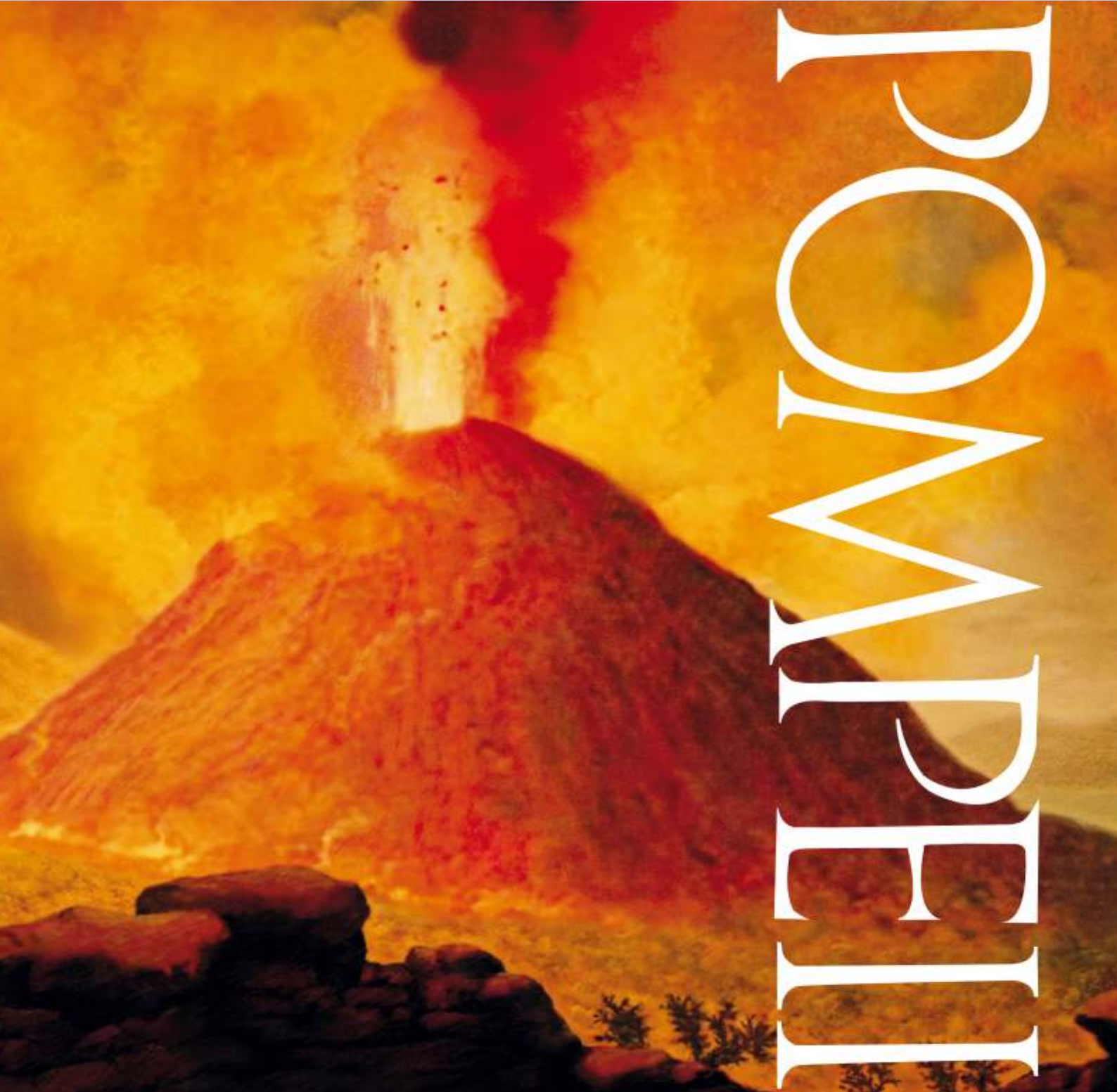


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WA TAXI NEWS

Vol. 16 No. 9
June 2010



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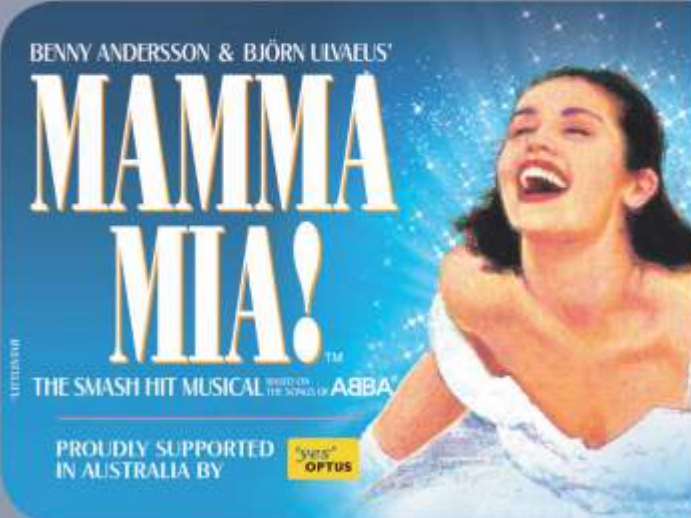
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Taxi Council of WA (Inc) - The Taxi Council of Western Australia Inc. is recognised as the peak industry body in Western Australia representing the combined force of taxi drivers, taxi owners, taxi companies, management companies and other industry associations.

All correspondence to be addressed to:

Taxi Council of WA (Inc)
PO Box 4058, Victoria Park WA 6979
Phone: (08) 9453.7077
Fax: (08) 9453 7070
Email: tcwa@tcwa.com.au

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Chairman: Mr. K. Foley

Vice Chairmen:

Mr. Kevin Wigg

Chief Executive Officer: Ms. O. Williams

Committee:

Mr. R. Stawiarz, Mr. A. Davini,

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Advisors

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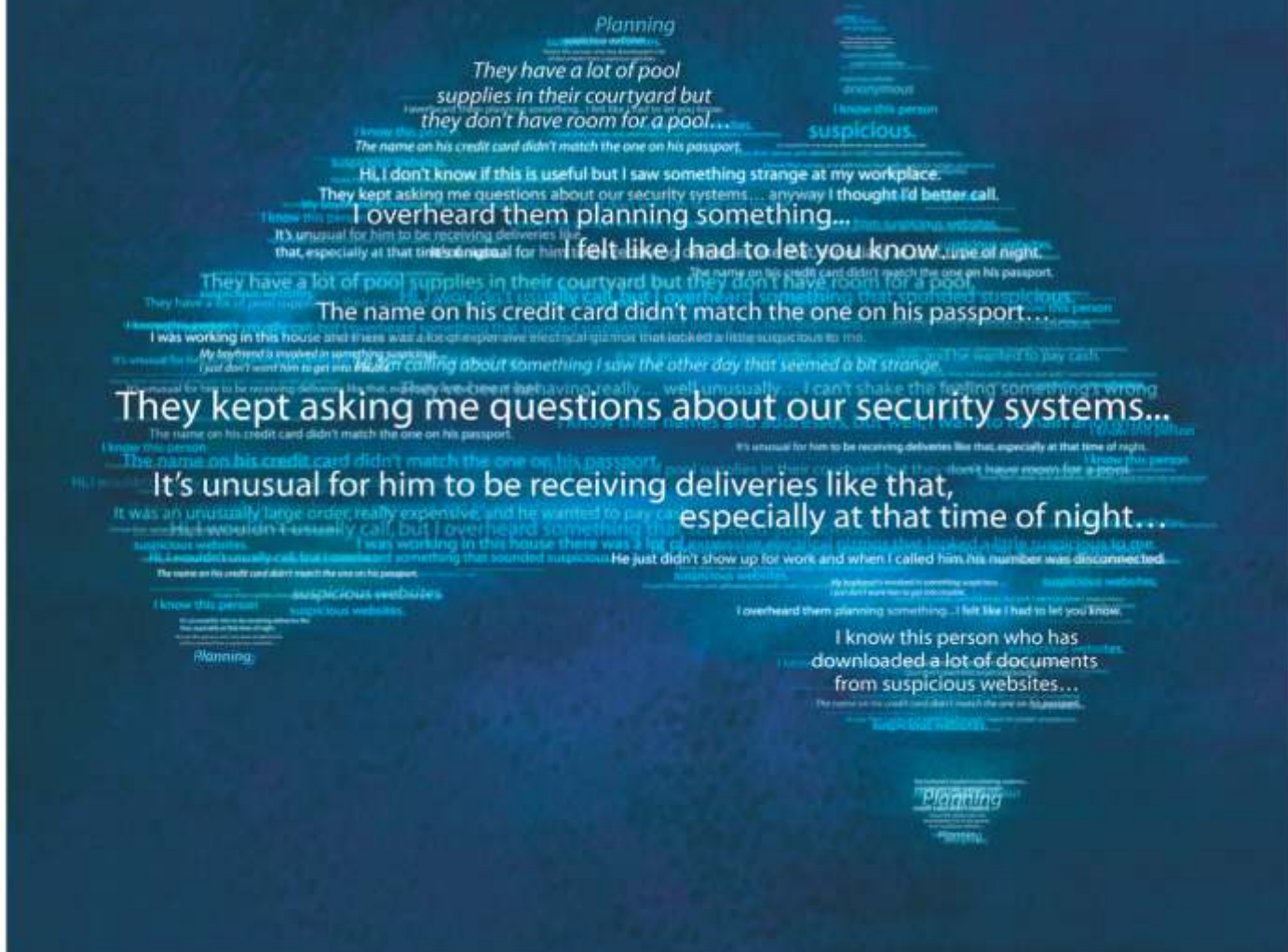
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Australian Government

Time may move on but a review of meeting notes and past editions of Taxi News shows that there are common themes and issues of the last decade that cycle through and keep repeating. The content is contemporary but the theme remains the same. In this edition - industry viability and driver safety.

Industry viability

Just six months ago, the 0.97% fare increase was announced as a result of the first use of the Metropolitan Fare Model (MFM) commissioned by the Department of Transport from Price Water House. That means it is now nearly 12 months since taxi insurance premiums rocketed sky high and more than 12 months since TCWA presented the Department with its list of concerns with the MFM. Let's presume the next fare increase could be announced in December. This means it will be 18 months before the increased cost of insurance might be factored into the structure of the taxi fare, if at all.

It is a pretty simple commercial equation when the cost of operation increases, either prices charged rise accordingly or something else gives. Some may look to reducing their expenditure on maintenance and others may look to cheaper insurance options. When the taxi fare doesn't increase to reflect the cost of operation, the operator is forced to make decisions that will, in the long run, impact on the quality of the passenger journey and safety.

Taxi fares are not a theoretical play thing – they are the real return from providing a customer service. If you want a quality service in the community, you need quality drivers and vehicles and they need to be compensated relevantly. Poor advice drawn from a poorly formed fare model reduces industry capacity and the quality of the service being provided.

There has to be a better way and one that supports the industry's delivery of its services to the community. CPI, with adjustment for extraordinary increases (eg fuel, insurance) would draw on a trusted and profiled



Kevin Foley
Chairman Taxi Council of WA (Inc)

external source. If it is about avoiding "fare increase shock" for passengers, perhaps taxi fares should be considered bi-annually. Increases, where applicable, would be smooth, and rising operational costs will be factored into fares earlier, providing a reimbursement within living memory of the cost being incurred by your business.

Driver Safety

It's a bit like the film "Ground Hog Day", at each monthly TCWA meeting the question of minimum standards of security cameras with Departmental representatives is raised. Long ago, TCWA advised that the 2020 camera was obsolete because it was unserviceable. As this system informed the minimum standards, those minimum standards are considerably out of date. Since then, many plate and vehicle operators have invested heavily in new camera security systems with no advice as to whether the minimum standards are likely to change and no knowledge as to whether their new camera system will be covered by that new standard. The industry needs security cameras in taxis that work – and provide photographic evidence to progress to conviction.

Since their first installation in taxis in Perth in 1998, security cameras have proved to be something of a deterrent because of the potential evidence they can provide in taking action against perpetrators. Cameras are valuable tools after the fact. If the presence

of a camera was enough of a deterrent, we should not hear of drivers being attacked but we do.

Cameras are an important part of the safety solution but community awareness, responsibility and respect is the other half of the equation. What makes people think that it is alright to treat taxi drivers in a manner that they would consider abhorrent if they were treated that same way? Perhaps it is because they think they can get away with it.

There needs to be a tougher response. An attack on a taxi driver is charged as an attack on a public officer but it is not a mandatory sentence. Perhaps it should be? Images of shoplifters are featured in the Crimestopper's section of the newspaper, perhaps photographs of fare evaders should be in the same place.

Respect is a two way street. The industry does need to pay attention to detail on presentation standards and customer service delivery but the community also has a role in respecting those that provide the service. They need to know that it is not alright to assault or be abusive to a taxi driver, it is not alright to not pay for your fare and it is not alright to damage a vehicle. They need to know that there is a consequence for their actions and that there is a punishment.

But can this be achieved by bumper stickers, posters in nightclub toilets and information on a Government website? Cameras need to be partnered by a strong public awareness campaign but a campaign stronger and more comprehensive than those before.

Kevin Foley
Chairman





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Olwyn Williams
Chief Executive Officer

Communication

Number one off the rank from our planning seminar in Kalgoorlie is communication – TCWA's communication to you, the taxi industry.

Taxi News is the most prominent communication distributed manually to the industry but the cost of delivery of each issue by standard mail to you all is out of our reach, plus there is occasionally the situation where, in between issues, we have bulletins that need to be distributed across the industry quickly.

So, we are going to partner paper and electronic. Along with hard copies available at major industry sites, each edition of Taxi News will also be available on line at the TCWA website (www.tcwa.com.au).

If you would like an email reminder of the release of each issue and to be on the list for any industry bulletins, all you need to do is register your name and email address with TCWA.

Tourism

Across the State, the taxi industry is an important partner service for the tourism industry and this has been dramatically illustrated with Tourism WA's Extraordinary Taxi Ride competition.

Doug Slater's reign at the helm or steering wheel of the Extraordinary Taxi Ride is over but I think the tales to be told will take some time to get through.

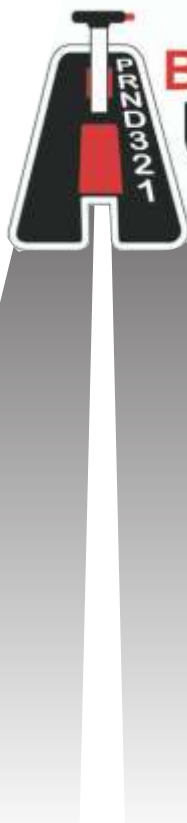
Even before the journey began, this WA tourism promotion has been a great promotion for the taxi industry and taxi drivers. Keep the good news flowing.

Insurance

Recently, some taxi operators learned that the face value of their insurance coverage wasn't worth the paper it was printed on. Your vehicle is your livelihood so make sure you are insured as required.

If your insurance is part of a group insurance policy, check and double check original documents so that you know your vehicle is included within the policy and the policy is paid up to the level you need to be covered.

Olwyn Williams
Chief Executive Officer



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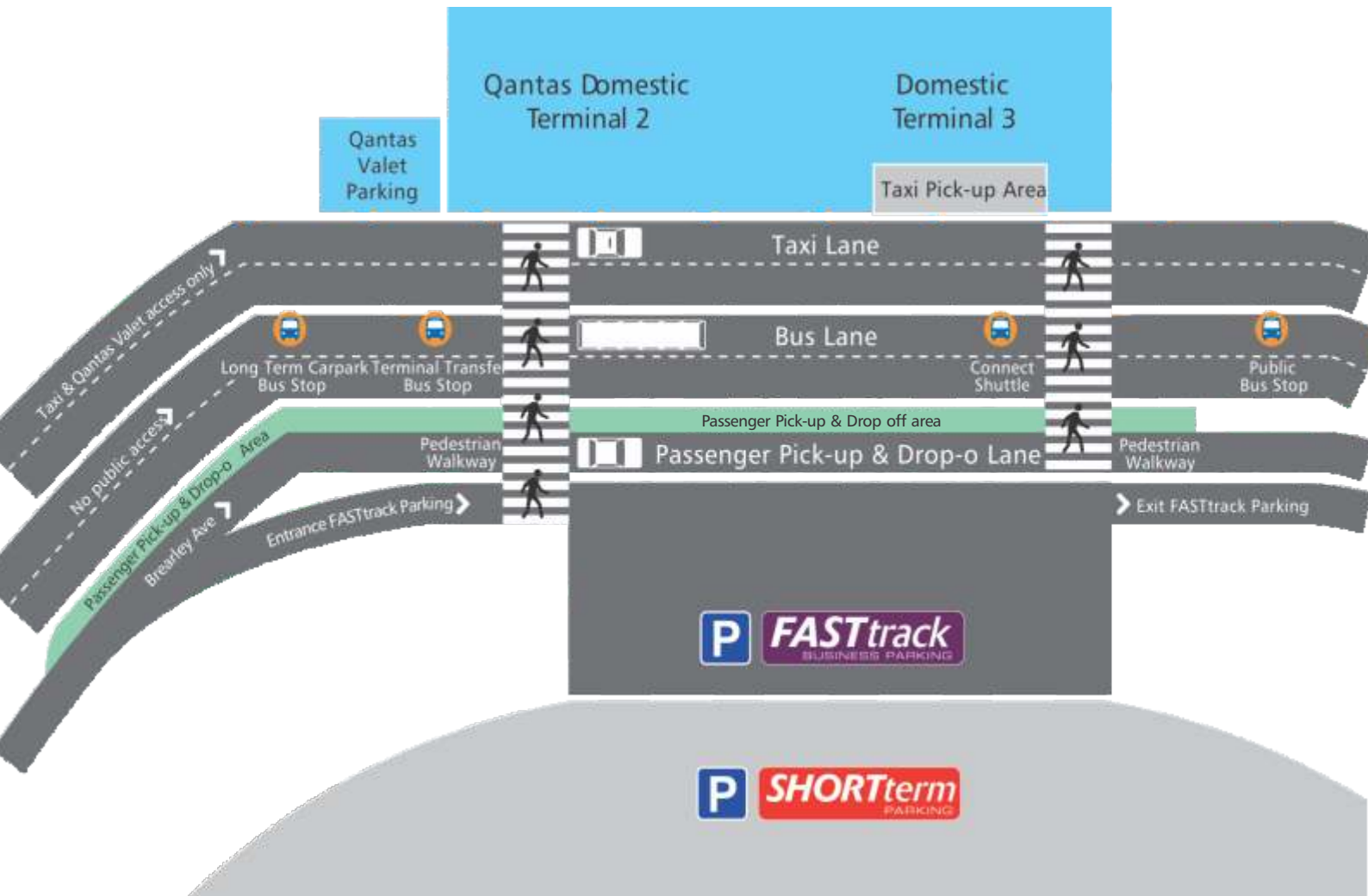


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The new Domestic Terminals' forecourt is now complete



It has been a busy start to the year for Perth Airport. Our front of terminal works are now complete and we would like to thank all those who have frequented the Domestic Terminals during this period for their patience while these works have been underway. Please take time to view the map above which outlines the new lanes so you can become familiar with the new configuration.

Taxis coming to the Domestic Terminals to pick-up passengers from the designated taxi lane may access this lane from Dunreath Drive and Fauntleroy Avenue. Taxis coming to the Domestic Terminals to drop-off passengers may do so in the public pick-up and drop-off lane accessed from Brearley Avenue. There is a 2

minute waiting period within this area and drivers must remain with their cars at all times.

In addition to the dedicated lane for taxi pick-up there are also dedicated lanes in operation for buses and passenger pick-up and drop-off. The new layout has resulted in reduced traffic congestion and improved access to the front of the terminals. Landscaping and new permanent signage will be completed in the coming weeks. The expanded *FASTtrack* Business Parking has also re-opened, with some further upgrades taking place in this area. Once completed, over 220 undercover bays will be available.

Taxi Concierge and Secure Rank Marshal Positions

Do you have established experience in the Perth taxi industry? Looking for a change off the road or just something different? Are you interested in using your experience to make a difference for drivers and passengers?

If the answer is yes - the Taxi Council of Western Australia wants you to step up to the rank and be counted. Expressions of interest for day and night shift work are being accepted.

Please email tcwa@tcwa.com.au with your details or call 08 453 7077

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For the latest Taxi News to be delivered into your computer's Inbox and onto your screen.

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Australian Government
Australian Taxation Office

E RECORD WITHDRAWAL

E-Record will not be available from July 2010

Since March 2000, the Australian Tax Office (ATO) has provided *e-Record*, a free electronic record-keeping system, to small businesses. The ATO designed *e-Record* as an interim product that would help small businesses move from paper-based record keeping to commercial electronic record-keeping systems.

The ATO recently conducted a review of *e-Record* and found it to be no longer compatible with current commercial record keeping systems. It would also need to be redeveloped to keep up with technology and new business directions. Therefore, the ATO have decided that, from July 2010, *e-Record* will no longer be available.

What you can do

The ATO encourages you to move from *e-Record* to a suitable alternative record-keeping system and to consider commercially available software. To help you find commercially available record-keeping software, you can go to softwaredevelopers.ato.gov.au

Key dates for you

Here are some important dates to remember:

1 July 2010 - e-Record no longer available
30 September 2010 - e-Record no longer supported.

You will be able to download the latest version, *e-Record* v6.2, from our website at www.ato.gov.au/erecord until 30 June 2010. User support for matters relating to the 2009-10 income year will continue until 30 September 2010. The ATO recommend that you have your new record keeping arrangements in place by 30 June 2010.

Frequently asked questions

Can I continue to use *e-Record* after 30 June 2010? You may continue to use *e-Record* after 30 June 2010 but only to complete your 2010 or prior income year records. You should not use *e-Record* for your 2011 income year records.

What do I need to do by 30 September 2010?

You will need to complete any outstanding record keeping entries for the year ending 30 June 2010 and prior years. As there will be no support after 30 September 2010, you should consider printing any *e-Record* information that you want to retain.

What happens after 30 September 2010?

All support for *e-Record* will cease after 30 September 2010. If you continue to use *e-Record* after this date, the ATO won't be able to help with any problems or questions you may have.

Can the ATO recommend which commercially available software to use? No, the ATO cannot recommend which commercial software to use.

For information about commercially available software products that may suit your business needs, you can visit: softwaredevelopers.ato.gov.au to view a list of software which has similar functionality to *e-Record*. This will help you decide which software you may want to use.

Do I need to upgrade to e-Record version 6.2?

If you intend to use the worker records functionality in *e-Record* and lodge your annual report electronically for the 2010 financial year, you will need to download version 6.2. If you do not have a pay as you go withholding obligation, you will not need to download v6.2.



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Our City centre ranks have been a TCWA priority during the first months of 2010. The Wellington Street rank was scheduled to turn to rubble, with no temporary replacement, during the redevelopment of Forrest Place and the London Court Rank was in danger of becoming a side street feature.

With the support of the Lord Mayor, Lisa Scaffidi, TCWA met with the City CEO Frank Edwards and his senior planning staff.

Ours was a simple message - taxis are public transport and for the general public to be able access taxis in the central city, ranks needed to be accessible and profiled. Taxis are very much part of keeping a city on the move and reducing visibility and rank capacity would reduce the amount of work as well as the number of taxis

making themselves available for hire in the City.

TCWA's meeting resulted in an agreement to review the plans for St Georges Terrace with potential for an embayed rank at London Court and the establishment of a temporary Wellington Street rank to cater for taxi customers exiting the Perth Railway Station. Construction difficulties have delayed the temporary rank, but it is on its way.

TCWA is attending the regular Forrest Place stakeholder meetings to keep an eye on that matter as it will with the progress of the London Court Rank on St Georges Terrace.

The City of Perth agreed to, once again, send representatives to our Ranks Committee meetings.



The Qv1 Rank is also temporarily closed given the upgrade of Hay Street between Milligan and Elder Street. A temporary Rank has been placed closer to Elder Street on the same side. The Qv1 Rank will reopen in 6 weeks.

Andrew Davini
Chairman, Ranks Committee



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Government of Western Australia
Department of Transport

Welcome to the May/June 2010 edition of Talking Taxis. The Department of Transport has some important news about taxi camera downloads, MPT improvements, temporary taxi driver ID cards, tariffs, and insurance.

Taxi Camera Download Procedure

The Passenger Services' Camera Download Officer is available 24 hours a day, 7 days a week. If an serious incident happens in a taxi it should first be reported to the Police. If the police are going to investigate it, they will call Passenger Services with an IR number and request the taxi camera be downloaded.

Taxi drivers cannot request that Passenger Services download a camera, requests must be made by the Police. The longer you wait to report an incident the harder it is for Compliance Officers to download images of the event. Please report incidents to the Police as soon as you can.

Please remember that cameras cannot be downloaded for fare evasions. If you want to report a fare evasion, you can complete the fare evasion online form at Transport's website: <http://www.transport.wa.gov.au/taxis/19961.asp>

MPT Improvement Package

The Minister for Transport recently announced a new 3 new Multi Purpose Taxi (MPT) initiatives. They will help people with disabilities enjoy better taxi services through:

- A 12-month extension for the 'standby taxi' system, run by Black & White Taxis and Swan Taxis between 8am and 6pm;
- A 12-month trial of an increased night time lifting incentive of \$20 for MPT operators to provide a wheelchair service between 6pm and 8am when the job is booked through a taxi dispatch system; and
- An increase in the Taxi User Subsidy Scheme (TUSS) cap on the level of subsidy from \$25 to \$35 for trips undertaken by 75 per cent eligible TUSS members travelling in wheelchairs, or with a scooter, in a MPT or wheelchair accessible country taxi.

For more information please call 1300 660 147.

Temporary Taxi Driver ID Cards

All taxi drivers must attend a Professional Development (PD) course every 2 years, when your Taxi Driver ID expires.

The renewal letters are sent out 6 weeks before the ID expires.

It is your responsibility to book into a PD course when you receive your letter. If you don't book in straight away you may find that your ID expires before you can do the PD course. Temporary ID cards are no longer being issued by Passenger Services.

If you don't book in and your ID card expires, you won't be able to get a temporary ID card anymore.

To find out about the current status of your ID card and training status please contact Passenger Services on 1300 660 147.

Tariffs

There have been reports of drivers of van taxis ("maxi taxis") charging tariff 3 when there are less than 5 passengers in the vehicle. Please remember that if you are operating a vehicle capable of taking 5 or more passengers, such as a maxi taxi, you can only charge tariff 3 if you have 5 passengers in the vehicle.

Comprehensive Insurance

There have been recent media reports about taxi vehicle insurance. All taxi vehicles must have comprehensive insurance to provide a safeguard for the plate owner, taxi driver, and taxi user. Valid comprehensive insurance provides the extra cover for actions/situations that are not covered by compulsory third party insurance, which is obtained through vehicle registration. Comprehensive insurance is a requirement of all taxi plate operating conditions.

April 2010 Meeting

DoT reported to Council that the number of incidents of assaults on drivers in March was triple that of February. In managing the downloading process for those assault cases, it was noted that nearly 40% of cameras weren't operating and could not provide evidence for prosecution. The Chair commented that, if it is an issue of the 2020 not being serviceable, as TCWA has previously and frequently highlighted to Government, then it is the responsibility of DoT to declare that system obsolete and shift the minimum standards.

DoT confirmed that, by the end of the week commencing Monday 12 April, all compliance positions will be in place in PSBU. The Chair expressed concern that we needed to ensure that the benefits of experience stayed with the compliance team. The second fare evasion officer will be in place on 1 July. Council was advised that, with this position in place, all fare evaluation complaints will be dealt with as opposed to current restrictions e.g. only investigating fares over \$30.

Mr Wigg commented that the recent experience of a special request for TIPS style support to DoT for the Mandurah driver involved in the toddler death was far too prolonged and it was uncertain if the support had actually been provided. Even though regional taxi operators do not contribute to TIDA for TIPS, DoT had agreed that, given the gravity of the accident, support would be provided. (Note: When TCWA contacted DoT on this matter, DoT indicated the support was being funded through general operational resources and the driver would be contacted again). The Council commended the media for curtailing exposure and not allocating blame.

As this was Mr. Hutchins's final TCWA meeting before moving to his new appointment, the Council congratulated him on his new role managing the Gascoyne region and thanked him for his open and honest exchange with TCWA during his time as the DoT representative.

Given major international events coming to Western Australia, a Yellow Taxi concept and a financing option was discussed. It was agreed that, to be successful and vehicle operators needed to be made fully aware of the structure of the financing mechanism and the manner in which it balanced with the increased profile of the fleet on the streets.

Council was advised of the delay in the temporary rank being set up at the Horseshoe Bridge at Wellington Street and the likely construction delay in the new Wellington Street taxi rank. The City of Perth (CoP) have agreed to work with TCWA to monitor the rank and make adjustments based on that monitoring. MPTs also use that rank to collect regionally based disabled passengers and the rank also needed to be able to cope with the space and pavement structure required by MPTs to work with their clients.

CoP are considering installing still cameras at the ranks on Hill and Mill Street to fine overhanging vehicles at those ranks. Other issues presented by CoP staff included behavioural issues experienced in dealing with some taxi drivers, taxis being left unattended at ranks near TABs under the guise of using toilet facilities and the CoP's policy proposal regarding the change in use of the Charter Bus Bays in the City to enable all charter vehicles to drop off or pick up passengers. The Council is aghast that, at a time when taxi rank availability is reducing, space is being allocated for SCV's and will formally communicate this to the City. There is no reason to change policy as SCVs drop and pick up passengers where the passenger determines. This will lead to SCVs sitting at the TC rank and plying for trade.

The availability of MPTs driven by MPT trained drivers over weekends and in the evening to ensure disabled customers had access to transport 7 days a week was discussed. DoT is in the process of training more MPT drivers.

The cost of operating is continuing to increase and it is getting harder to maintain taxi vehicles to the standard required. Taxi fares and shift lease rates must be lifted to deal with the cost of vehicle operation. There are also future labour market concerns regarding the continuous supply of drivers.

WACTOA was very pleased a regional driver won the Extraordinary Taxi Ride competition and keen to establish a category for Regional Taxi Driver of the Year in the Taxi Driver of the Year awards. The processing of TUSS Vouchers remains a significant problem and the number of completed vouchers being rejected is growing.

May 2010 Meeting

DoT provided the statistics from the joint Police and DoT inspection on 9 April 2001. 130 vehicles were checked. 8 taxis were taken off the road, 5 for cameras not working and 3 for bald tyres. 16 were issued with defect notices, 10 were cautioned and 13 were infringed for uniform offences. DoT advised that they were partnering with police to undertake these inspections in addition to current on-road compliance but the capacity to regularly undertake is dependent on available resources.

The Chair again commented that the 2020 is unrepairable and obsolete for a number of years now and it is of great concern that the camera is still featured on DoT's approved list. DoT advised that if the 2020 is functioning it is fine but if it is not functioning and the vehicle operator cannot fix it, the camera must be replaced.

When queried how it was dealing with the comprehensive insurance issue with Sorrento Cabs, DoT indicated that it held insurance audits randomly during the year and each operator was responsible for maintaining insurance. DoT also confirmed that

At the Council Table Continued

insurance is not checked as part of the annual inspection, as had been quoted in The West Australian's coverage of the issue. The Chair commented that random checks are not good enough given this requirement was as much about public safety as asset protection and repair. If insurance compliance was checked with the annual inspection, the issue of dealing with potential cancellation of insurance policies after inspection could be dealt with by having the insurance broker provide DoT with advice of the cancellation.

Mr Graham Moss joined the meeting as the new Tourism representative. Mr Moss outlined the operations of the Tourism Council, its membership, the tourism sector's role in the WA economy and the connectivity between the tourism and taxi industries. Alongside discussion of the Extraordinary Taxi Ride as the first stage of the larger Tourism WA marketing strategy, Mr Moss also outlined major events coming to Western Australia in 2011 – CHOGM and the ISAF Sailing Championships. Council members outlined the role TCWA plays in working with events and venues to ensure taxis are part of the transport options available.

Council was advised the space needed to load a disabled passenger was about 9-10 metres confirming that most ranks, but in particular the new Wellington Street rank, do not and will not provide the space appropriate to cater for disability passengers. TCWA will make a submission to the CoP outlining objections to the change in status of the change of use of Charter Bus bays to Charter Vehicle bays and will provide alternate modes of operations. Comments from CoP representatives about issues of aggressive behaviour of some drivers towards CoP staff, led to further discussion by Council as to how to deal with the poor attitude of some drivers, given it impacted on the reputation of all drivers and was a major factor in service standard issues.

Concerns were expressed that the process of formulating a new camera standard did not include the industry and was focussed to being the "best in Australia" rather than a standard needed by the industry to provide effective documentation of safety issues in taxis at the best value price and with the right benchmarks.

The Council held a 1 minute silence to honour Mr Hugh McLennan and his contribution to the Council and industry.

Federal Government to Implement 50 Per Cent Tax Discount for Alternative Fuels

The Rudd Government has confirmed it will complete the long-standing plan for a 50 per cent tax discount on alternative fuels – such as ethanol and LPG.

As part of the implementation of the energy content based taxation of all fuels originally announced in the 2003-04 Budget, the Government has announced a new staged phasing in of the regime to address the sudden loss in the relative tax advantage of domestic ethanol compared to imported ethanol that would have occurred under the policy announced by the Howard Government. To achieve this, imported ethanol will face a more gradual decline in excise equivalent customs duty over the transition period compared to the previously announced measure.

The intent of these initiatives will provide the fuel industry and fuel users with certainty as to the future direction of fuel tax policy so that they have confidence to make future investment decisions and consumption choices.

Overall this policy will provide a comprehensive tax policy for the fuel market, while supporting the alternative fuel industry and domestic ethanol producers.

As a result of the 2004-05 reforms, alternative fuels, namely the biofuels, ethanol and biodiesel, and the gaseous fuels including liquefied petroleum gas, liquefied natural gas and compressed natural gas, will be brought fully into the tax system by being placed into one of the following three energy content bands:

- high (energy content greater than 30 megajoules per litre, or per cubic metre in the case of compressed natural gas);
- medium (between 20 and 30 megajoules per litre), or
- low (less than 20 megajoules per litre).

Effective excise will be phased in for alternative fuels from 1 July 2011, until 1 July 2015.

At the end of the transition period, alternative fuels will benefit from a 50 per cent reduction of their full energy content tax rate. These fuels provide consumer choice and competition in the transport fuels market.

The cortège of taxis leading into Pinnaroo Cemetery in Padbury and the mass gathering was fitting for a man who had been a larger than life part of the Perth taxi industry for more than 25 years.

From the memories of Hugh's family and friends, an insight into his early life as a mischievous, adventurous and tenacious young man with strong loyalties showed that some things just don't change as one gets older.

Hugh worked across Australia in number of industries before becoming a taxi driver in the 80's.

The bashing death of taxi driver Peter Tan in 1988 triggered the founding of Cabbies against Crime (CAC) with Hugh right in the middle of it. CAC organised protests across the City to highlight industry safety concerns and other related issues, even staging a 400 taxi protest upon the release of the perpetrator after only serving 29 months for the manslaughter of Mr Tan. At the same time, Hugh forged good relationships with the likes of Peter Foss, the then Attorney General, and Chief Justice Malcolm to seek change in how the legal system regarded attacks on taxi drivers in Court

With CAC, and almost a decade after Peter Tan's death, Hugh was a very public face in the efforts to allay community concerns about the industry as the hunt for the Claremont serial killer erroneously focused to a taxi driver, any taxi driver. Every driver was DNA tested and finger printed, with Hugh one of the first to face the swipe of the cotton bud. More than a decade later, two things from this time remained irksome for Hugh, the economic impact the accusations had on the industry and that, even though the taxi driver testing produced no lead, the DNA information gained by the police in that search had yet to be destroyed.

In amongst this, Hugh was a member of the Safety Sub Committee of the Taxi Control Board and was part of trials testing the capacity of the first security cameras to be installed into taxi vehicles in Australia. Using flood, fire or brimstone, taxi industry personnel happily destroyed many a vehicle to get the right fit out for the industry. Hugh's early and long held advocacy for driver safety is still felt today.

One part of Hugh that could not be constrained was his gift of the gab. A great story teller with the capacity to tell jokes like a true blue master, Hugh also commandeered multiple forms of electronic media to distribute the jokes he was unable to tell you in person. Phones beeped and inboxes tinged as the latest Hugh McLennan offering made its way around the City. Hughie wasn't afraid to say it like he wanted to say it either. On more than one



Hugh McLennan

occasion, Howard Sattler and Hugh were in hot water for broadcasting comments by Hugh and later deemed inappropriate.

Hugh was very much a part of the Midway Taxis fabric, however, when he joined the Taxi Council it was as the Drivers' Representative. His experience and understanding of the life of a driver, along with his daily contact with large numbers of drivers, kept the agenda running.

Shortly after returning to Perth from the TCWA Planning Meeting in Kalgoorlie in April, Hughie collapsed and even though the time between his diagnosis, treatment and passing was short, there was always a ray of hope.

On behalf of the taxi industry, thank you Hugh McLennan! It is a better place to be because of the likes of you!

Acknowledgements:

Many thanks to Peter West, Chas Thompson and Martin Laughton for their assistance in developing this piece.

Reporting from the Kimberley

In each issue of Taxi News the West Australian Country Taxi Operators Association will feature a report from one of our regional representatives. This month is Broome's turn.

Firstly, congratulations to Doug Slater on being the winner of Tourism WA's promotion "Extraordinary Taxi Ride". It's great to see a regional driver being recognised for a state wide promotion. Good luck Doug - all the country drivers wish you well (it will give you something else to do rather than catch all our fish in Broome!!).

The summer celebrations of Xmas and New Year went well in Broome with a very busy New Years Eve. Everyone behaved well and the night was pleasant to work. Australia day was the usual big day with a firework display that night. The "wet" season has now kicked in and has made trade a little slower which is normal for this time of year.

The good news is the recent announcement by Woodside that should certainly see the gas hub at Prices Point (50km north of Broome) get the green light to go ahead. This should have an enormous impact on our industry in Broome. We have had a very good season so far with cruise ship visits mainly Pacific Sun, Sun Princess and Rhapsody of the sea. These daily visits are always a boost to our economy which is great for this time of year.

We are all looking forward to our tourist season as most accommodation places and tourist operators are indicating very good forward bookings.

Ross Lampard - Kimberley Region

WACTOA

The response to our recent membership drive has been disappointing to date but we will carry on building. WACTOA doesn't need a great deal of funds to operate but we do need some, and membership is a reasonably small and fair amount at \$60 for the first car and \$10 per license plate after that. It is vital regional taxi operators have a voice in representing ourselves to industry and the Government. That voice is WACTOA.

With TCWA, we are networked nationally to the Australian Taxi Industry Association and can connect with our fellow national regional operators.

We have already distributed information about the structure of WACTOA and the membership form, if you need that information to be forwarded again please contact your regional representative.

Geraldton MidWest - Rob Farrell; Broome Kimberley- Ross Lampard; Derby West Kimberley – Wayne Holland; Bunbury Southwest – Doug Slater; Kalgoorlie Goldfields – Alana Saint; Esperance – Darryl Appleyard; Albany Great Southern – Tom O'Donnell.

Ross Lampard -Vice President WACTOA

New fuel - No emissions for 200 London black cabs

Fuel cell London cabs

Intelligent Energy, Lotus, LTI (London Taxis International) and TRW Conekt are jointly developing 200 hydrogen fuel cell London cabs in time for the Olympics in 2012, with the first scheduled to be on the test track in 2010.

A spokesperson for the Environmental Transport Association (ETA) said: "A London TX4 taxi emits 226g CO2 per km, but the problem with diesel-engined vans, buses and cabs in urban areas is more about the particulates released in their exhaust. The detrimental effect this has on health makes a strong case for switching to fuel cell technology."

The cabs will produce no emissions at point of use and have a driving range of around 250 miles, sufficient for a full working day's operation, and able to outperform standard vehicles in terms of acceleration.

How will the fuel cell cab work?

The fuel cell black cabs will use hydrogen rather than batteries to power an electric motor – not having to rely on batteries results in a lower weight, longer range and a quicker refuelling time.

This type of vehicle is clean at point of use, but hydrogen is only as clean as the energy sources used to produce it.

How to fill up?

The 200 fuel cell black cabs will have additional locations from which to refuel following the news that the city will have 'mobile' hydrogen

filling stations in 2012. There is currently only one hydrogen refuelling station in Britain.

The hydrogen will be dispensed from mobile trailer-mounted refuelling units parked on filling station forecourts. Drivers will use them as they would a standard pump. Each trailer carries enough hydrogen to refuel 30 fuel cell cars before it needs to be replaced.

The Air Products trailers offer a quick and relatively cheap way of providing infrastructure for hydrogen use



Sources: Environmental Transport Association "More hydrogen for fuel for London Black Cabs" <http://www.eta.co.uk>
 Dr Jon Moore, Intelligent Energy, Leicestershire, UK.
 "Hydrogen fuels cells move beyond fringe for London black cabs".

10 May 2010

The Right Honourable Lord Mayor, Ms Lisa Scaffidi
Council House, Level 11, 27 St George's Terrace
Perth 6000

Dear Lord Mayor

Central City Ranks

Further to the our meeting on 2 March 2010 I would like to bring you up to date with progress on a number of key elements of our discussions.

Awaiting the completion of the Wellington Street rank, TCWA is part of the Forrest Place Redevelopment Stakeholder Group.

Unforeseen construction delays have delayed the establishment of the temporary rank at the Horseshoe Bridge but we look forward the resolution. The temporary closure of the Wellington Street ranks has amplified its importance as part of the public transport hub, with passengers regularly contacting Council to ask after its future.

As agreed at our meeting we will monitor the use of the Wellington Street rank, in partnership with the City, following construction.

We also look forward to the design solution in relation to the London Court Rank on St Georges Terrace.

City of Perth representation at TCWA Ranks Committee Meetings has been renewed and is already proving fruitful for all parties. Ms Judith Shields advised the Ranks Committee of issues faced by Council operational staff with individual drivers. TCWA is very concerned that the poor attitude and behaviour of some drivers is impacting on the reputation of all and we will take steps to address the issues presented through Taxi News and fleet communiqués. TCWA will also remind the fleet of the City's policy of providing 15 minutes of free access to CoP Parking station to use toilet facilities. You were instrumental in the policy being developed and we would like to thank you for once again for your understanding of the needs of the industry.

Taxis play an important role in keeping the City moving and TWCA is committed to working with you to ensure flexible transport services are readily available to the City population.

Our next Council meeting is scheduled for Tuesday 8 June, I hope that you are able to join us.

Yours sincerely **Kevin Foley - Chairman**



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14 May 2010

Mr Barry McKinnon - Chairman
Taxi Industry Board
GPO Box, C102,
PERTH WA 6839

Dear Mr McKinnon

Driver Safety

For the last two years, the Taxi Council of Western Australia (TCWA) has consistently highlighted to the Department of Transport (DoT) that 2020 security cameras are no longer serviceable because spare parts are not available. With the 2020 being a benchmark for DoT's minimum standards for taxis, these minimum standards are based on a system that has been essentially obsolete for some time. TCWA believes Government does have a responsibility to formally advise the industry of the obsolete status of the 2020. By allowing vehicles to operate with obsolete security camera systems, DoT is jeopardizing driver safety.

In representing the Minister at the 2009 Taxi Driver of the Year Awards last November, you spoke of the Department's new camera policy, as well as its level of priority and urgency for the industry for driver and passenger safety. Since then, some six months on, there has been no further reference to camera policy by the Department either in the form of industry consultation, request for industry data or provision of a draft policy for comment.

The regulations indicate that the camera surveillance unit is "an approved device that is fitted to a taxi for the purpose of enabling the photographs to be taken of persons who enter or leave the taxi". The camera has a dual use – deterrent and provider of evidence.

TCWA understands a range of security camera providers have been promoting their products to Departmental officers for some time. We have also come to understand that there is a preferred technology with specifications substantially higher than any other system currently proven to operate well in taxis in Australia. The price tag is also significantly higher. It is understandable that suppliers will seek to sell their wares, but when the promotion for sale targets people who are not going to have to pay for the implementation of the system, the likelihood of a \$9.5million cost to industry based on no consultation or communication does not bode well.

Significant investment in new equipment continues to be made by industry in replacing the obsolete cameras and it is vital that this investment is respected by any new minimum standards decision. That being the case, the new minimum standards needs to encompass the 3030 camera system.

Representing the interests of operators and drivers of over 1900 vehicles, TCWA has discussed this issue at length. It is of such a high priority the Council requests the opportunity to meet with the Taxi Industry Board, or representatives, to negotiate the development of operable and realistic minimum standards.

Yours sincerely

Olwyn Williams
Chief Executive Officer

20 May 2010

Mr Barry McKinnon
Chairman
Taxi Industry Board
GPO Box C102
EAST PERTH WA 6839

Dear Mr McKinnon

Taxi Fares & Cost of Operating a Taxi

As we near the six month anniversary of the announcement of the first fare increase to be calculated by the Metropolitan Fare Model (MFM), the Taxi Council is resolute in its position that the MFM is significantly flawed and remains unreliable as a system to recommend taxi fare increases.

The detail of the attached TCWA opinion was provided to the Department of Transport on 2 June 2009. Other than being advised it was too late for consideration, there has been no indication that these concerns have been addressed or a timeline for that process. A response is also yet to be received on TCWA's alternate proposal to the Minister for fare increases to be based on CPI, as a profiled, understood and independent calculation, with adjustments to reflect extraordinary increases to operating costs from components such as fuel and insurance.

If anything, the taxi fare increase announced on 9 December 2009 highlighted how relevant the TCWA concerns (June 2009) were. The fare increase did not reflect a very real and immediate cost of operation (insurance) for it was represented by an inappropriate weighting within the structure of the MFM. This surely casts doubt over the weighting applied to costs of vehicle operations across the entire model.

If the next taxi fare increase is to take place in December 2010, it will have been 18 months since the insurance increases took hold across the industry but the increases costs of operating a taxi vehicle will not have magically disappeared.

Over the last decade fares have been adjusted by nearly 30%. At the same time shift lease rates have only increased by 13.6% but the costs of operating have not been as constrained. If dramatic increases in the cost of operation are not countered by appropriate increases to taxi fares and shift lease rates, vehicle operators large and small have no option but to target direct cost cutting and other means to pay for the increased costs.

A major consequence of not understanding or choosing not to reflect an appropriate cost of operating a taxi vehicle in taxi fare calculations is very likely a reduction in vehicle standards and the quality of service experienced by passengers. If that is a new policy direction, then the industry and community should be advised.

TCWA requests that the analysis submitted is considered, act upon and responded to as a matter of urgency. We would like to feature that response to that in the July/August edition of Taxi News.

Yours sincerely

Olwyn Williams
Chief Executive Officer

Enc

21 May 2010

Mr Barry McKinnon
Chairman
Taxi Industry Board
GPO Box C102
PERTH WA 6839

Dear Mr McKinnon

Increasing taxi services

The announcement by the Minister for Transport, 28 April 2010, regarding the improvement of taxi services for Perth's wheelchair customers with the afterhours lifting fee trial, extension of the trial standby MPT and the TUSS subsidy increase, was welcomed by the Taxi Council of Western Australia.

This announcement triggered an extension of our discussions regarding the operation of MPT's. Whilst we believe the trials announced by the Minister will have positive impact, TCWA believes there are further, very practical steps that would add even more value to these trials as well as ensure access to the MPT fleet at its capacity.

To ensure the disabled community have access to the MPT fleet 24/7, TCWA is of the position that all MPT vehicles need to be driven by MPT trained drivers at all times. The afterhours and weekend operations of MPT's as maxi taxis are very important to the general community for group travel. However, with the fiscal attraction of the Tariff 3 fare for five or more passengers, it is often the case that MPT's are not driven by trained MPT operators at those times. This means that those MPT vehicles are not available at all to wheelchair customers at night or on the weekend. Both markets can be covered with a requirement for MPT trained drivers in MPT's.

Such a requirement would require a staged introduction and be accompanied by the extension of MPT training programs to ensure operators have access to a larger pool of qualified drivers. But with more MPT drivers trained, operators of MPT's could then be required to show best endeavour of ensuring the vehicle is operated MPT trained driver.

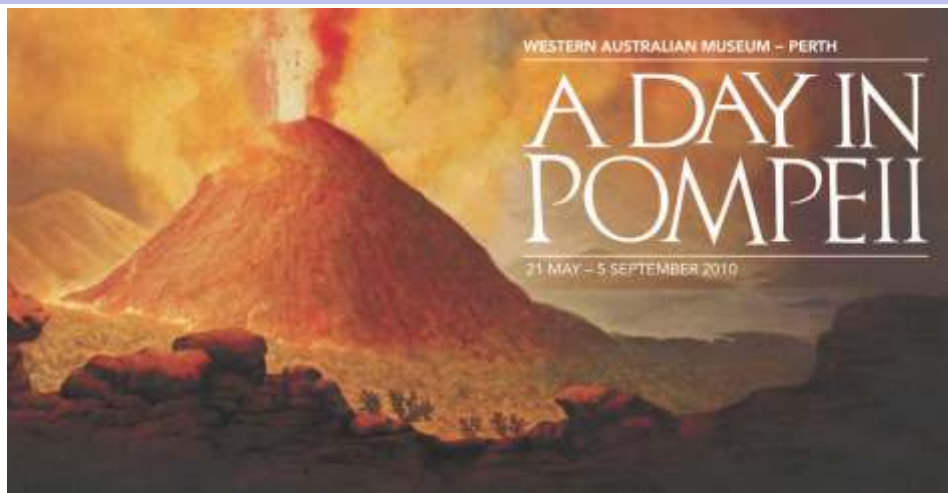
Before any more taxi plates are added to the fleet, we also need to consider if the existing fleet is being used to its capacity. With weekend exceptions, held by some MPT and standard taxi operators, TCWA believes it is not. To ensure the full fleet is servicing the community and to really extend the services available to wheelchair customers, TCWA also recommends the removal of all weekend/Friday and Saturday night exemptions. In the case of MPT vehicles this will also lead to an increased presence of maxi vehicles catering for group travel.

The MPT fleet is a very important and flexible feature of the Perth taxi fleet for its capacity to service broad sections of the community but with some more tweaking has the potential to elevate the scope of that service.

We look forward to your consideration of these proposals and if you need any more information do not hesitate to contact the Council.

Yours sincerely

Olwyn Williams
Chief Executive Officer



EXHIBITIONS

ANCIENT ROME COMES TO PERTH

West Australian Museum, James Street Northbridge through to 5 September 2010.

This is your chance to see the extraordinary exhibition A Day in Pompeii before it leaves Australia.

Discover how ancient Romans lived and the fascinating story of Pompeii, a city entombed in 79 A.D. following the catastrophic eruption of Mount Vesuvius, proudly presented by the Western Australian Museum and Eventscorp.

More than 250 exquisite objects including marble sculpture, gold jewellery and delicate frescoes evoke the richness and culture of life at the height of the Roman Empire. A Day in Pompeii tells the story of everyday life in the once-bustling city - from food and dining to shopping, medicine and religion.

A spectacular immersive 3D theatre will allow visitors to experience the dramatic eruption of Vesuvius that wiped out this amazing city.

Ticket BOCS Ticketing: 9484 1133 Adults www.museum.wa.gov.au/pompeii

PATRICIA PICCININI: RELATIVITY

Art Gallery of Western Australia, 1 MAY - 22 August

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BEVAN HONEY: YOUR REFERENCE TO MORE GRACIOUS LIVING

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Melbourne Comedy Festival Roadshow

Tue 8 to Sun 13 Jun, His Majesty's Theatre, 8pm
9484 1133

Sue Peacock - Sprung

Wed 16 to Sat 19 Jun, Perth Institute of Contemporary Arts Northbridge, 8pm
Contemporary Dance

Circus Royale

Mon 28 Jun to Sun 25 Jul, Langley Park
0410 669 253

Paul Lewis

Tue 29 Jun, Perth Concert Hall
Piano works by Beethoven, Mozart, Liszt and Schumann.
9484 1133

Deborah Hay: In the Dark

Thu 17 to Sat 19 Jun, Perth Institute of Contemporary Arts, Northbridge 6pm
World renowned USA dancer and choreographer Deborah Hay, with Ros Warby acting as mentor, work with ten Australian dance artists. Felicity Bott and Bianca Martin from WA will perform their solo adaptation of her work.

William Shakespeare's King Lear: Bell Shakespeare Company

Fri 18 to Sat 26 Jun, His Majesty's Theatre
9484 1133

Artbar: Comedian Tom Gleeson

Thu 24 Jun, Artbar, Art Gallery of Western Australia, 6.30pm
9484 1133

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Verbitsky Conducts Dvorak

Works by Wagner and Dvorak
11 am, Thursday 17 June Perth Concert Hall

Slavonic Dances

7.30pm, Friday 18 & Saturday 19 June Perth Concert Hall

Vladimir Verbitsky conducts works by Wagner, Mozart And Dvorak. Featuring pianist Maxwell Foster, piano



Sumi Jo

A Night in Paris with Sumi Jo

7.30pm, Friday 2 & Saturday 3 July Perth Concert Hall

Featuring Sumi Jo (soprano) Roberto Abate (tenor) and WASO Chorus

ABC Symphony Australia: Young Performers Awards 2010

6pm, Wednesday 7 July, Perth Concert Hall Keyboard Final

Space Classics

7.30pm, Friday 9 & Saturday 10 July Perth Concert Hall

Anthony Inglis conducts Holst's The Planets and great Space movie themes including 2001 Space Odyssey

Mozart & Elgar

7.30pm, Friday 16 & Saturday 17 July Perth Concert Hall

Paul Daniel conducting works by Mozart, Korngold and Elgar

Resurrection Symphony

7.30pm, Friday 23 & Saturday 24 July Perth Concert Hall

Paul Daniels conducting Purcell and Mahler

Enigma Variations

11am, Thursday 29 July Perth Concert Hall

Simone Young conducts Knussen, Barber and Elgar

Simone Young Conducts

7.30pm, Friday 30 & Saturday 31 July Perth Concert Hall

Featuring works by Barber, Knussen and Elgar. Garrick Ohlsson: Piano

CONFERENCES

10/06/2010 - 12/06/2010

HLB Mann Judd National Association Conference 2010

Venue: Hyatt Regency Perth
Est. Delegates: 180

20/06/2010 - 24/06/2010

Society of Petrophysicists and Well Log Analysts 51st Annual International Conference 2010

Venue: Perth Convention Exhibition Centre
Est. Delegates: 500

3/07/2010 - 7/07/2010

MERGA33 (Mathematics Education Research Group of Australasia) 2010

Venue: Fremantle
Est. Delegates: 150

4/07/2010 - 7/07/2010

National Conference For Teachers Of English And Literacy (aWAY With Words: Exploring the ambiguities in literacy and English Education) - ALEA & AATE National Conference 2010

Venue: Burswood Entertainment Complex
Est. Delegates: 620

5/07/2010 - 9/07/2010

Australian Historical Association Biennial Conference 2010 (ReViewing History)

Venue: University of Western Australia
Est. Delegates: 350

6/07/2010 - 9/07/2010

The 5th Asia-Pacific Conference of Transducers and Micro-Nano Technology (APCOT 2010)

Venue: University of Western Australia
Est. Delegates: 350

11/07/2010 - 14/07/2010

13th International Meeting on Chemical Sensors (IMCS-13) 2010

Venue: University of Western Australia
Est. Delegates: 730

11/07/2010 - 14/07/2010

Australian Federation of Civil Celebrants (AFCC) Conference 2010 ('Diversity Through Ceremony')

Venue: Esplanade Hotel Fremantle
Est. Delegates: 120

12/07/2010 - 16/07/2010

Junior Recruits Golden Anniversary Convention, 50th Reunion (Royal Australian Navy)

Venue: Burswood Entertainment Complex
Est. Delegates: 1004

14/07/2010 - 16/07/2010

Australian College of Health Service Executives National Congress 2010

Venue: Esplanade Hotel Fremantle
Est. Delegates: 510

27/07/2010 - 28/07/2010

Seventh Large Open Pit Mining Conference 2010

Venue: Burswood Entertainment Complex

BIG SPORT DATES

Subiaco Oval

Sat 5 June - West Coast v Geelong 5.30pm

Sun 13 - Fremantle v St Kilda 2.40pm

Sun 20 June - West Coast v Western Bulldogs 2.40pm

Sat 3 July - Fremantle v Port Adelaide 1.10pm

Sat 10 July - West Coast v Adelaide 1.10pm

Sun 18 July - Fremantle v Melbourne 2.40pm

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