opportunity to demonstrate excellence, in customer service and driving standards.

#### Customer Service

In any industry servicing the public, having a satisfied customer generally come down to one thing, which is customer service. Providing good customer service should be the priority for all drivers. The provision of such service can lead to increased business, less complaints and more income. However the reverse is also true, bad customer service can lead to a decrease in business, increase in complaints, damage to company reputation and less income.

#### 3.1 Dealing with Customers

1. Speak with customers and members of the public in a friendly and courteous manner.
2. Ensure that their vehicles are **clean and tidy** at all times.
3. **Assist** passengers in or out of the car whenever necessary
4. Provide all reasonable **assistance** with luggage and/or other items
5. Ensure that the number of passengers does not exceed the licensed carrying capacity of the vehicle.
6. Comply with customer reasonable requests in relation to car radio, air conditioning, other car equipment and passenger comfort generally.
7. Ensure that scanners are not audible to customers.
8. Treat account and EFTPOS customers with the same courtesy as customers paying by cash.
9. Ensure that the taxi meter is activated at all times. In the event that a meter is not turned on at the start of a journey, that part of the journey that is completed without the meter, **shall be free of charge to the customer**.
10. In the event that a driver is unable to complete a requested trip for any reason, including punctures or accidents, arrange for another taxi be immediately despatched. A customer is not to be charged for any part of an uncompleted trip.
11. Maintain a high standard of hygiene and be neatly dressed in the company uniform at all times when operating a CTL taxi.
12. When directed by base to pick up a specific fare, drivers are required to take all reasonable steps to ensure that they do in fact pick up the right fare.

13. Where alternative routes are available, provide customers with the choice of which route to follow.
14. Except with the approval of the customer, take the shortest practical route to the customer's destination.
15. **Destination Address Misunderstanding:** Where a driver takes a customer, mistakenly, to a different address to that requested by the customer (e.g. Hill St instead of Hall St), it is always to be presumed that the customer provided the correct address and that the driver misunderstood. In such circumstances, the driver is to immediately go to the correct address and then charge the customer an estimate of what the fare would have been for travel direct to the correct address from the original pick up point. If there is any dispute, the matter should be resolved by way of an estimate provided by the Shift Supervisor.
16. Ensure that confidential matters relating to the conduct of the company's affairs, including dispatch codes, safety and emergency procedures, are not disclosed.
17. Drivers who believe, on reasonable grounds, that any passenger who is in or about to enter their taxi and is likely to cause a nuisance or annoyance or danger to the driver or other persons may direct the passenger to exit or not to enter the taxi.
  - i. A driver must not give this direction if such an action is likely to endanger the safety of the passenger.
  - ii. It is a company requirement that any such incident is immediately reported to the Call Centre via the Query channel.
18. **Mobile Phones:** Drivers are required to comply with road rules at all times and if using a hands free phone, extended conversations should not take place while a fare is onboard. Any customer complaints in this regard may be considered as **"conduct unbecoming"**.
19. **Driver Overcharging:** Where a driver has been found guilty of blatant and deliberate overcharging, the company will refund to the customer the full amount charged by the driver and then driver is required to refund to the company the full amount of the fare charged and that in the event of non-payment within seven days of written notice, the company may suspend the driver's affiliation until the amount is paid."

### 3.1.1 Diversity of Cultures

As a taxi driver you will constantly encounter people from different countries, backgrounds, religious beliefs and political motivations. It is important to remember that all customers deserve to be treated equally.

## 3.2 Dealing with the Company

1. Ensure that their MTI system is logged on to the BCS at all times that the vehicle is being operated as a taxi.
2. Maintain a current PIN
3. Keep the company informed as to current address and contact details.

4. Not log on or attempt to log on to the dispatch system using a DA and PIN that belongs to another driver.
5. Ensure that at the end of every shift that they have correctly logged off from the dispatch system.
6. Adhere at all times to company "Rules and Procedures – Radio + Dispatch".
7. Comply at all times with "Rules and Procedures - Ranks".
8. Never divulge the meaning of dispatch codes to any person outside the Company.
9. Not disclose their PIN to another driver.
10. Immediately notify base of any bookings made directly with the driver for entry and dispatch via the BCS.
11. Comply with the company's Anti-Discrimination policy.
12. Comply with Queensland Transport and Main Roads regulations and the Australian Road Rules.
13. Conduct their affairs with company officers and staff in a friendly and professional manner and not make threats to any company director or officer.
14. Apart from the reception areas, drivers shall not enter the offices of the company without an invitation from the company's responsible officer.
15. Comply with any request by company officers to report to base.
16. Comply with reasonable request to present for uniform inspections.

### 3.3 Dealing with other Drivers

1. Conduct their affairs with other drivers in a professional and friendly manner.
2. Never allow any disagreement to become obvious to members of the public.
3. In the event that a driver has a complaint concerning the conduct of a another driver in relation to the company's rules and procedures, such a complaint should be lodged, normally within 30 minutes, notification being by message or voice query to Call Centre and a written report must be lodged within seventy-two (72) hours. This is also available on-line at <https://cairnstaxis.com.au/driver-login/>
4. If vacant, do not pass another vacant taxi travelling at a reasonable speed towards a rank.
5. When more than one car is on a rank and a dispatch job and walk up job coincides, the first car is to accept the dispatched job and refer the passenger to the second vehicle.

### 3.4 Dealing with Members of the Public

Drivers conduct and behaviour leave a lasting impression on customers and the general public, whether it is positive or negative. To make a positive impression, drivers should be friendly, courteous and focused on good customer service. Most customers will respond in kind.

1. Conduct themselves in a friendly and courteous manner towards other road users and members of the public generally.

2. Not make any statements to the press or members of the public concerning any aspect of the company's business.
3. Not make derogatory comments about any business, person, or organisation. **THIS INCLUDES ON ALL PERSONAL or PUBLIC SOCIAL MEDIAS.** For the purpose of this policy, social media means any facility for internet based publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, YouTube, Google Plus and Instagram. This policy is in addition to and complements any existing or future policies regarding the use of social media.

#### **Prohibited Actions**

- ! Publishing confidential Information relating to Cairns Taxis Limited or material that violates the privacy or copy rights of another party
- ! Publishing any information about clients, business partners or suppliers of Cairns Taxis Limited without their written approval to do so
- ! Publishing any inappropriate material or statements which could possibly cause insult, offence, intimidation or humiliation to Cairns Taxis Limited or its clients, business partners or suppliers;
- ! Publishing anything that could possibly adversely affect the image, reputation, viability or profitability of Cairns Taxis Limited, or its clients, business partners or suppliers

**Policy violations may be subject to disciplinary action.**

4. Provide reasonable assistance to members of the public as needed and generally to be considerate and co-operative.

### **3.4.1 Dealing with abusive customers**

If you encounter an exchange with an abusive customer at some point, here are a few tips:

1. Always maintain a calm, polite and professional manner and try to work toward a resolution.
2. Try to calm down the customer in a respectful manner and explain that you're there to help resolve the issue.
3. Explain that you can understand their frustration and that you are sorry that they are upset
4. Don't try to talk over or interrupt abusive customers. This is only likely to make the situation worse. Let them finish what they are saying, even if it's long and then state your position. If the customer interrupts, tell them respectfully that you have listened carefully and would be grateful if they could extend you the same courtesy.
5. If it becomes clear that you are unable to deal with an abusive customer effectively, it's time to pass the problem on to fleet services (get customer to call - 4048 8333), who are more experienced at negotiating.

6. If you at any time feel unsafe ACTIVATE YOUR A13 ALARM.

## 3.5 Driver Standards

### 3.5.1 Dress and Appearance

All drivers whilst in charge of a Cairns Taxi must be dressed in full uniform as described in **APPENDIX B** of the book. The uniform must be clean and in good condition. The public interacts with Cairns Taxis through its affiliated drivers; therefore standards of dress and vehicle presentation are important to create a favourable first impression.

### 3.5.2 Cleanliness and repair of vehicles

Drivers must maintain the cleanliness of the vehicle, both internally and externally. Regular inspections are made of vehicles by Company personnel and letters will be issued stating the deficiency and time frame in which vehicles are to be repaired by and re-inspections.

## 3.6 Driver Service Standards

### 3.6.1 Road Behaviour

The Traffic Act and its regulations must be adhered to at all times by all Cairns Taxis Drivers.

#### Cairns Taxis Driver Responsibilities

As professionals your driving standard is always on show. How you drive has a reflection on you as a driver and on Cairns Taxis as an organization. Drivers are required to:

- Adhere to the Rank Rules of Cairns Taxis in **section 5.2**.
- Whilst travelling to a rank (vacant), no driver should make a blatant attempt to pass another vacant taxi travelling to the same rank. (*NO RACING TO RANKS*)
- Drivers are not to **TAILGATE**, they must give way to cars on roundabouts, **not use mobile phone whilst driving**. Drivers are always to display courtesy to other drivers/vehicles on the road.

### 3.6.2 Customer assistance

Drivers are required to assist customer, as far as is reasonable, that request assistance to enter or exit the taxi.

### 3.6.3 Choice of Route

If a customer requests that a driver take a specific route to their destination, then the driver is required to take all reasonable steps to ensure that they meet this request.

### 3.6.4 Luggage/Groceries

Drivers are required to assist with the loading and unloading of luggage/groceries. A driver



**MUST** not refuse a hiring on the basis that the driver does not wish to transport luggage or groceries. Drivers are not permitted to request extra payments from customers for the transportation of luggage or groceries. Drivers are advised to consider manual handling and if the items are too heavy ask the passenger for assistance.

### 3.6.5 Animals

Drivers are required to carry guide, hearing and assistance dogs. Guide and assistance Dogs provide Queenslanders who have an impairment with a safe means of independent travel. Assistance Dogs have the right to enter public places – including shops, hotels, motels, restaurants, as well as taxis, buses and trains, which is protected by law.

**The following legislation covers rights of a Guide Dog and its user:**

The Guide, Hearing and Assistance Dogs Act 2009 provides legal access for persons who require the aid of a Guide Dog to enter public places and public passenger vehicles.

## 4. Rules and Procedures – Radio + Dispatch

### 4.1 Query Procedure

- Turn off scanner before trying to transmit.
- Have the information clearly in your mind before commencing transmission.
- Speak clearly and with sufficient volume to be understood by the query operator.
- Speak at a speed at which the operator can copy the message.
- When receiving transmissions pay strict attention to the information being transmitted and so avoid repetitions of simple information.

### 4.2 Correct Terminology

The following terminology is to be used:

Affirmative -	(Yes)
Negative -	(No)
Roger -	(Understood)
Standby -	(wait)
On the Air-	(Call Centre preamble to ensure no truncation)
Say Again -	(Repeat)
You are out of order -	(Warning)
Your actions have been recorded -	(Report Action Pending)

## 4.3 Dispatch Codes

A5 -	Parcel delivery
A9 -	Going out of Cairns Taxi Service Area
A12 -	Potential physical danger
A13 -	For use in EMERGENCY – person in physical danger, immediate help required
A14 -	Time Booking
A17 -	Proceed with caution. Only to be used to indicate a traffic hazard or when police/ambulance assistance is required
A20 -	No fare at address (No Job)
A50 -	Fare has animal (excludes Seeing Eye, Hearing and/or Assistance dog)
A51 -	Access to the BCS is denied
A60 -	Fare is undesirable
M50 -	Disabled person requires a wheelchair accessible vehicle.

## 4.4 MTI Dispatch Logon - Refer to MTI Operation manual.

All drivers are required to logon to the MTI system prior to the commencement of their shift.

## 4.5 Time Bookings – A14

All bookings must be processed through to the Call Centre. The procedure for time bookings is as follows:

Contact Query operator via the appropriate Query menu.

*(Main Screen – Grey Button – 3. Time Booking)*

Call Centre will reply “Over car 500 with the time”.

Car 500 will respond “0600 tomorrow”.

Call Centre will repeat back “0600 tomorrow”.

After the time has been repeated back by the operator Car 500 will respond with the information in the correct order as below:

The unit or room number

The street address or hotel/property name

The person’s name and number of passengers travelling. The destination

Any further remarks if applicable

Example: 0600 hours, Wednesday. Room 435, Hides Hotel, Mr Smith 2 pax to Airport. **NOTE: No Time Bookings accepted from licensed premises unless staff.**

### 4.5.1 Personalised Bookings

Personalised bookings are acceptable, **THESE MUST BE ENTERED IN TO THE DISPATCH SYSTEM**. If a customer wishes a driver to personalise a job for later it is a requirement that the driver advises base of the time booking as per Time Booking process, asking that it be personalised to his car or DA. ***Personalised bookings for [MAXIS](#) must be placed ½ Hour prior to booking time and cannot be immediate or from a rank.*** This will prevent duplicate bookings being made.

If a personalised booking has been entered into the system and another person rings to request the same booking it will show on the call centre operator's screen. If the personalised booking is not entered and someone rings then effectively the car picking up the personalised booking is taking a job allocated to another car and may be subject to penalties. Drivers of personalised booking must ensure that passenger is picked up on time to avoid possible late pick up penalties.

## 4.6 Job Dispatch

Jobs are dispatched according to a vehicle's position in the plot queue for particular areas and suitability of the vehicle for the particular job. A list of the plot areas is provided in Appendix C.

## 4.7 Late Pickup

A late pick up is defined as the direct actions of a driver which causes unacceptable delays to the pickup of a passenger.

## 4.8 No Jobs (A20)

"No Jobs" (A20) will not be given less than 4 minutes from dispatch time for Immediate bookings or less than 4 minutes after booking (required) time for time bookings. Request for "No Jobs" will be given automatically by the system providing the car is at the job (located via GPS) for approximately 2 minutes and the job is 4 minutes or more passed the applicable booking time however if called from ranks may be accepted immediately.

## 4.9 Priority Work

A job is priority work if it is an M50, School Run, Time Booking, Priority/Vehicle Assigned, any job taken from cover screen or any job older than 6 minutes from original dispatch time. **Priority Work Recalls / Rejects impose a 60-minute plot penalty is imposed.**

## 4.10 Cover Work

Drivers may bid for cover work with their meters activated when showing on their MTI screens.

Drivers selecting and accepting work via the cover screen will be required to do the jobs and will not be able to recall these jobs unless under **exceptional circumstances**.

## 4.11 Recall Job

A job recall occurs where a driver bids for and accepts a job and then subsequently chooses to have the job recalled for re-dispatch to the fleet. The auto job recall option will operate if the car has had the job for less than 60 seconds and the job is not priority.

Jobs must otherwise be recalled manually by the Query Operator and at the discretion of the Call Centre Shift Supervisor, only in exceptional circumstances. i.e. accident, breakdown or flat tire etc.

## 4.12 Reject Job

If a job offered to a car is not accepted by the driver before the bid time expires, it will be deemed to have rejected the job.

Rejection of M50 and directly assigned (priority) work is not permitted.  
This work is clearly identified on the driver's MTI screen as follows:

**"You have a vehicle assigned job Fleet: M50"**

Any M50, directly assigned (priority) work inadvertently rejected or through exceptional circumstance must be followed by a voice call to query within 1-minute.

## 4.13 Priority/Vehicle Assigned Jobs

Any outstanding M50 or any other job older than 6 (six) minutes because the system is unable to locate a suitable car and has been shown to the fleet on cover for the required period and not taken, will be sent back to the shift supervisor for a "Group Locate" procedure to find the closest available car and it will then be assigned the job.

Refusal to accept and/or do the job will incur the car a **60-minute plot penalty is imposed**.

## 4.14 Misuse of the Taximeter

Drivers misusing their taximeter by "flashing" or street hail override to avoid work or job allocation will be subject to penalty ID #7—Misuse of the dispatch system. Drivers engaging their meter accidentally when holding or accepting a dispatch job should immediately advise query operator.

## 4.15 Carrying Parcels/Goods/Animals/Bikes

Each taxi is programmed in the Dispatch System with various "**conditions**". These conditions are used to control the dispatch of bookings to certain vehicles and/or driver credentials. For example, the Operator requests the condition for their car to carry parcels, animals and bikes. Bookings for these jobs will be allocated to all cars with the conditions. All cars are required to carry seeing-eye or assistance dogs regardless of the conditions set for the car.

## 4.16 A60 (Undesirable Fare)

Any driver who from previous experience knows a customer on a dispatched job will cause a nuisance or annoyance through either a

personality clash, non-payment of fare, behavioural issues or similar can call the job A60 without going to the address provided the driver has lodged a written application with **Fleet Services** setting out the reasons for the A60. These required approval in advance, if it is not pre-approved then the driver must be at the location of the job. A No job will be given with no priority. In all other cases drivers must attend the address before calling a fare A60.

## 4.17 MTI Logoff

Drivers are required to “logoff” from the dispatch system at the end of each shift and before handing the vehicle over to another person’s care.

**IMPORTANT:** *Drivers are reminded that if they have changeover, they need to log off to prevent getting dispatch work sent to their vehicle. Not adhering to this process may leave the driver liable for penalties.*

**NOTE:** *All drivers will be automatically logged off from the Dispatch System after 16 hours in every 24. Drivers need to accumulate 8 hours of Logoff Time in every 24-hour period to be credited another full 16 hours logon*

## 5. Rules and Procedures – Ranks

To facilitate the movement of passengers in and around the area it may be required for the dispatcher to send cars to ranks.

### 5.1 Rank/Zone Locations

#### CITY RANKS

- CITY/CBD: Feeder - Ergon Energy, Lake Street,
  - (Secure rank Friday and Saturday Nights between 23:00—05:00)
- Gilligan's (Rank 6) between 2200 – 0600 Hours – Holding area between Spence and Hartley
- Airport Domestic (Rank 91) 24/7
- Airport International (Rank 94) 24/7
- McLeod Street, Cairns Central Shopping Centre
- Car Park Roof - Cairns Central Shopping Centre next to PO
- Casino (no car allowed at main entrance at any time)
- Railway Station - Main rank Inside under car park.
- RSL Esplanade (at the bus stop out front)
- The Pier (opposite main entrance)
- Reef Fleet Terminal (Taxi Zone - **no sitting** only for drop off and pick up)
- Salthouse (CYC) - (Taxi Zone - **no sitting** only for drop off and pick up)
- Abbott Street – Centre Parking opposite The Cairns Post
- Woolworths Abbott St - Outside front of Woolworths
- Cruise Ship Terminal - Wharf No: 3 (Enter from Wharf and Lake St lights)
- Cocoa Amour. 91 The Esplanade **2 minutes only**
- McDonalds, 61 The Esplanade 1800 – 0600 Hours **2 minutes only BETWEEN 0600 AND 1800**

## SUBURBAN RANKS

<b>Area</b>	<b>11</b>	Barlow Park (Severin St side 2 bays)
<b>Area</b>	<b>12</b>	Spence and Aumuller Streets (by public phone box)
<b>Area</b>	<b>13</b>	DFO Shopping Centre
<b>Area</b>	<b>14</b>	Earlville Shopping Centre (at rear entrance)
<b>Area</b>	<b>15</b>	Jasper St and Toogood Road / Cannon Park Racecourse
<b>Area</b>	<b>22</b>	Raintrees Shopping Centre (Main rank at rear next to bus stop and also in front of Tavern Lounge)
<b>Area</b>	<b>26</b>	Mt Sheridan Shopping Centre (next to public phones)
<b>Area</b>	<b>28</b>	Outside Piccones IGA Edmonton
<b>Area</b>	<b>28</b>	Sugarworld Shopping Centres, Walkers Road
<b>Area</b>	<b>31</b>	Cairns Base Hospital (North of Sea Breeze Cafe - 3 bays)
<b>Area</b>	<b>32</b>	Dunwoody's (Sheridan St side only)
<b>Area</b>	<b>41</b>	Corner Brooks and McManus Streets
<b>Area</b>	<b>49</b>	Smithfield Shopping Centre - North rank (at the side of the Post Office) South rank (Under canopy next to Woolworths)
<b>Area</b>	<b>49</b>	Skyrail (In car park, rank rules do not apply)
<b>Area</b>	<b>53</b>	Clifton Village Shopping Centre (in front of Coles—2 bays)

## 5.2 Rules and Procedures

a) The following ranks have specific plotting areas which cars are required to plot:

- **Airport Ranks (R91/94):**  
Area 91 (Domestic) or 94 (International) **at all times** (24/7)
- **Feeder (R4):** Area 04 - **at all times** (24/7, #1 next dispatch job in Area 02)
- **Casino (R8):** Area 08 - only between 2200 and 0600 hours. (5 cars only to rank on Wharf St side, feeder is on Abbott St in Loading zone in front of roller door. #6 to wait for message to proceed to main rank)
- **Gilligan's (R6):** Area 06 - only between 2200 and 0600 hours. Feeder is on Southern side of Grafton St past Spence in Centre parking 23:30 – 05:30). #7 to wait for message to proceed to main rank

**On all other ranks, cars may plot the area in which the rank is situated.**

b) When the driver of the front car on a rank has accepted a dispatch job, he must immediately vacate the rank. If the first car on a rank rejects or recalls a job, the car must immediately leave the rank.

c) If picking up passengers on or near a rank, ensure that they are directed to the first car on the rank.

d) When picking up from a rank, and if there are no other following cars, the driver is **required** to advise base by appropriate message that they have picked up and as to the status i.e. number fares waiting or rank cleared.

e) A vacant car on a rank is entitled to the first walk-up fare even if the fare has telephoned and the job has been allocated to another car. The car picking up must advise base. **Rank rules do not apply at Skyrail rank;** all drivers need to ask to pick up before taking a fare unless they have a bona fide dispatch job.

f) A customer may select their preferred car, which may not be the first car on the rank.

g) In the event of a dispatch job being received at the same time as a walk-up fare, the walk-up fare is to be accepted and the dispatch job recalled, provided that there are no other cars on the rank. If there are other cars on the rank, the dispatch job is to be completed with the walk-up customer being referred to the second car.

h) Passengers must always be served in turn, starting with the head of the queue.

i) When paying off a fare at a rank, pay off at the back of the rank and then move forward towards the front of the rank when vacant.

j) Cars on ranks must promptly move forward to the front of the rank.

k) Between the hours of 0900 - 1900 hrs daily cars plotting the Shopping Centre ranks listed below will get area priority for dispatch assigned jobs.

- Mount Sheridan,
- Earlville,
- Raintrees,
- Westcourt,
- Smithfield North or South,
- Piccones Edmonton or Coles Edmonton
- and Clifton Village

l) Pickups on both Domestic and International airport ranks (R91 and R94) are through the boom gates via the use of a valid CAPL access tag installed in the taxi and incur the airport toll (GAC) which is added automatically to the meter immediately it is engaged.

m) Cars plotting Domestic airport rank 91 at the airport that plot position #6 or higher must proceed to the holding area and await the "Proceed to the Main Taxi Rank" message"

n) On all plottable ranks cars must physically have all wheels on the rank before being entitled to plot a position on the rank, except at the domestic rank R91 where cars should plot in when adjacent to the "Blue Services Building" opposite the control tower on Mick Borzi Drive so they know whether to proceed direct to the rank or go straight into the holding yard based on their plot position.

o) If a Rank Controller is present at rank, and driver is close to change over time, the driver is to notify the Rank Controller. Rank Controller will move the car adjacent to the rank and attempt to get the driver a job close to their changeover location. Rank Controller may note the Car Number, Time and Changeover Location for future reference.

p) Whilst travelling to a rank vacant, no driver should make a blatant attempt to pass another vacant taxi travelling to the same rank.

## 6. EMERGENCY PROCEDURES

### 6.1 A12 - Possible Physical Danger

Should a driver feel that safety may be threatened, the company recommends that an A12 situation be declared and that the driver presses the comfort button of the security camera system.

The driver may declare an A12 either by:

1. Advising the Call Centre via their MTI System , Option 1 from General Query Menu (the preferred method),  
or
2. Going onto Query via any menu and calling

A12 Ensure the scanner is turned off!

**Note:** Call Centre operator will ask the driver – “location and destination”.

#### 6.1.1 Cancelling an A12

Drivers may cancel an A12 simply by voice communication to the Query Operator.

### 6.2 A13 - Immediate Physical Danger

This facility is to be used in EMERGENCY SITUATIONS ONLY.

There are three (3) ways a driver can advise base of an A13 situation: -

1. By pressing the either of the vehicle’s A13 alarm buttons by hand or foot for a minimum of 4 seconds,  
Or
2. Going on the Query channel via the appropriate menu and stating “A13” by voice (Treated like a A12)  
Or
3. By pressing the Red button on the remote keypad for 4 seconds. (No Green Light)

**NOTE: #1 is the preferred option. Ensure that the scanner is turned off.**

At the same time, the MTI system will be in “transmit mode” which allows the operator to hear what is going on within the taxi via the screen built in microphone.

The GPS at base will immediately provide a location and other status details of the vehicle on the mapping system and track the vehicle in real time providing the direction of travel.

However, where it is possible and safe to do so, without alerting passengers, drivers should, during dialog with passengers, give regular indications of the vehicle’s location, destination and any other relevant information.

The Call Centre will continue to monitor the situation via the MTI in built microphone.

The above process will continue until such time as the Call Centre is advised by another taxi driver or police that assistance has arrived.

**Note:** A car’s A13 alarm will work even if the car has been inhibited (A51) for a set period or is logged off. Activate via any of the normal A13 methods.



The MTI screen will remain dead in this instance until such time as the base operator sends the car to the query channel and then the driver's screen will come to life and they will be able to talk to the operator via the [OK] button on the remote keypad

A car cannot be inhibited whilst the meter is engaged however as soon as the goes into vacant mode the inhibited will take effect. It is illegal to operate a taxi even doing rank or hail work whilst it is inhibited from the dispatch system.

### 6.2.1 Cancelling an A13 Alarm

An A13 emergency situation can only be cancelled by another taxi driver in **visual contact** with the A13 Car reporting to base that the driver is not in any danger or the driver activating the A13 alarm telephoning the Call Centre on a public telephone and advising that they are not in any danger. Calls from a mobile phone by the driver concerned are not accepted. Until the A13 is cancelled in accordance with this procedure, the Call Centre proceeds with the A13 procedure as detailed in the previous section.

### 6.2.2 A13 Re-set

If an A13 alarm is activated and then cleared, the driver must immediately re-set the system. This is done by resetting the green light at the appropriate location on the vehicle. If not re-set, the A13 alarm it will not activate.

### 6.2.3 Test A13 System

The company strongly recommends that drivers test the operation of the A13 system at the start of each shift as per procedure in the MTI Operation manual:

**After testing, the system MUST BE RE-SET**

## 6.3 Security Camera

In an effort to deter potential threats and for the well-being of drivers, DTMR has approved the compulsory installation and use of taxi security camera systems (TSCS). They have proven to be a significant deterrent to potential troublemakers and their widespread use should greatly improve Driver safety with the best possible protection.

**NOTE: Fines of up \$4554 can be imposed on anyone who intentionally damages or covers the lenses.**

### How Do They Work

Security cameras operate continuously but driver intervention in certain circumstances enhances their effectiveness and driver safety. Consequently, drivers need to be aware of and familiar with the following features and requirements:

### Emergency button (A13 alarm Button)

Activation of the A13 will immediately cause the camera to switch to "fast" image mode (increase the number of images per second) and store images in the protected memory for 5 minutes before and 5 minutes after activation of the switch. Images stored in the special protected memory and are kept safe for a minimum of 6 Months.

There is sufficient protected memory to accommodate six emergency activations within a seven (7) day period.

If the protected memory reaches its capacity, the emergency trigger and the comfort switch become ineffective. A red/green blinking of the status indicator signals the protected memory full condition. A red/green status condition requires the security camera memory to be 'unlocked' by CTL communications department.

## Comfort Button (Suspicion)

The Comfort button operates completely separately to the A13 system. It operates in an equivalent manner to the Emergency button in that it causes increased frequency of images and provides protected storage both before and after activation. The difference is that it stores fewer images and can therefore be used many more times before it fills the protected memory.

**NOTE: It should be used whenever a driver feels in any way uncomfortable/suspicious about a passenger/s or situation at any time, for any reason**

## Camera Status

The Status Indicator Light on top of the Comfort Switch shows the status of the camera at any time:

- **No light** – The system has no power
- **Red blink\*** – Faulty camera / Protected memory full
- **Amber** – System asleep
- **Green light** – System ready

**NOTE: \* Immediate attention is required if the light is RED blinking. The appropriate course of action is that the vehicle must be taken into RAD Connect on the first business day.**

## How and When Images Will Be Downloaded

Following an incident a Driver may require images to be downloaded. Downloads can only be authorised by DTMR or Queensland Police Service, or an authorised download station.

Drivers are to report the crime/incident to the QPS and obtain a QPO or crime incident report number, plus the name of the issuing police officer and the station where it was reported.

The driver can then take the vehicle and the QPO number to RAD Connect during normal business hours and complete the necessary paperwork.

If the driver has taken the correct course of action at the time of the incident, by pressing the Comfort Button or the A13 alarm the images will be stored in protected memory.

Notes:

- i. Drivers should note as much detail as possible about the incident at the time for future reference and/or use and also notify the Query Operator at the time so that it is also logged into the incident book.
- ii. Drivers by law are not allowed to view the images when being downloaded. The images must be identified from the description provided by the driver on the download paperwork.

## 7. FARES

All fares are to be charged in accordance with Schedule of Fares.

### 7.1 Starting Meter

The meter must be started at the start of hiring. For rank or hail work, this is when the hirer enters the vehicle. Where a hiring has been booked, the meter may be activated when the passenger enters the vehicle. For a wheelchair hiring, the meter can only be started once the passenger has been secured in the vehicle and the driver is ready to proceed.

### 7.2 De-activating the Meter

The meter must be deactivated when the vehicle arrives at the destination and before the passenger exits the vehicle, including passengers in a wheelchair. If luggage is to be unloaded, the driver must deactivate the meter before exiting the vehicle to assist with unloading luggage. If the driver has to stop the hiring at any time, e.g. to put fuel in the vehicle or to examine a map, the driver must **pause** the meter until the journey resumes.

### 7.3 Booking Fee

A booking fee is applicable to all Dispatched jobs booked through the Call Centre which is added to the metered fare automatically. Booking fees do not apply to rank or hail hiring's.

### 7.4 Multiple Hiring Tariffs 4 (S1), 5 (S2) and 6 (S3)

Multiple-hiring (share riding) is at the option of the first passenger loaded into the car. It should never be assumed that the first passenger will accept to share ride.

In charging for a multiple hire trip, the driver must ensure that the fare charged to each passenger is less than the fare if the passenger had travelled directly to their destination. This may be calculated using the multiple-hiring tariffs 4,5 and 6 (S1, S2 and S3) in the taxi meter. The tariff is set at 75% of the standard fare. When multiple-hiring, the meter should be activated as usual and each passenger should pay the fare on the meter upon arrival at the destination.

Alternatively, the driver may agree a fare with each passenger provided that the cost would not exceed the standard metered fare that would be applicable. For example, if the fare for Passenger A is usually \$30.00 and for Passenger B, \$45.00, the driver may quote Passenger A

\$20 and Passenger B \$35 for the journey. The total fare must be entered into the Dispatch System prior to commencement of the job as outlined in section 7.7.

NOTE: The company recommends that, to avoid misunderstanding, the meter be used for all jobs

## 7.5 Tariffs 7 (H1), 8 (H2) and 9 (H3) High Occupancy

High Occupancy Tariff **must** be applied only if pre-booked and agreed to by the hirer. High Occupancy Tariff do not apply from a taxi rank or hail unless booked through the Call Centre. High Occupancy Tariff **must** not be applied for any hiring that includes a passenger in a wheelchair.

## 7.6 Soiling Fee

The driver of a taxi may charge the hirer up to the maximum amount of \$117 approved by DTMR for soiling a taxi during a hiring. **The fee charged should cover the cost of cleaning the vehicle and time off the road.** The soiling fee then becomes part of the fare and refusal to pay it is classified as fare evasion.

## 7.7 Set Price Jobs

The company requires for all Drivers doing set price jobs or “quoted fares” in the service area or A9 that the amount of the quote be added to the job by the call centre. The driver starts his meter and advises query of the set price. The operator will modify the street hail price to the agreed amount. The meter then stays “on” during the trip without adding to the fare until the job is complete.

In the case of a Driver doing a multi-hire fare on a set quote the combined total of all destinations must be entered into their dispatch system by the query operator. Set pricing cannot be used for **MAXI RATES**. Once the job is done and the meter is cleared, it will complete the job. This will result in a message being sent to the Call Centre that will computer advising the job is now complete and records the drop-off time against the job for your future reference.

## 7.8 Return to Boundary Fares

When a hiring ends outside the Cairns service area the Driver may charge an additional fare to cover the trip back to the licensed area (***if the set price option has not been used***). The driver must calculate the distance back to the licensed area by the shortest possible route and may charge the hirer \$1.00 per kilometre.

It is advisable that Drivers set the car’s “trip meter” to zero as they cross the boundary of the service area outbound, so an accurate reading of the return to boundary charge can be calculated upon arriving at the destination.

## 7.9 Payment

Fares are usually paid for on completion of the journey. However, the driver is legally entitled to request a deposit at the commencement of the journey. The deposit may be any amount up to the estimated fare for the trip. Fares may be paid by any of the following methods:

1. Cash
2. Approved Account Dockets
3. Cabcharge EFTPOS

The following cards are accepted to the floor limits stated:

Card	Floor Limit
American Express	\$150.00
Diners Club	\$150.00
Motor Pass	\$150.00
JCB	\$75.00
MasterCard, Visa	\$75.00
Cabcharge	\$100.00

In the event that the Fleet's EFTPOS equipment is not working, manually imprint CabCharge charge cards using the CabCharge GREEN emergency docket. Obtain authorisation number for a fare on any other type of credit card. Write authorisation number on docket.

E-Tickets can be processed manually on a green docket in the event they are unable to be read via the EFTPOS Pin pad.

**NOTE: Debit cards must NOT be imprinted. (Debit Cards start with a 6 digit number and Credit cards start with a 4 digit number)**

If a customer requires a fare to be paid via card on the EFTPOS and the fare amount will be greater than the floor limit including the CabCharge 5% surcharge then the Driver must phone base via 4048 8333, ask to speak to the shift supervisor who will obtain an "Authorisation Number" that will be needed to complete the EFTPOS transaction.

### *CabCharge Dockets and e-Tickets*

There is a limit of \$100.00 on CabCharge blue dockets and e-Tickets on pick-ups from street hails, hotels, railways or airport, or any public place. Only one docket can be accepted for a particular journey and any excess must be paid in cash. There is no limit on a blue docket if the hiring is from a verifiable business or private address. E-tickets can be processed manually on a Green Emergency Docket anytime, vouchers over \$75.00 must have ABN filled in or they will not be accepted.

### *CabCharge Credit Cards*

There is no limit on CabCharge charge cards, in the event that the EFTPOS system is not functioning, and the fare looks like exceeding \$100.00 the driver should request that the customer sign the docket in advance so as to compare the signature on the docket with that on the charge card. Checking of signatures must be a normal procedure where any charge card is involved. Cards can be processed manually on Green Emergency Docket if the entire EFTPOS system down to the entire fleet, vouchers over \$75.00 must have ABN filled in.

## *CTL Account Customers*

Fares may only be charged to a CTL account customer when specifically authorised by the company. For fares booked through the Call Centre, authorisation will be included on the job record. In the case of rank and hail jobs, the driver is required to contact query so that the street hail can be modified by Query Operator using information provided to the driver by the passenger on any pre-authorised Account. This may be by way of voucher or other verbal information. Yellow Dockets are required for recording fares for Taxi Operators or for identification of a pre-authorised Account booking only. Account payments are always made against the booking and trip record, validated using date, time and GPS location data. All account jobs must be completed on the meter unless otherwise authorised. **Always write booking number on the account record presented to your Taxi Operator.**

Query Operator can add account details on request during your journey if required. Advise Query if you have flashed your meter immediately prior to an Account job, so the account details can be placed on the resultant street hail. Advise Query if you pick up a customer with an account voucher as a street hail, or not corresponding to your in-car booking. Advise Query if an account voucher has been not presented until the end of the journey. The Query operator will place the relevant details on your job to enable payment. Advise Query of back to border kilometres for account jobs ending outside Cairns Taxi Area when the fare is not a set, pre-quoted price. Advise Query if no TSS card has been presented when pick up or destination remarks require a TSS/Account payment split. Query Operator will amend booking to ensure no payment split. Advise Query if a TSS card has been presented when neither pick up nor destination remarks require a TSS/Account payment split. Query Operator will amend booking to ensure correct payment split. **Drivers are advised to contact query to check all account jobs unless dispatched through the MTI system.**

## *Queensland Transport Subsidy Scheme (TSS)*

Drivers are required to accept DTMR TSS Smartcards for 50% of the metered fare to a maximum fare value of \$50. (i.e. max. \$25 subsidy for \$50 fare. If over \$50 then subsidy will be \$25 and passenger pays the balance. \$60 fare equals \$35 paid by customer). If unable to process electronically because of a fault with the car's EFTPOS system, manual dockets in conjunction with the imprint machine must be used. It is a requirement of DTMR that taxis have this equipment on-board at all times.

## *Interstate Government Taxi Subsidy Vouchers*

Taxi subsidy vouchers from other States and Territories are acceptable as part payment for fares. The vouchers must be completed in full and signed by customers. Care needs to be exercised to check the conditions of the vouchers as the subsidy amounts differ from state to state.

Vouchers should be read carefully as some states have differing amounts of subsidies. Always read what it says in the bottom right hand corner of the voucher for the correct subsidy amount

## **\$10 Cab Cash**

“Cab Cash” vouchers are issued by the company to customers for advance payment against future taxi fares. These vouchers are to be accepted similar “as cash”, **and change given for the difference between the face value of the voucher and the metered fare**. More than one voucher may be used for each trip and/or together with a combination of cash/card.

## **7.10 EFTPOS Operating Instructions GUIDE**

### **a) Shift Start**

Display reads - Shift start press

enter Press green “Yes” key

**Enter your eight digit Drivers Authorisation number and press green “Yes” key Enter your eleven digit ABN and press green “Yes” key**

Logon successful - prints shift start receipt - driver’s copy

### **b) Process Debit / Credit Card**

Select “Card” from the menu options on the main display

1. The fare amount from the meter should be showing on the display, press green “Yes” key, if not enter amount in cents. (i.e. \$24.00 = 2400) and press green “Yes” key .
2. **Never Enter** other amount just press green “Yes” key to move to next step
3. Enter pick up code *if necessary* and press green “Yes” key
4. Enter destination code *if necessary* and press green “Yes” key
5. Displays fare amount - press green “Yes” key
6. Present the card, either through the magnetic reader on the side of the terminal, or inserting in the bottom, or holding on the screen
7. Customer selects either cheque, savings or credit account
8. Customer enters PIN and presses green “Yes” key
9. Prints driver receipt (Driver’s copy)
10. Prints customer receipt if required

### **c) Fixing Mistakes**

If an incorrect amount is entered, the bottom left hand red “Cancel” key when pressed will cancel the transaction.

### **d) Cash Receipt**

The equipment prints a cash receipt if required. There is no card involved. Press the cash option on the main display, follow the prompts.

### **e) End of Shift**

Press Menu button on Display

1. Select the “End Shift” option.
2. Display asks “end shift yes or no?”
3. Press green “Yes” key
4. Prints an end of shift summary and then logs the driver off
5. Tear it off and hand into operator with other driver’s receipts
6. Display reads - shift start press enter

## **f) Floor Limits**

Floor limits are the maximum amounts that can be accepted without authorisation. There is no floor limit for CabCharge cards. For debit cards normal daily limits apply as per individual financial institutions. See section 7.9

### ***Over the floor limit transactions***

If the fare is over the limit, the unit displays “Over Limit Enter Again”. Re-enter the amount and the final extra prompt is “Call Radio Room for Authorisation”. The driver then enters the authorisation number given by the Call Centre operator. If you realise the cost of the fare is likely to exceed the floor limit, always contact the Call Centre prior to commencing hire for authorisation.

### ***Split/Part Transactions***

The system will not accept the same card twice in a row. This is to prevent a fare being split to avoid the floor limits.

As the taximeter and EFTPOS are integrated, the metered amount will automatically be displayed on the terminal. If a customer wishes split the fare so they pay part cash and part on EFTPOS the driver will need to select “Part” after pressing the “Card” or “Cash” option from the main menu on the display and then enter the required amount as cents.

### ***On-Line and Off-line Operations***

Off-line operation is when the taxi terminal cannot immediately communicate with the network e.g. poor reception area or network unavailable.

Being off-line only affects the operation of the terminal at log on. If the taxi is in a bad reception area and cannot log on, move into an area where it will log on automatically. If you wait for your first fare before logging on, the destination may be in a poor reception area and the transaction won’t be possible. You must log on at the start of every shift.

### ***Financial Transactions When Off-Line***

If the terminal has been logged-on, it will perform financial transactions when the vehicle is in a poor reception area or the network is temporarily unavailable.

Credit and charge card transactions are performed normally and debit card transactions are treated like credit card transactions. Transactions performed offline are stored in the terminal and automatically sent to the host computer when communication is re-established. Payment is guaranteed for these transactions as for normal transactions.

### ***Error Codes***

A list of error codes is provided in Appendix E



## 7.11 STOLEN FARES

To reduce the number of fares taken by drivers that they are not entitled to, the board has resolved that a penalty of five (5) demerit points be applied subject to the proviso that the points would be withdrawn on advice from the complainant that the matter had been satisfactorily resolved.

The normal procedure for placing the car on report is to be followed. All complaints will be investigated, and appropriate letters sent to all concerned. Upon full payment of fare to complainant and advisement that this has occurred, the five (5) demerit points will be reinstated.

## 8. ROAD ACCIDENTS

In the event a Cairns Taxi is involved in a road accident, the following procedure is to be adhered to by the driver:

1. Turn off the main LPG valve if applicable.
2. If somebody is injured, call for Ambulance, Police and/or Fire Brigade. This can be by phone or query (full details must be provided)
3. Do not make any written statement to the police; however the law compels a driver to immediately report a collision where anybody has been injured. The law carries a penalty fine if a driver fails to report such accident in a reasonable time.
4. If a person is trapped or there is a fuel spill, call for Fire Brigade.
5. Under no circumstances admit any liability. Do not discuss the accident before any witnesses, or with anyone else. Comments can be misinterpreted in a court of law and may affect insurance liability.
6. Obtain the name and addresses of:
  - (a) All independent witnesses (this is most important);
  - (b) All passengers in your car;
  - (c) All passengers in other car/s involved in the accident;
  - (d) Driver/s of the other car/s involved in the accident and the license details of such driver/drivers;
  - (e) Any witnesses to conversations at the scene of the accident.
7. Take registration number, expiry date and owner of any other car/s involved in the accident, and obtain all insurance details of such car/cars.
8. Take name/s and number/s of police officer/s who takes/take particulars of, or witnesses, the accident.
9. Give necessary details to other party/parties involved in an accident - name, address, registration number and expiry date, insurance company details of the Cairns Taxis Proprietor, and the name, address and licence details of the Cairns Taxi Driver involved. ALWAYS MAKE SURE you give the name and addresses of the owner of the vehicle; NEVER just state - Cairns Taxi No. 200.
10. If towing is required in the event and a taxi is not drivable after an accident - notify the Call Centre and contact the owner / operator of the taxi.

**NOTE: The taxi owner or manager is required to notify the insurance company immediately of any accident involving injury to persons or damage to property.**

## 9. LOST PROPERTY

As a service to customers, all reasonable steps should be taken to return lost property to owners as soon as possible. To this end, the following procedure is to be observed:

- Immediately report the lost item to base for recording in the lost property register and to allow the base operator to confirm that an article is being held in the event of a phone call from the owner.
- If the owner's name and whereabouts are known, make arrangements to return the article just as soon as possible, but this must be within a maximum period of 24 hours.
- If the owner makes contact with base, the base operator is to make reasonable arrangements with the driver for the article to be returned.
- If nothing is heard from the owner during the Driver's current Shift, the article must be handed in to the nearest police station WITHIN 24 HOURS of it being noticed.
- Radio base with the receipt number issued by Queensland Police.

**NOTE: Under Queensland Law, if the property is not returned within 48 hours, the item is no longer deemed to be lost property, and the Driver holding property that he knows to belong to someone else may face criminal charges.**

**IMPORTANT: PROPERTY SHOULD BE RETURNED TO IT OWNER AT NO COST TO THE CUSTOMER**

## 10. Fare Evasion

Fare evasion is an offence under the Transport Legislation (Section 143AD (1) and (2). If it occurs during a shift, consider the following: -

- Think carefully before taking action. Drivers have been injured and assaulted chasing 'runners'. If you catch them, your legal situation is ambiguous, and remember a driver cannot prevent a passenger from exiting a taxi.
- **The best option** is to continue working and report the incident to PoliceLink on 131444, or the nearest Police Station, or online [www.police.qld.gov.au/apps/reports/fareevasion](http://www.police.qld.gov.au/apps/reports/fareevasion) at your earliest convenience. (Preferably at the end of your shift or at/before the start of your next shift the following day) provided you do the following: -
  - Press the comfort button for the images to be stored on your car's TSCS. (Must be done within the first 2 ½ minutes of the offence)
  - Make good notes of the job details (pickup and drop off locations etc) and other relevant information such as the person/s description.
  - Notify the Query Operator and the matter will be recorded in the incident book
  - If you have stored the images on your camera system either via the "A13 alarm" or manually pressing the "comfort button" and decide to take the matter further – report the crime to the QPS and get a QPO or a criminal incident report number and take it to CTL Communications and request a download to be forwarded to the QPS for investigation. (See section 6 - Emergency Procedures.)

Or you can choose to: -

- Contact Query to call for the QPS (police) and wait for them to attend. Unfortunately it is a fact of life that 'fare evasion' does not receive a high priority and you could be waiting a long time which ultimately costs the driver more money than it is worth.
- If the police are asked to attend a 'fare evasion' they have the option to just issue the offender with an "on the spot" fine of \$300. If they do this the driver will not be able to have the fare reimbursed.

**NOTE - Camera downloads will only be done if you have a QP or criminal incident report number from the QPS**

# 11. COMPLAINT HANDLING PROCESS

## 11.1 Complaints about Drivers

Complaints may be lodged by:

- A member of the public
- The Call Centre Manager
- Another driver
- A director
- The General Manager
- The Fleet Services Manager
- The Driver Training Officer
- Rank Official

Fleet Services will investigate all complaints lodged and if it is considered that the driver has a case to answer, will notify the driver of the appropriate details, to which the driver is required to reply in writing within 14 days with clarification of events. If no reply is lodged or the reply is rejected then the driver will be informed of the penalty and points applied.

If it is considered that the driver has no case to answer, the complaint will be logged and no further action will be taken in relation to the complaint.

If a penalty notice is issued the driver has a choice of whether to accept the penalty or he/she may appeal the decision to the company's board of directors provided this is done *within 7 days of the date of notification and a fee of \$100 (plus GST) is paid to the company (see 11.2)*. In the event of the appeal being upheld, the appeal fee will be refunded. Should a driver reach 10 points, Fleet Services will advise the driver and operator that the driver is required to attend a performance meeting with Fleet Services at a specific date and time. Failure to attend this meeting the driver will be made A51 until driver attends.

## 11.2 Hearing by Board of Directors

Should a Driver be required to attend or request to attend a board meeting, they may be accompanied by his/her operator or other persons as may be approved by directors. Legal or union representatives are not entitled to attend. Also, in attendance will be the Fleet Services Manager. In the case of reports lodged by the Call Centre, the Call Centre Manager may also be in attendance. The matter will be decided by majority vote of directors. Minutes of the meeting will be kept by the Fleet Services Manager who will also issue formal notice of the outcome to the driver.

## 11.3 Complaints about the Call Centre

Drivers are entitled to lodge complaints about actions by the Call Centre staff. All complaints must be in writing on the "Job Dispatch Complaint" form at Cairns Taxis or online (<https://cairnstaxis.com.au/driver-login/>).

All complaints will be reviewed by the Call Centre Manager and appropriate action taken. This action could include disciplinary measures.

The Call Centre Manager will notify the complainant as soon as possible as to whether or not there was a breach of operational procedures and/or any action being taken. Should a driver be unsatisfied with the outcome, a written request may be lodged for the matter to be considered by the Managing Director.

## 12. PENALTIES

The company operates a demerit points system and drivers who have been found to be in breach of the company's Code of Conduct, policies and procedures are subject to penalties as prescribed in **Appendix D**.

The following rules apply to the application of penalties:

- Demerit points are marked against the driver as of the date of the offence.
- Should a driver reach 10 points, Fleet Services will advise the driver and operator that the driver is required to attend a performance meeting with Fleet Services at a specific date and time. Failure to attend this meeting the driver will be made A51 until driver attends.
- Once twelve (12) points have been reached in any period of twelve (12) months, the driver shall be subject to the following provisions:
  - Affiliation with CTL will be suspended for a minimum period of seven (7) days, or
  - Driver can elect to pay \$1000 (plus GST) in lieu of suspension of affiliation. Driver may continue to drive if this option is chosen. This option is NOT available to drivers who are on probation, or
  - Driver may request an appeal hearing with directors. This will require lodgement of a \$100 (plus GST) fee which is refundable if directors uphold the driver's appeal.
- The suspension must be taken or made within twenty-one (21) days of formal notice being provided by the company, or at the boards discretion.
- A request for a hearing must be made within 7 days of the formal notice being provided by the company and applications for a hearing by directors must be accompanied by a fee of \$100 plus GST.
- After application of one of the above penalties, the driver will be placed on probation for a period of twelve (12) months. The total points that may be accumulated during this period is reduced to eight (8) points. Should the driver accumulate eight or more points during this period, the driver shall be subject to the following provisions:
  - Performance meeting with Fleet Services at a specific date and time. Failure to attend this meeting the driver will be made A51 until driver attends.
  - Affiliation with CTL will be suspended for a minimum period of fourteen (14) days or
  - Driver may request an appeal hearing with directors and this will require lodgement of a \$100 (plus GST) fee which is refundable if directors uphold the driver's appeal.
- After application of one of the above penalties, the driver will be placed on a further period of probation of twelve (12) months. The total points that may be accumulated during this period is reduced to eight (8) points and should the driver

accumulate eight or more points during this period, the driver shall be subject to the following provision:

- Driver will be required to “show cause” before the directors of CTL re. permanent loss of affiliation.
- Directors have the absolute right, by majority decision, to impose any penalty at any time, that they deem appropriate, taking into account the particular circumstances and the driver’s record. Such penalties could include loss of demerit points, suspension or termination of the driver’s affiliation agreement with the company.

## 13. WORKPLACE HEALTH AND SAFETY

Both taxi operators and taxi drivers have obligations under the Workplace Health and Safety Act 1995 (the Act) as self-employed persons.

Under the Act:

- i. A self-employed person has an obligation to ensure the self-employed person’s own workplace health and safety in the conduct of the self-employed person’s business or undertaking.
- ii. A self-employed person has an obligation to ensure other persons are not exposed to risks to their health and safety arising out of the conduct of the self-employed person’s business or undertaking.
- iii. A person who conducts a business or undertaking has an obligation to ensure the workplace health and safety of each person who performs a work activity for the purposes of the business or undertaking.

In each case, the party is responsible for those things over which the person has control. For example, the taxi operator has a responsibility for ensuring that the vehicle is appropriately maintained to ensure its safe use. At the same time, the taxi driver has a responsibility to inspect the vehicle at the beginning of each shift to determine the roadworthiness of the vehicle. Where the driver suspects that the vehicle may be un-roadworthy, the driver has a responsibility not to use the vehicle.

### 13.1 ALCOHOL

When driving a taxi, drivers must have a blood alcohol concentration measurement of zero. If you drive a taxi while driving under the influence of alcohol, you will be charged. If you are convicted, you face serious penalties and consequences:

- Your Queensland driver’s license and DA will be cancelled.
- You will be disqualified from holding or obtaining a further Queensland driver license for as stated period (2 years)
- You will be fined and may be jailed as well.

Blood Alcohol Concentration (BAC) is a measurement of the amount of alcohol in your body.

- BAC is measured in grams of alcohol per 100 millilitres of blood.
- A measurement of 0.05 per cent BAC means your body contains 50 milligrams of alcohol per 100 millilitres of blood.
- As soon as you start drinking your BAC begins to rise.
- It takes 30 to 60 minutes after you have stopped drinking for your BAC to reach its highest concentration.

Small amounts of alcohol leave your body in your urine, sweat and breath. Your liver breaks down most of the alcohol. A healthy liver breaks down less than one standard drink per hour.

Factors affecting BAC:

- How much alcohol you drink.
- The time period over which you consume alcohol.
- How much you weigh.
- How long since you have last eaten.
- Whether you are fit.
- The health of your liver.
- Whether you regularly drink.
- Your mood.
- Your

gender. The type of drink you consume.

## 13.2 MEDICATIONS and OTHER DRUGS

Many drugs can impair your ability to drive. It is important to be aware of the effects that drugs can have on your driving ability. They can affect your vision, mood, judgment, muscle control, reflexes, coordination, and level of alertness. This can increase your risk of having a crash. If you combine drugs with alcohol, the risk is even greater.

- Avoid driving if you are taking prescription or over-the counter medications that could affect your driving ability.
- Always ask your doctor or pharmacist if the medication could impair your driving.
- Always ask for advice from your doctor or pharmacist if you're taking more than one medication or want to change the amount you're taking.
- Many other drugs (including illicit drugs such as cannabis, speed, ecstasy, cocaine and heroin) can affect your driving.
- Never drive when you've consumed recreational or illicit drugs, mix at your own risk as mixing drugs, or drugs and alcohol can seriously affect your ability to drive safely.
- Driving whilst under the influence of any drug/s has the same severe criminal repercussions as driving under the influence of alcohol.

## 13.3 FATIGUE

This issue affects all road users but is particularly relevant to the Taxi Industry.

Fatigue is a general term used to describe the experience of being “sleepy”, “tired” or “exhausted”. Fatigue is both a physiological and a psychological experience. Driver fatigue can severely impair judgment.

***Under section 10 of the Transport Operations (Passenger Transport) Standard 2010, A driver must not operate the vehicle if the driver's fatigue level may endanger passenger safety.***

**10 Fatigue management – PG9**

*(1) A driver of a relevant vehicle must not operate the vehicle if the driver's fatigue level may endanger passenger safety.*

Note: All drivers will be automatically logged off from the Dispatch System after 16 hours in every 24

### *Warning signs of fatigue:*

- ✓ Car wandering across the road
- ✓ Day dreaming
- ✓ Unintentional increases or decreases in speed
- ✓ Dim or fuzzy vision
- ✓ Red, sore or heavy eyes
- ✓ Repeated yawning
- ✓ Impatience and frustration
- ✓ Increased hunger
- ✓ Mistaking inanimate objects as fares i.e. trees, posts, wheelie bins.

Avoid quick fix “stay awakes” such as double-dosed coffee, energy drinks (Red Bull) or “No Doze” tablets.

### *Develop strategies to deal with fatigue such as: -*

Get plenty of sleep in between shifts.

- ✓ Take short breaks during your shift.
- ✓ Use the car's air conditioning to increase your comfort level
- ✓ Do not drive longer than 14 hours per shift.
- ✓ Eat healthy food. Avoid consumption of fatty high calorie foods and drinks.
- ✓ Have regular health checks to ensure you do not have a sleep disorder.

## **13.4 DEEP VEIN THROMBOSIS**

There has been a great deal of publicity about this condition, particularly in regard to airline travel but problems with DVT are also as much relevant in the Taxi Industry. Taxi drivers spend a lot of time in a sitting position (sedentary), without movement.

DVT is a blood clot in a deep vein which forms on the valves within the veins and may subsequently increase in size to completely block the vein. Sometimes part of the clot may break off and travel through the bloodstream to the lungs, which will cause serious health problems. Hospitalisation would probably be required for 5 – 10 days depending on the seriousness of the condition during which time you may be treated with blood thinners.

It is important for drivers to take some preventative measures.

- Exercise and stretch your legs at every opportunity, i.e. get out of the car and assist passengers with their luggage, just don't release the boot catch from inside the car.
- Get out of the car and walk around to get the blood moving!
- Smoking, obesity, poor diet and high blood pressure will also increase the risks of forming clots.



## 13.5 SKIN CANCER

Scientific evidence over the past several decades indicates a trend of decreasing cloud cover and increasing Ultra Violet Radiation levels all over Australia.

Skin cancer is predominately caused by exposure the sun's Ultra Violet Rays. Australia has the largest rate of skin cancer in the world. In Queensland it only takes 12 minutes to burn the unprotected skin. It is essential that to protect yourself from the harmful Ultra Violet Rays you do the following:-

- SLIP on a long sleeved shirt which provides extra protection, in particular a driver's right arm as that can be the one that is constantly exposed to the sun's rays during the day whether regardless of the window being up or down. Closed weaved fabrics provide better protection.
- SLOP on sunscreen (30+ broad spectrum, water resistant is best). This should be applied 20 minutes prior to exposure to the sun and re-applied every 2 hours.
- WRAP on sunglasses that meet Australian Standards AS1607. Wrap around styles glasses provide the maximum protection for your eyes.

## 13.6 MOBILE PHONES

The use mobile phone whilst the vehicle is moving, or stationary but not parked is an offence under the Australian Road Rules and is not a practice consistent with the safe driving of a passenger transport vehicle.

Handheld mobile phones are considered dangerous when used whilst driving. Drivers should consider the use of a Bluetooth device.

Private phone conversations should not be undertaken while fare paying passengers are on-board the taxi.

**NOTE:** One of the biggest cause of crashes is distraction. Holding a telephone conversation delays your reaction time by 27%

# Appendix A - ANTI-DISCRIMINATION

## Anti-discrimination Policy

Cairns Taxis Limited is an equal opportunity employer. All employees and drivers are treated on their merits, without regards to race, age, sex, marital status or any other factor not applicable to the position. Employees and drivers are valued according to how well they perform their duties and their ability and enthusiasm to maintain Company standards of service.

The Company does not tolerate any form of discrimination. We believe all employees and drivers have the right to work in an environment free of discrimination and harassment. Our clients also should not be subject to discrimination and harassment and all drivers are urged to display sensitivity in dealing with passengers from different cultural backgrounds.

Under federal and state anti-discrimination laws, discrimination against employees, drivers or passengers on the following grounds is against the law:

- sex
- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment
- gender identity
- political belief or activity
- trade union activity
- lawful sexual activity
- religious belief or religious activity
- sexuality
- family responsibilities
- association with, or relation to, a person identified on the basis of any of the above attributes.

Sexual harassment is more than the aggressive acts like physical assault or a demand for sex, most cases are more subtle. A victim only need prove that the harassment was unwelcome. Sexual Harassment is against the law.

Directors and Management will ensure that all employees, drivers and passengers are treated equitably and are not subject to discrimination. They will also ensure that people who make complaints or witnesses are not victimised in any way.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially. Disciplinary action will be taken against anyone who discriminates against a co-worker or passenger. Discipline may involve a warning, counselling, penalty or our endorsement to drive taxis associated with our Company being withdrawn.

## What Is Discrimination?

Discrimination occurs when someone is treated unfavourable because of one of their personal characteristics. Discrimination may involve:

- Offensive ‘jokes’ or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance.
- Display of pictures or posters which are offensive or derogatory.
- Expressing negative stereotypes of particular groups, e.g.: “married women shouldn’t be working”.
- Judging someone on their political or religious beliefs.
- Using stereotypes or assumptions.
- Undermining a person’s authority because you dislike one of their personal characteristics.

## What Happens if a Complaint Is Made?

A person who feels that they have been discriminated against may complain to the Anti-Discrimination Commission. If a written complaint is made and it is covered by the law, the Commission accepts the complaint and asks for the defendant’s side of the story.

The aim is to resolve the matter in a confidential way that will be acceptable to both the person complaining and the defendant. The process is called conciliation. It is informal and solicitors are not needed, although you may engage one if you wish. As long as solicitors do not hamper the settlement of the complaint, they are allowed to be involved in conciliation meetings.

Conciliators do not decide guilt or innocence or impose a settlement. This is worked out between the people involved, with the conciliator’s help. Conciliators can conduct investigations, request documents, interview witnesses and call compulsory conferences if necessary.

Most people are prepared to give their side of the story and be involved in conciliation. They take the opportunity to resolve complaints confidentially.

Where people cannot resolve the complaint, it can be referred to the Anti-Discrimination Tribunal for hearing. This is more like a public court hearing where witnesses are called and evidence is given under oath. At the end of the hearing, the Tribunal makes a decision and, where appropriate, awards a settlement. Costs may be awarded. Tribunal decisions are binding and enforceable like any other court order. Appeals can be made to the Supreme Court on points of law.

## Guide, Assistance and/or Hearings Dogs

In accordance with the “Guide, Hearing and Assistance Dog Act 2009” all taxi drivers are required to carry these animals, at all times. This legislation protects the rights of people with a disability who are accompanied in public by a Guide, Hearing and/or Assistance Dog. (*see also section 3.6.4 Animals*)

## Appendix B - COMPANY UNIFORM

### Company Uniform

In order to drive a Cairns Taxi, Drivers must be presented clean, tidy and in company uniform.

The uniform includes:

#### Men

Black or Navy Blue Long Trousers (preferably) or Alternatively, Dress Shorts, Both to be worn with belt (No Ruggers or jeans)

If shorts are worn, **socks must be worn, visible above the ankles.**

Shirts are to be “Bisley Oxford Blue” with CTL Logo above the left side pocket.

Shirts are to be worn tucked in unless they have been square cut.

**Black, closed in**, shoes (No sandals or thongs)

#### Women

Shirts are to be “Bisley Oxford Blue” with CTL Logo above the left side pocket.

Shirts are to be worn tucked in unless they have been square cut.

Black dress skirt or black dress trousers

Black enclosed shoes

**Both taxi operators and taxi drivers have obligations under the Workplace Health and Safety Act 1995 (the ACT) as self-employed persons. The Uniform Code of Conduct above is to assist owners and operators in their obligations under the ACT**

## Appendix C - Plot Areas and Ranks

01	CBD EAST	44	KANIMBLA
02	CBD MID	45	BRINSMEAD
03	CBD WEST	46	REDLYNCH
04	FEEDER RANK	47	FRESHWATER
06	GILLIGANS RANK	49	SMITHFIELD
08	CASINO RANK	51	TRINITY BEACH
11	PORTSMITH	52	CLIFTON SHOPS
12	BUNGALOW	53	PALM COVE
13	WESTCOURT	59	SMITHFIELD SHOPS RANKS
14	STOCKLAND	60	CENTRAL ROOF RANK
15	WOREE	63	OUT OF AREA NORTH WEST
17	MCLEOD STREET RANK	64	OUT OF AREA SOUTH EAST
19	PIER RANK	65	WESTCOURT SHOPS
20	PARRAMATTA PARK	66	EARLVILLE SHOPS
21	MANUNDA	69	RAINTREES SHOPS
22	RAINTREES	90	AIRPORT ACCESS
24	EARLVILLE	91	DOMESTIC RANK
25	WHITE ROCK	92	DOMESTIC TERMINAL
26	FOREST GARDENS	94	INTERNATIONAL RANK
27	EDMONTON RANKS	95	INTERNATIONAL TERMINAL
28	EDMONTON	97	TEST 3
29	MT SHERIDAN SHOPS	98	TEST 4
31	HOSPITAL		
32	SWIMMING POOL		
33	AIRPORT		
34	AEROGLEN		
35	HOLLOWAYS BEACH		
36	YORKEYS KNOB		
40	COLONIAL CLUB		
41	EDGE HILL		
42	MANOORA		

## Appendix D - PENALTIES

Subject to the right of the Board of Directors to impose different penalties the following penalties shall apply:

1.	Failure to notify CTL of any suspension or cancellation of DA.	Suspension of affiliation pending Performance Management with Fleet Services
2.	Failing to appear at a requested interview or failing to appear at a Board Hearing or Appeal	Suspension of affiliation pending Board hearing
3.	Fraudulently altering account dockets.	Suspension of affiliation pending Performance Management with Fleet Services
4.	Refusing to carry a guide or assistance dog / Refusing to accept a fare involving a disabled person.	Suspension of affiliation pending Performance Management with Fleet Services
5.	Use another driver's DA and PIN or allow another driver to use an Incorrect DA and PIN, whether deliberate or inadvertent	Suspension of affiliation pending Performance Management with Fleet Services
6.	Misuse of A13 alarm system	Suspension of affiliation pending Performance Management with Fleet Services
44.	Failure to adhere to DUTY OF CARE obligation	Suspension of affiliation pending Performance Management with Fleet Services
32.	Failure to immediately notify Shift Supervisor full details of when a job has been terminated mid-journey be either driver or customer	4 points
7.	Misuse of dispatch system	4 points
8.	Overloading a taxi	5 points
9.	Overcharge a fare/Inappropriate use of tariffs or taxi booking fee .	5 points (+ Full refund of fare) (+ Performance Meeting)
10.	Bringing the company into disrepute/Conduct likely to place CTL Service contract with TMR in jeopardy	5 points
11.	Strike or threaten to strike a director, member of staff, driver or other person.	5 points (+ Performance Meeting)

12.	Failure to carry out a Dispatch job	5 points
13.	Submit a frivolous driver report	3 points
14.	Abusive to staff member and/or use of profane language whilst on query channel ( + Immediate 30 min suspension of Dispatch facilities).	3 points (+ Performance Meeting)
15.	Deliberately or recklessly cause interference on Query	5 points
16.	Not having meter on whilst engaged	5 points
17.	Refusal to carry out priority job	5 points
18.	Failure to notify CTL of a booking (A14)	5 points
19.	Taking a Dispatch job allocated to another car/accepting a fare not entitled to.	5 points (or refund of fare to driver)
20.	Refusing company accounts/Cabcharge or TSS cards	4 points (+ Performance Meeting)
21.	Failure to adhere to company uniform standard/untidy or unclean in appearance or failure to comply with reasonable request to present for inspection.	4 points
22.	Conduct unbecoming CTL driver	4 points
23.	Late pick up/completion of Dispatch job	3 points
24.	Failure to comply with call centre operator's instruction	3 points
25.	Unnecessary conversation on voice channel	3 points
26.	Not presenting car or driver for inspection upon request	3 points
27.	Failure to adhere to company policy re. lost property	3 points
28.	Incorrect plotting on ranks	2 points
29.	Failure to notify change of address/contact details	1 points
30.	Traffic complaint	0 points
31.	Repeat Overcharging: Should a driver commit two (2) or more overcharges with in a period of twelve (12) months, Penalty for the second and subsequent overcharges shall result in suspension of affiliation and the driver being required to attend a Performance Management Meeting with Fleet Services.	
33	Deliberate avoidance of GAC ( <b><i>Airport Ground Access Charge/(TOLL)</i></b> ) payment: Should a driver commit two (2) or more offences in which they deliberately avoid to pay GAC, The Penalty shall result in immediate suspension of affiliation and the driver being required to attend a Performance Management Meeting with Fleet Services Manager + payment of GAC.	

## Appendix E - EFTPOS Error Codes


CODE	ERROR MEANING	ACTION REQUIRED
TA	PRINTER ERROR	Ensure the printer is ON
TB	CARD PREFIX INVALID OR BARRED	See another payment method
TD	TRANSACTION ERROR	Redo transaction
TF	LOGON REQUIRED	Log on to system
TH	PRINTER ERROR	Ensure the printer is ON
TI	OPERATOR TIMEOUT	Redo transaction
TK	MANUAL ERROR	Manual card number entry not allowed - re-swipe card or use another payment method
TL	SIGNATURE ERROR	Seek another payment method
TP	RADIO XFAIL ERROR	Contact Service
TQ	RADIO SYNTAX ERROR	Contact Service
TR	FLOOR LIMIT ERROR	Seek another payment method
TS	TERMINAL ID ERROR	Terminal ID changed while transaction in batch, PIN Pad needs to be serviced.
TT	INVALID PROMPTS	Re-log onto system - replace PIN Pad
00	APPROVED	No action required
01	CARD ERROR REFER BANK	Seek another payment method
04	CONTACT ISSUER	Customers need to contact their Bank
08	SIGNATURE REQUIRED	Capture Signature
12	TRAN NOT ALLOWED	Seek another payment method
31	CARD NOT ACCEPTED	Seek another payment method



39	NO CREDIT ACCOUNT	Customer should try another account type
52	NO CHEQUE ACCOUNT	Customer should try another account type
53	NO SAVINGS ACCOUNT	Customer should try another account type
54	CARD EXPIRED	Seek another payment method
55	PIN INCORRECT	Customer should try their PIN again
61	DAILY LIMIT EXCEEDED	Seek another payment method
75	PIN ERROR REFER	Seek another payment method
76	APPROVED	No action required
96	SYSTEM MALFUNCTION	Seek another payment method
98	MAC ERROR	System will reinitialise - no action
N0	FILE MESSAGE FAILED	Contact Service - replace PIN pad
N2	PPID UNKNOWN Contact	Service - replace PIN Pad
X0	NO RESPONSE	Contact Service - check parameters
X2	RF NETWORK DOWN	No action required - wait until network up
X3	NO NETWORK DCD	Out of range - wait until in range.
X5	SYSTEM ERROR	If persistent contact service
X7	MAC ERROR	System will reinitialise - no action required
XD	SOFT WARE ERROR	Checksum failed - replace PIN Pad
RF Error 2A	TRANSMIT FAIL	PIN Pad software is invalid-replace PIN pad
RF Error 2C	RF HOST DOWN	Out of range - wait till in range.

## Appendix F - Dispatch Complaint Form

<b>Reset Form</b>	<b>Submit by Email</b>
-------------------	------------------------

  
ABN: 22 009 754 705  
**CALL CENTRE**

PO Box 200  
Bungahwa Qld 4870  
Phone: 07 4048 5311  
Fax: 07 4048 5399  
Email: [register@calmtaxis.com.au](mailto:register@calmtaxis.com.au)

**DISPATCH COMPLAINT**

*To Be Completed By Person Lodging Complaint*

Incident Date:  Incident Time:  Job Reference No:

Name:  D.A.#  Car No:

Other Cars Involved (if any) ☐ Yes ☐ No Car Nos:

Incident Details:

Complainant's Signature:  Date:

Email Address:

---


[ Office Use Only ]

Received By:

Received Date:  Received Time:

## Appendix G—Driver Complaint Form

<div style="border: 1px solid black; padding: 2px; display: inline-block;">Submit by Email</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Reset Form</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Print Form</div>
--	---	---



PO Box 200  
 Bungalow Qld 4870  
 Phone: 07 4048 8311  
 Fax: 07 4048 8399  
 Email: DriverReports@cairnstaxis.com.au  
 ABN: 22009754705

## OFFICIAL REPORT

Driver to Complete

**Details of Alleged Breach:**

Car No: 
 Driver's Name (if known): 
 Driver DA No:

Date: 
 Time: 
 Job Number:

Was the Driver notified by the Call Centre of this report within 30 minutes?
 ☐ Yes
 ☐ No

Infringement of Company Rule:

Description Of Alleged Breach:

Name of Witness (if any):  Signature:

Have you spoken to the Driver concerned to resolve this matter?
 ☐ Yes
 ☐ No

---

I am aware of the company rule relating to frivolous reports. (Penalty ID #13 - 6 points - see Driver Handbook)

Driver's Name: 
 Car No: 
 Driver DA No:

Driver's Signature: 
 Contact Phone:

Do you wish to be advised of the outcome of this report?
 ☐ Yes
 ☐ No

Driver's Email Address:

*Official Report form must be completed fully and lodged within 72 hours of alleged breach or no action will be taken.*

---

Office Use Only

Received by: 
 Date: 
 Time:



Cairns Taxis  
Limited 16  
Comport Street  
Portsmith Qld 4870

Ph: 07 4048 8311  
Email: [info@cairnstaxis.com.au](mailto:info@cairnstaxis.com.au)