

*Adelaide  
Independent  
Taxis*

132211

**Adelaide Independent Taxi Services**

Handbook for the Accredited Operator &  
Accredited Driver

*Adelaide  
Independent  
Taxis*

# 132211



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# 1. Company Information

## 1.1. Foreword

Welcome to the Co-op, the first and only Taxi Co-operative in Adelaide.

The Co-operative Taxi Cabs Society Ltd is wholly South Australian owned and managed by taxi owners and lessees.

Adelaide Independent Taxis started operations on October 24th 1991, with a fleet of 28 taxis using an audio dispatch two-way radio system.

In January 1993, the members of the company updated to the latest Expertech Dispatch System and in 2010 introduced the MTData dispatch system. With the aid of a broad UHF communication network and computer assisted booking and dispatch systems, Adelaide Independent Taxis were able to offer an effective and efficient service to clients. As a result of this and along with much hard work and commitment of management, staff, fleet members and drivers, AIT has experienced much growth in their customer base and fleet size and have become Adelaide's premier taxi company.

This edition of the Operating Manual reflects AIT policies, procedures and services. It sets out the required conduct, service standards and operating procedures to assist taxi owners, drivers and AIT staff with their duties and responsibilities. This exists to ensure a safe, secure, reliable and pleasant taxi service for our customers and promotes taxi patronage to the public.

Increasing our market share and attracting new markets will only occur if our customers have confidence in our ability to serve their needs and begin to think "taxi" rather than any other form of transport when planning their trips.

The allocation of work through the MTData dispatch system is vital for our business growth. Procedures have been put in place to optimize the efficiency and equity in dispatch, and compliance with these procedures is essential to enable proper service standards are delivered which ensures an ever increasing customer base and better outcomes for all.

## 1.2. Quality Assurance

The Co-op received its quality Assurance to Standard AS/NZS ISO 9001:2000 on the 8th October 2002. The registration covers the Quality Management System, for the provision of a Centralised Taxi Booking and Taxicab service. Adelaide Independent Taxis is proud to be the first taxi company to obtain this standard.

Management Systems are documented policies and procedures which ensure compliance with the manner in which a business has decided to conduct its operation in respect to various disciplines. It upholds the integrity of the service in every aspect and ensures that taxi operators, drivers and staff offer an efficient and exceptional service to our much valued clients. Management Systems have traditionally addressed the basic functions of business operation, called Quality Management Systems (often referred to as Quality Assurance). International Standards have been developed upon which Management Systems can be based. The Standard for Quality is ISO 9001:2015 - Quality Management Systems.

The Australian Government and Regulatory Bodies use Management System philosophies upon which to base industry guidelines and standards. Such industries include Aged Care, Education and Training, Health, Disability Services and Motor Vehicle Importers to name but a few.

All Management Systems are based on three fundamental principles, namely:

- 1) Document how the business wishes to embrace the relevant Standard;
- 2) Train staff to follow those developed policies and procedures;
- 3) Implement a continual improvement system.

Customers gain confidence in the business' ability to meet their demands by the business achieving third party certification of their Management system. Certification is based on two fundamental principles:

- 1) Ensure the business documents describe how they wish to operate (i.e. 'say what they do');
- 2) Ensure that staff follow those instructions ('do what they say').

### 1.3. Mission Statement

To contribute to the success and growth of Adelaide Independent Taxis, we focus on the effective balance of meeting the needs of our customers by providing a quality service, in a professional and efficient manner. Our ethos is 'constantly striving to improve'.

### 1.4. Office Information

Office Location: 99 Henley Beach Road,  
Mile End SA 5031  
Postal Address: PO Box 291,  
Torrensville Plaza SA 5031

Base Fees & TSO Docket Hours: 9:00am to 3:00pm, Monday to Thursday

### 1.5. Definitions

**Accredited Centralised Booking Service**

Means a service that is subject to Accreditation under Division 3 of Part 4 of the Passenger Transport Act 1994.

- 1) Bookings for Taxi Services, or any other passenger service of a prescribed class, are accepted from members of the public;
- 2) The bookings are assigned to drivers;
- 3) The number of passenger transport vehicles participation in the service is not less than the prescribed number.

**Accredited Owner**

The person or company, who owns, leases or manages the taxi license.

**Operator / Dispatcher**

A person who assists with the on-going management of telephone bookings in the Call Centre and who answers job related queries of taxi drivers using the two-way radio system.

**Telephonist**

The person who accepts telephone bookings in the Call Centre for taxis from the public.

**Authorised Officer**

A person appointed by the Minister of Transport, to monitor and report on the operation of taxis, owners and the drivers.

## 2. Passenger Transport Act Regulations: Code of Practice

### 2.1. Preface

In this competitive environment there is a national trend of alternative transport taking what was once considered to be our traditional taxi markets. Throughout Australia the taxi share of public transport usage is steadily declining. The travelling public is becoming more demanding and will always expect a high level of service. If we are seen not to offer service levels that meet their expectations, then we will no doubt continue to lose our customer base to other service providers resulting in a decline in the earning capacity and goodwill of the taxi industry. Service is the key to a successful industry.

The following codes of conduct and standards is the minimum standard. The License conditions outlined below must be read in conjunction with the Passenger Transport Regulations 2009-1.7.2015, Schedule 5 – Codes of Practice.

### 2.2. Code of Practice: Accredited Centralised Booking Services

The operator of a centralised booking service must—

- 1) Ensure that all customers and potential customers are treated in a courteous manner, and that Complaints or enquiries are handled efficiently, honestly, responsibly and impartially; and
- (2) Specify a uniform for its drivers that clearly shows the name of the service and complies with the following minimum standard:
  - (i) shirt: business style, collar attached in the approved service's colour;
  - (ii) trousers, skirts, jumpers, cardigans and jackets: as approved by the service;
  - (iii) shorts: conventional business style walk shorts can be worn but only with long socks worn pulled up;
  - (iv) shoes: black or brown leather, conventional style. Sandals and other footwear may be worn if approved by the service; and
- (3) Regularly monitor the fleet to ensure that vehicles are kept clean and tidy, both inside and outside; and
- (4) Not knowingly allow vehicles with serious defects to use the service; and
- (5) Be familiar with and comply with all regulations set down from time to time under Commonwealth Laws relating to radio and other forms of communication; and
- (6) Ensure that all staff are adequately trained to carry out their respective duties; and
- (7) Ensure that there are sufficient telephonists on duty at all times to enable each operator to acquire and record appropriate customer information; and
- (8) Ensure that procedures are fair and equitable in the allocation of bookings and are non-discriminatory; and
- (9) Ensure telephonists and dispatchers understand that it is unlawful to refuse or to discriminate against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy, and are particularly sensitive to the needs of people with disabilities; and
- (10) Ensure that an accredited driver operating within the service is aware of the service's policies, initiatives or other matters relating to an efficient service to its customers; and
- (11) Ensure that drivers and operators are aware of, and abide by their respective codes of practice; and
- (12) Comply with the SATSS conditions of use; and
- (13) Not engage in conduct that may bring the taxi industry into disrepute; and
- (14) Seek at all times to foster service to the public and promote the passenger transport industry as a whole; and
- (15) At all times observe and promote truth in advertising; and **1.7.2015—Passenger Transport Regulations 2009** Codes of practice—Schedule 5 [1.7.2015] This version is not published under the *Legislation Revision and Publication Act 2017*

- (16) Take immediate disciplinary action against employees and drivers for serious breaches of customer service requirements; and
- (17) Not accept an operator into membership of the service unless the operator has a clearance from the service that he or she has left. A decision regarding clearance should be finalised within 24 hours; and
- (18) Put into place and observe a policy for ringing off work to ensure that all taxi customers are not disadvantaged; and
- (19) Keep a record of all breaches of the drivers code in a register, and make that register available to the Minister, or to the driver, upon request; and
- (20) Undertake public awareness and education regarding the use of vehicles participating in the service; and
- (21) Ensure that all SATSS vouchers are—
  - (i) thoroughly checked at the time of presentation by the driver, to ensure that the driver has actually carried out the work; and
  - (ii) tagged and recorded in such a manner that any information from that voucher can be accessed quickly and accurately; and
  - (iii) returned to the operator if there are any obvious deletions or alterations, or if the voucher is not legible; and
- (21) Take all necessary steps to ensure that SATSS vouchers are not being fraudulently or inappropriately lodged; and
- (22) Appoint a Security Liaison Officer in connection with the installation and operation of security camera systems in taxis; and
- (23) Provide a reasonable level of advice and assistance to operators and drivers in connection with the operation and maintenance of security camera systems installed in taxis; and
- (24) Advise the relevant operator if a driver fails to comply with a procedure for the operation and use of a security camera system fitted in the taxi, or for the downloading of material or the provision of material to the police or the Minister; and
- (25) On request, provide the driver with information on where material can be downloaded from a security camera system fitted to a taxi following a security related incident; and
- (26) Maintain a register of taxis fitted with security camera systems (including details of the registration number of the taxi, the kind of system installed, and other information determined by the Minister).

### 2.3. Code of Practice: Accredited Taxi Owners

The operator of a taxi service must—

- (1) Treat customers with courtesy, politeness and honesty; and
- (2) Strive to keep the vehicle as clean as possible when used for carrying passengers for hire or reward; and
- (3) Ensure that the vehicle is maintained to regulated standards of passenger comfort and safety, and is mechanically and bodily sound; and
- (4) Deal promptly and courteously with complaints, including those directed from the Minister; and
- (5) Prominently display on the vehicle information identifying the centralised booking service to which it belongs to and the credit facilities that are accepted; and
- (5) Not engage in any dishonest or dishonourable conduct in relation to any service or in relation to the accreditation and shall not permit any driver to do so; and
- (6) At all times comply with policies determined by the Minister directed at promoting the service to the public; and
- (7) Ensure that customers will have access to at least all credit facilities authorised by the centralised booking service and ensure that a sufficient supply of credit vouchers is available to the driver at the beginning of each shift; and
- (8) Ensure that drivers are aware of the requirements of the relevant code of practice for drivers; and
- (9) Not leave the membership of a centralised booking service before the operator has fulfilled all of his or her financial obligations to that service; and
- (10) Not leave the membership of a centralised booking service before the operator has fulfilled all of his or her obligations in respect of any disciplinary action ordered by that service; and
- (11) Comply with any requirements, policy or procedure issued by the centralised booking service; and
- (12) Comply with the SATSS conditions of use; and
- (13) Ensure that all SATSS vouchers are—



- (i) thoroughly checked at the time of presentation by the driver, to ensure that the driver has actually carried out the work; and
  - (ii) tagged and recorded in such a manner that any information from that voucher can be accessed quickly and accurately; and
  - (iii) returned to the driver if there are any obvious deletions or alterations, or if the voucher is not legible; and
  - (iv) only presented to the centralised booking service affiliated with the taxi recorded on the voucher; and
- (14) Take all necessary steps to ensure that SATSS vouchers are not being fraudulently or inappropriately lodged; and
  - (15) Not engage in conduct that may bring the taxi industry into disrepute; and
  - (16) Have regard to existing laws about not discriminating against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy; and
  - (17) Be particularly sensitive to the needs of people with disabilities; and
  - (18) Ensure that drivers are aware of the procedures to be followed in the event of an incident that requires the downloading of material from a security camera system, including where to take the taxi for that downloading to occur;
  - (19) Ensure that the Minister and the relevant centralised booking service are informed when a security camera system is installed in the taxi, or transferred to another taxi.

## 2.4. Code of Practice: Accredited Taxi Drivers

A taxi driver must—

- (1) Treat all customers with courtesy, politeness and honesty, and pay particular attention to the needs of the frail, aged, to people with a disability and children; and
- (2) Take the shortest and/or most practicable route, unless the passenger requests otherwise; and
- (3) Observe laws relating to safe driving; and
- (4) Not take drugs as a means of overcoming fatigue, ensure that he or she does not have any concentration of alcohol in his or her blood while driving and observe the laws that relate to driving under the influence of drugs; and
- (5) Readily accept all credit vouchers authorised by the Centralised Booking Service; and
- (6) Offer to put on the air conditioning on warm or hot days; and
- (7) Accept all lawful requests for carriage no matter what the distance; and
- (8) Display current identification at all times inside the vehicle which shows a current photograph; and
- (9) Strive to maintain the interior of the taxi clean and tidy; and
- (10) Drive in a manner that will minimise wear and tear on the vehicle; and
- (11) Not use the mobile phone whilst travelling with passengers on board; and
- (11) Have regard to existing laws about not discriminating against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy; and
- (12) Be particularly sensitive to the needs of people with a disability; and
- (13) Be honest, polite and patient when using the network communication system. You must co-operate in the efficient and responsive processing of network bookings; and
- (14) Check the vehicle for lost property at the end of each shift; and
- (15) Ensure that any relevant centralised booking service is notified if a mobile telephone or other form of communications device is installed in the taxi, used in conjunction with the taxi or otherwise used to book the taxi; and
- (16) Not accept a request for hire from a centralised booking service that is not accredited under Part 4 Division 3 of the Act; and
- (17) Comply with the SATSS conditions of use; and
- (18) Ensure that all SATSS vouchers are thoroughly checked at the time of presentation by the passenger; and
- (19) Take all necessary steps to ensure that SATSS vouchers are not being fraudulently or inappropriately lodged; and
- (20) Comply with any requirements, policy or procedure issued by the Centralised Booking Service, including any disciplinary action ordered by the Centralised Booking Service; and

- (21) Not engage in dishonest or dishonourable conduct in carrying out his or her duties; and
- (22) Not engage in conduct that may bring the taxi industry into disrepute; and
- (23) Not, if the driver has been issued a booking by the centralised booking service, pass the booking on to another driver except through the booking service; and
- (24) Assist other drivers with disabled vehicles, particularly if the disabled vehicle is carrying a passenger; and
- (25) Check that a security camera system fitted to the taxi is operating correctly before commencing a shift; and
- (26) Not be available for hire, stand at a taxi-stand or accept a hiring if a security camera system fitted to the taxi is not operating correctly; and
- (27) Report any security related incident immediately if it is safe to do so; and
- (28) Following a security related incident, comply with any direction of the Minister, a police officer, an authorised officer or any other officer, or another person acting under the authority of the Minister.

## 2.5. Taxi Driver's PIN Declaration

- 1) I am accredited by the Department of Planning Transport & Infrastructure (DPTI), I hold a current SA Driver's Licence and conform in all aspects with the Passenger Transport Act 1994 and the Road Traffic Act 1959.
- 2) I am in receipt of the Adelaide Independent Taxis (AIT) Handbook for the Accredited Operator & Accredited Driver and I agree to be bound by the policies and rules as set out from time to time by the Board of Management of the Co-operative Taxi Cabs Society Ltd (Co-op) as outlined.
- 3) I am aware of the handbook's reference to the Disability Discrimination Act 1992 and Equal Opportunity Act 1984. Further, I acknowledge reference is made to the Taxi Licence Conditions and Schedule 5 - Code of Practice of the Passenger Transport Regulations 2009-1.7.2015 .
- 4) I acknowledge that Section 68(30)(f) & 68(5) of the Passenger Transport Regulations 2009 makes it compulsory to transport guide dogs, hearing dogs or other approved assistance animal with their owner. I understand that neither the DDA nor the Passenger Transport Regulations allow for any reason to refuse carrying a guide dog, hearing dog or any other assistance animal.
- 5) I agree that I must always be logged into the Mobile Data System and I must log on using my allocated Personal Identification Number (PIN) at the commencement of the shift and I must log off at the end of the shift. I must not give my PIN to any other driver or Taxi Operator.
- 6) I will always respect the confidentiality of all information offered to me for the provision of services and will not use any information in any way other than for the sole purpose of carrying out the service.
- 7) I understand that my PIN will expire when my current Taxi Driver's Licence expires and I must re-apply for my PIN with my new licence.
- 8) I cannot and will not give a job that has been dispatched to me by the Co-op's Taxi Network to another driver. If I cannot do the job then I can only resubmit the job to the Co-op's Taxi Network.
- 9) In the event that there is a dispute between myself and the Co-op, I acknowledge that the first point of contact is between myself and the Supervisor. If the dispute is not resolved to the satisfaction of either party then the Manager can be involved to try and resolve the dispute.
- 10) I accept that the Co-op and/or its officers can suspend my PIN and hence myself from doing any work within the Co-op's Taxi Network.
- 11) As an Access Driver;
  - a) Any AAT vehicle that I operate will be made available during dedicated hours, between 7.30am & 6.30pm daily. I also accept the period of dedicated service may be greater on holidays & other days of special events, including Christmas Day, Mother's Day etc. During these times I will provide a priority response to bookings made through AAT.
  - b) When there is no demand for services by people with a disability, I may request and by agreement from AAT be 'Rostered Off' and deployed in General Taxi work as described by AAT.
  - c) I authorise the Co-op to make payments or deductions for services in respect to any Credit Payments and the On-Time Bonus Scheme.

## 2.5.1 Vehicle Conditions

- 1) The Vehicle must comply with the provisions of the:
  - \* Passenger Transport Act 1994
  - \* Passenger Transport Regulations 2009
  - \* Road Traffic Act 1961
  - \* Australian Design Rules for motor vehicles
  - \* Accessible Public Transport Disability Standards under the Disability Discrimination Act 1992
  - \* Minimum standards for wheelchair and occupant restraint assemblies described in the current version of Australian Standard AS2942; and
  - \* Any other applicable legislation.
- 2) The Vehicle must have a capacity to allow access to, and to carry, at least one person using a wheelchair, scooter or other large (ride-on) mobility aid within its allocated passenger space.
- 3) The Vehicle must have provision for the rapid release of each wheelchair or other mobility aid and its occupant in the case of an accident or emergency.
- 4) All modifications to the Vehicle must be approved by DPTI's Exemptions and Approvals Unit, Regency Park, before the vehicle is used to provide a passenger transport service.
- 5) Where wheelchair lifts are fitted in the Vehicle:
  - a) A hand rail must be included on the lift; and
  - b) A manual backup pump must be incorporated with the lift.
  - c) An electrical circuit breaker must be incorporated to isolate the hoist electrical system from the vehicle's electrical system to reduce the likelihood of fire.
  - d) Where hoist controls are mounted inside the vehicle in a position accessible to the passenger system, an isolation switch must be incorporated to avoid inadvertent operation of the hoist.
  - e) An approved vehicle must be attached to the Licence within 28 days of the issue of the Licence. If there is likely to be a delay in acquiring or modifying a vehicle, due to extenuating circumstances, DPTI must be informed in writing as soon as possible and an extension may be granted on the basis of documented evidence of the circumstances causing the delay.
  - f) Operators must ensure that a vehicle is attached to the licence at all times unless prior approval is granted by the Minister for Transport and Infrastructure.

## 2.5.2 Conditions of the Operation of the Licence

- 1) The Operator must connect the Vehicle to the Centralised Booking Services (CBS) nominated from time to time by DPTI and enter into an agreement with the CBS, in terms approved by DPTI and the CBS.
- 2) The Driver must provide a dedicated service to bookings made through the nominated CBS between hours determined by DPTI and the CBS.
- 3) The core hours for AAT dedicated service have been determined to be between 7:30am and 6:30pm daily.
- 4) Whenever the vehicle is in service, the operator must ensure that the driver of the vehicle ("Driver") is in two way radio or telecommunications contact with the CBS at all times and must comply with all requests from the CBS operator in relation to bookings and associated matters.
- 5) The period of dedicated service may be greater on holidays and other days of special events, including Christmas Day, Mothers Day etc. During these times the Operator will be required to provide a priority response to bookings made through the CBS.
- 6) Vehicles may be the subject of a roster system to provide services within any 24 hour period. At times when a vehicle is rostered on by the nominated CBS, the Operator will be required to provide a priority service to bookings made through the CBS.

- 7) At times where there is no demand for services by people with a disability, the Vehicle may, by agreement with the CBS, be "rostered off" and deployed in general taxi work.
- 8) The Operator will be required to ensure that the Vehicle meets any quotas or other measures imposed by the CBS to ensure effective distribution and servicing of bookings to people with a disability.
- 9) The Operator will be required to participate in the South Australian Subsidy Scheme (SATSS).
- 10) Pursuant to Section 47(6)(f) of the Act, it has been determined that a General Taxi Licence with Special Conditions issued as a result of tender, cannot be leased. This determination does not apply to the form of dealing with a vehicle known as "shift lease", where the vehicle is made available to an accredited driver who is not an employee of the licensee.
- 11) The Operator will be required to engage drivers who are appropriately accredited and have sufficient responsibility, skills and aptitude to drive a wheelchair accessible Vehicle and to provide related services to people with a disability. They will be required to have completed any course of training required by DPTI for this purpose.
- 12) The Operator must ensure that all Drivers are made aware of, and comply with, these conditions.
- 13) Prior to the sale of a General Licence with Special Conditions the Operator must ensure that the prospective buyer/s of the Licence is fully aware of and understands the Conditions attached to the Licence.

## 2.6. Co-op's Taxi Network Code of Conduct

The Co-operative Taxi Cabs Society Ltd fully supports the standards set by DPTI.

The following Codes are an extension of DPTI codes and will be adhered to by all bodies associated with Co-op's Taxi Network.

### 2.6.1. Dispatchers Code of Conduct

- 1) Dispatchers must be courteous to drivers and provide all reasonable assistance to drivers.
- 2) Dispatchers must abide by the procedures of the Co-op's Taxi Network.
- 3) Dispatchers must make every effort to cover all telephone bookings.
- 4) Dispatchers must be fair and equitable in the allocation of bookings and be non-discriminatory with respect to any population group, time or location.

### 2.6.2. Telephonists Code of Conduct

- 1) Telephonists must be courteous to the public and treat bookings, enquires and complaints promptly, responsibly and impartially.
- 2) Telephonists must assist the dispatchers in ensuring that work is allocated fairly and equitably and are non-discriminatory with respect to any population group, time or location.

### 2.6.3. Vehicle Standards

- 1) Every taxi shall be in a clean condition, internally and externally at all times (driving and weather conditions permitting). The interior shall be free of the odour of food, tobacco, body odour and such like.
- 2) Taxis shall be maintained in a condition, which meets SA Roadworthy Standards. All interior fittings (including seat covers) should be clean and free of tears. All doors and windows shall operate properly and securely.
- 3) The taxi shall be free of exterior damage, which degrades the appearance of the vehicle and shall not emit untypical noise or fumes.
- 4) It is compulsory that taxis have heating and cooling (air conditioner) systems and are set to suit the needs of the passenger(s).

## 2.6.4. Driver Standards

### Uniform

At all times drivers shall be clean and tidy, and dressed in the following:

- 1) Pressed and clean trousers/skirts or dress shorts in cloth material without tears and holes.  
(The approved colours are navy blue or black).
- 2) A pressed and approved business style shirt/blouse with a collar and must show clearly the name of the CBS. (The approved colour is sky blue/white).
- 3) A pressed and clean approved jumper and or jacket. The name of the CBS must be clearly shown.  
(Approved colour is navy blue).
- 4) Clean shoes or sandals with heel straps.

The following clothing items (or similar) are strictly unacceptable:

- 1) Tracksuit tops or pants
- 2) Tank tops, T-shirts or beach shirts
- 3) Jeans
- 4) Football type shorts
- 5) Sand shoes or thongs

### Private Arrangements and Accepting Security

A driver accepting items as security or making private arrangements with passengers for payment of fares does so at his or her own discretion and risk. Security items may not be deposited, nor will be accepted by the Co-op or DPTI. The Practice of making personal arrangements for payment should be avoided and is discouraged, as DPTI Regulations are sufficient for recovery of fares. An offender should be taken to the nearest police station, or his or her name and address should be taken and passed on to the Police or DPTI who will assist with the recovery of the fare.

### Refusal of Hire

A driver does not have the right of refusal of any legitimate hiring unless the hiring is contrary to the PTB Act. Any driver having genuine medical reasons for refusing certain hiring's must lodge a certificate from a registered medical practitioner with DPTI to support his or her reasons for the refusal.

### General

- 1) Drivers must abide by the rules as set out by the Co-op's Board of Management from time to time.
- 2) Drivers must at all times be respectful of customers' needs.
- 3) Drivers are to actively promote and support their fleet.
- 4) Drivers should always be mindful of the surroundings, Keep Safe.

## 2.6.5. Discrimination

It is illegal to refuse service to someone or to treat someone differently or unfairly because of their sex, race, disability, age, marital status, sexuality or pregnancy.

### Guide Dogs

Section 57 (30)(e) and 57 (8) of the Passenger Transport (General) Regulations 1994 makes it compulsory to transport guide dogs, hearing dogs or any other approved assistance animal with their owner. I understand that neither the DDA nor the Passenger Transport Regulations allow for any reason to refuse carrying a guide dog, hearing dog or any other assistance animal.

### Sexual Harassment:

Sexual harassment is any deliberate or inferred verbal or physical sexual conduct that is unwelcomed or uninvited. It has nothing to do with mutual attraction or genuine affection between people. Such friendships, whether sexual or not, are a private concern.

Sexual harassment may include such action as;

- 1) Leering, patting, pinching, touching or unnecessary familiarity,
- 2) Persistent demands for sexual favours or outings,
- 3) Displays of offensive posters, pictures or graffiti,
- 4) Dirty jokes, derogatory comments or offensive written messages.

If such behaviour makes or could make your client feel;

- 1) Offended and or humiliated,
- 2) Intimidated and or frightened,
- 3) Uncomfortable travelling with you;

Then it is against the law.

The Co-op considers discrimination an unacceptable form of behaviour which will not be tolerated under any circumstances.

## 2.7. Good Customer Service Means Increased Business

The Adelaide taxi industry of which we are a major part, is a service industry and it is our responsibility to supply our customers with quality service. It is in your best interest to provide the best service possible because the better your service is, the more the public will depend on it and use it.

Remember that the public perception of our industry may be different from yours and could run along the line "If I cannot get a cab to take me around the corner today, then how can I trust them to get me to the airport tomorrow?"

With the co-operation, patience and understanding between drivers, operators and the travelling public, the goodwill of the Co-op will be maintained with an ever increasing income stream.

Remember that the passenger may not be at fault for any misunderstanding that may arise. With good communication, being polite and being helpful will ensure better outcomes and help to build your goodwill.

## 2.8. Why Should I Be Worried About Helping The Dispatcher?

It's simple, the fewer interruptions there are for the dispatcher, the more time there is for answering queries. There is a multiplier effect in all this and that is the fewer no-jobs the operator has to deal with, the more time they can spend on answering queries. By co-operating with the operator and being seen to be doing the right thing, you actually help yourself by reducing lost time and putting more money in your pocket. In addition to that, you provide your clients with an efficient service which can only lead to greater use of taxis which leads to greater earnings for drivers and owners.

Should you have a problem with a dispatcher, the place to solve it is not over the radio. You should ring the Call Centre Supervisor at your earliest convenience and discuss the matter with him or her. Often drivers will claim that a dispatcher has wasted 10, 15 or even 20 minutes of their time, only to waste an additional hour themselves trying to do something about it. You will be much better off financially if you forget about such incidents until the end of the shift and then contact the Supervisor. However, you should always write down the time the problem occurred, the area and a brief description of events as soon as possible after the incident.

Due to the volume of work that is handled, a policy has been adopted not to conduct discussions or arguments over the radio. In general, the dispatcher will not discuss procedures over the radio, nor will they discuss their decisions and if you wish to dispute something or have a procedural point clarified, you should call the Call Centre Supervisor.

## 2.9. Operations

We aim to introduce and standardise procedures so that every person that makes up our company is dealt with in a manner that assists them to fulfil their duties, which will serve to address the needs and expectations of our clients.

The Co-op is not an organisation that is made up of one singular component. Our clients call our network and look forward to be serviced. The experience begins at the first point of call being with our Telephonists. The booking is placed and the vehicle is despatched. It is then up to the taxi driver to play their part in the process and pick up the customer making the whole experience as pleasurable as possible. At the end of the day it is all about repeat business and if we are offering a high level of service, our customers will continue to support our industry and call us time after time.

We must ensure that we manage the performance of the staff in our Call Centre and Administration areas to realise the best outcomes possible. On the same hand, we will monitor the ongoing performance of our fleet and drivers and work with them to achieve the best for all. An Operational framework of Procedures, Company Conditions/Requirements is in place to enable a fair and workable platform to manage the needs of the fleet and customers.

Penalties shall be imposed on drivers and operators of taxis who are in breach of the Rules and Regulations to help stop unacceptable work practices.

## 2.10. Operational Offences and Penalties

Code No	Complaint Nature	Penalty
1.	Improper signaling, indecent remarks, abusing the dispatcher	Off the air until cleared by the Supervisor
2.	Conduct detrimental to the efficiency of the service depending on the circumstances, e.g. ringing off accepted CBS bookings to another fleet car.	2 Hour Suspension
3.	Failure to pick up a radio job after acceptance	2 Hour Suspension
4.	Failure to pick up a radio job after acceptance. Repeat offence during shift	4 Hour Suspension
5.	Failure to notify a No-Job	1 Hour Suspension
6.	Resubmission of an accepted job up to 5 minutes	½ Hour Suspension
7.	Resubmission of an accepted job after 5 minutes or excessive.	1 Hour Suspension
8.	Ring Back (excessive time greater than 15 minutes)	1 Hour Suspension
9.	Ring Back (excessive time greater than 15 minutes), repeat offence during shift	2 Hour Suspension
10.	Vehicle dirty and or not conforming in fleet livery standards	Off the air until cleared by the Supervisor
11.	Fitting any device designed to impede, hinder or obstruct the proper operation of communication equipment.	Off the air until cleared by the Supervisor
12.	Knowingly picking up another car's dispatched job	2 Hour Suspension
13.	Falsely declaring a No Job	2 Hour Suspension

## 2.11. Helpful Hints

Use common sense at all times and consider the long term negative effects your actions can have on your income and that of your fellow worker.

- 1) Do not smoke in the vehicle (it is an offence).
- 2) Always give a warm greeting to your customer and your trip will be more enjoyable.
- 3) Do not speed or brake heavily, it may cause your customer to feel anxious.
- 4) Have sufficient change for cash fares and do not flash your money around.
- 5) Do not toot (unless asked).
- 6) Knock on doors (only if you feel safe) or enquire at reception.
- 7) Assist people in and out of the taxi (it is always quicker).
- 8) Always give customers a business card (repeat business).
- 9) Make sure you always ask your customer their final destination before you take another job.
- 10) Keep the car clean, especially the windows.
- 11) Help the customer with their luggage and shopping.
- 12) Carry a spare set of keys.
- 13) Never leave the keys in an unattended car, especially at service stations and always lock up the car.

## 2.12. Dockets, Vouchers & EFTPOS

The Co-op has, as an integral part of its work availability includes a large credit account system consisting of:

- 1) Adelaide Taxi Credit
- 2) Cabcharge
- 3) American Express
- 4) Diners Club
- 5) Visa Card
- 6) Master Card
- 7) SATTS and
- 8) Other State Government Vouchers.

### Filling out a Voucher

- 1) Fill out metered fare in figures
- 2) Fill out extras in figures
- 3) Fill out fare in figures and words
- 4) Fill out start/finish times and trip details
- 5) Fill out drivers name, taxi number and date
- 6) Ask the client to sign the voucher

### SATTS Vouchers (Access Dockets)

The maximum fare is displayed on the voucher. If the fare exceeds the maximum, fill out the full fare less the allowance and then the remainder is the amount paid by the customer.

"It is against the law to refuse a SATTS Voucher for payment of the metered fare". It is the driver's responsibility to correctly identify the customer, fill out the details and have the customer sign the voucher.

All owners and drivers are expected to observe strict public relations guidelines when carrying these people, particularly in offering assistance and undertaking local trips.

### Cabcharge E ticket:

Do not hand back the used E ticket to the customer, keep your E tickets and EFTOS receipts for at least 1 year.



## 2.13. Fraud

Any taxi operator & or taxi driver found to be operating in a fraudulent manner can be:

- 1) Suspended
- 2) Made to repay the amount of the voucher in full and any handling fee
- 3) Reported to the DPTI
- 4) Reported to the SAPOL.

## 2.14. Parcels

All parcel deliveries are to be treated, as would be a passenger. The radio must be left on at all times during the hiring.

A driver on a parcel delivery will not pick up another booking on the way, except under the direction of the Dispatch Operator.

Extreme care is to be taken to ensure that the parcel is delivered to the correct person. If the driver has any difficulty in delivering the parcel then the driver must ask for the Dispatch Operator's assistance.

If a price, name and delivery time has been requested then the driver must provide all details to the operator as soon as possible.

Parcel deliveries are to be treated as would be a passenger. The radio must be left on at all times during the hiring.

## 2.15 Driver/Owner Dispute Resolution Process

1. At all times the Driver / Owner must keep a record of the date, time, address and all relevant information relating to a matter of concern or an incident.
2. Obtain a Dispute Resolution Form from AIT;
3. Meet with the Call Centre Supervisor to discuss any issue regarding any matter of concern or incident;
4. If at any time you feel that the matter may not have been resolved to your liking, then seek further discussion with a Call Centre Supervisor or the Human Resource Manager;
5. If after seeing a Call Centre Supervisor or the Human Resource Manager you believe that the matter may still not have been resolved accordingly, you may then seek a meeting with the General Manager for further discussion.
6. If the dispute is not resolved, then the matter can be referred on to the Minister.

## 2.16 Taxi Operator/Driver Service Transaction Levy

A \$1 levy applies to all point to point journeys.

The South Australian Government has introduced the \$1 levy to fund assistance packages to taxi licence holders and lessees to help them transition to the new regulatory model for all passenger transport services and to support industry initiatives.

Service providers must collect the levy from persons using the service. \$1 must be added to the total fare/charge at the end of each journey commencing in the metropolitan area.

The taxi operator/driver must report to the Government all jobs completed including CBS despatched, rank and hail jobs and are responsible for paying the levy.

#### SATTS Trips

The Government will pay the full amount of the \$1 levy on SATTS trips. DO NOT request the levy or any part payment of it from the passenger.

Example 1 – Fare amount \$20 + \$1 levy = Total \$21.00

*For a 50% voucher: customer pays \$10 and voucher amount is \$11 (half of the fare (\$10) + \$1 levy)*

*For a 75% voucher: customer pays \$5 and voucher amount is \$16 (75% of the fare (\$15) + \$1 levy)*

Example 2 – Fare amount \$45 + \$1 levy = Total \$46

*For a 50% voucher: customer pays \$25 (half of the fare up to \$40 + fare amount over \$40) and the voucher amount is \$21 (half of the fare up to \$40 + \$1 levy)*

*For 75% voucher: customer pays \$15 (25% of the fare up to \$40 + fare amount over \$40) and voucher amount is \$31 (75% of the fare up to \$40 + \$1 levy)*

All SATTS trips are given a booking number by the CBS. It is important to ensure the booking number is correctly recorded on the voucher so that the Government can pay the levy for SATTS trips.

You will need to ensure that your records of SATTS trips are accurate or you may be required to pay the levy on trips which do not have a corresponding SATTS Voucher.

### 3. Dispatch System Introduction

The MTData in-vehicle computer comprises a 7½" WVGA touch screen with integrated microphone, wireless keypad and speaker which are all connected to the mobile dispatch controller unit. The control unit includes an internal GPS receiver and provides both PMR and NextG communications back to the dispatch Centre.



The touch screen is a high-temperature unit designed for in-vehicle use. It is used to display information to the driver and to select options and enter data as required.

**Figure 1** MTData screen and keypad

The wireless keypad is designed to allow for the easy and fast selection of options and entry of data. Any function which can be performed via the touch-screen can also be done using the keypad. The keypad includes numbered keys 0-9, \*, #, ▲, ►, ▼, ◀ and OK buttons, plus six coloured option buttons. These coloured buttons are used to access the corresponding options which are displayed on the touch-screen.



Each keypad is electronically matched to its Mobile Dispatch Controller unit. It is not possible to swap keypads between vehicles without first mating the keypad with the MDC unit.

The integrated hands-free microphone is used when you are communicating by voice with the call Centre. The speaker is used to produce audible alerts when bookings are received or there is a status change which affects the vehicle/driver. It is also used when you are communicating by voice with the call Centre.

### 4. Use of Navigation System

The MTData System includes the option of navigation guidance to addresses. The information provided by the navigation system should only be used as a guide to assist a driver. The navigation system may not always provide the best or most appropriate route and is no substitute for a drivers' local knowledge.

### 5. General Operating Instructions

To power on the unit, press the [OK] button on the keypad. The unit will power on and start loading its application program. This will take approximately 45 seconds and will display the driver terms and conditions screen once it is complete.



It is very important NOT to use sharp objects such as pens on the touch screen.

The keypad is battery powered and has a range of approximately 50 metres, but will vary depending on the number of obstructions in its communications path. Its internal batteries charge when it is placed in its specially designed cradle. When the keypad's internal batteries are running low it will generate a low battery alarm to warn the user to return the keypad to its cradle for charging. When a key is pressed it will beep to signify the message has been received by the control unit.

## 5.1. Display Controls

The screen includes a number of buttons which can be used to adjust the display to suit the ambient light conditions. The buttons left to right are:

The [Full Brightness] control sets the display to full brightness.

The [Increase Brightness] control increases the display brightness.

The [Decrease Brightness] control decreases the display brightness.



**Figure 2: Screen Controls**

The [Automatic Brightness] control allows the screen to automatically adjust its brightness setting based on the ambient light conditions.

The [Query PTT] button can be used as a push-to-talk (PTT) button when on the query channel.

The [Power On/Off] button is used to switch the unit and screen on, but only the screen off. To de-power the unit fully, the appropriate menu option must be selected.

### 5.1.1. Status LED

When the Status LED is green it indicates the display is in auto-brightness mode. Pressing the “Automatic Brightness Control” button puts it in this mode. The screen will start up in this mode automatically.

If the user manually changes the brightness using either the “Full Brightness”, “Increase Brightness” or “Decrease Brightness” controls, then the LED will change to orange to indicate it is in manual brightness control mode.

Once it is in manual mode, the “Automatic Brightness Control” button needs to be pressed to return it to auto-mode.

## 5.2. Cleaning & Maintenance

It is important to remove fuses before any electrical or panel beating work is performed on the vehicle.

The touch screen surface should be kept free of dust, dirt or any other foreign material. Presence of any of these can affect the screen's optical properties, as well as possibly scratching the surface, causing permanent damage.



It is very important the touch screens are NOT cleaned with chemical cleaners as these will cause permanent damage to the screens. Only special touch screen cleaning wipes should be used to clean the screens.

Maintenance and servicing (including de-installation and re-installation) of the MTData equipment must only be performed by authorized service agents.

## 6. Screen Layout

The MTData screen is divided into three functional areas as shown.

The option buttons are used to access system features and navigate through the various menus.

The status line provides important status information to assist the driver.

The display area is used to show operational information such as bookings, maps and statistics.

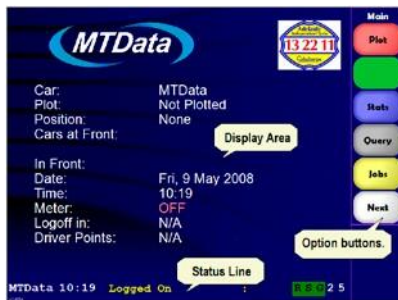


Figure 3: Screen Layout

### 6.1. Status Line Information

The status line provides a range of information designed to assist the user. An example status line is shown in Figure 4.

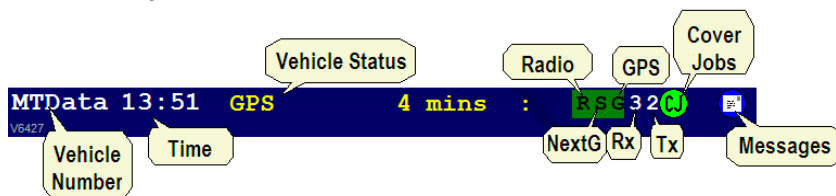


Figure 4: Status Line

Reading left to right; the information included in the status line is as follows:

- Vehicle Number:** The number or call-sign used to identify the vehicle.
- Time:** The current time provided by the GPS receiver.
- Vehicle Status:** The current vehicle status (logged off, logged on, plotted, GPS, booked or picked up).
- Radio Signal Indicator:** The radio signal indicator will display in green (R) if radio is working, red (R) if it is not.
- NextG Signal Indicator:** The NextG signal indicator will display in green (S) if NextG is working, red (S) if it is not.
- GPS Indicator:** The GPS indicator will display in green (C) if GPS is working, red (C) if it is not.
- Received Data Counter:** The received data counter will count between 0 and 9 and will increment each time the unit receives a valid data message from the system.
- Transmitted Data Counter:** The transmitted data counter will count between 0 and 9 and will increment each time the unit transmits a data message to the system.
- Cover Jobs Indicator:** The cover jobs indicator is displayed when there are cover jobs available which have not yet been displayed to the driver.
- Messages Indicator:** The messages indicator is displayed when there are any unread messages for the driver.

## 7. System Functions



The *Main* Menu provides the following options:

**Plot:** Allows the user to access Plot, GPS Available, Off Duty and On Hold options..

**Cover:** Displays holding work located in the vicinity of the vehicle.

**Stats:** Displays statistical information for each zone such as the number of vehicles and jobs in each.

**Query:** Provides access to a voice operator for assistance.

**Jobs:** Displays details of all jobs received since logon.

**Next:** Provides access to additional options.



The *Next* menu provides the following options:

**Msgs:** Displays details of all messages received since logon.

**Map:** Provides access to mapping for vehicle and job location.

**Tools:** Provides access to driver settings, alarm test and technician functions.

**Log Off:** Allows the user to logoff and depower the unit at the end of their shift.

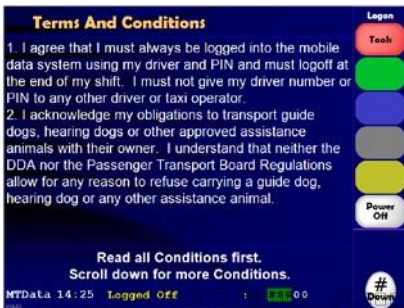
**Main:** Returns to the Main Menu.

### 7.1. Driver Logon

To access the Adelaide Independent Taxis dispatch system you must logon to the system. Before logging on, drivers must accept the company's terms and conditions as shown below in Figure 5. If there is more than one screen of information, use the “#” [Down] option to scroll down until all the information has been read.



A driver cannot logon without first accepting the terms and conditions.



**Figure 5: Driver terms and conditions display**



Once at the end of the Driver Terms and Conditions message, To accept the terms and conditions, press the [OK] button on the keypad or screen.

To reject the terms and conditions and depower the unit, select the [Power Off] option. A driver who does not accept the terms and conditions is unable to logon to the dispatch system

If the terms and conditions are accepted, the unit will display the driver logon screen as shown in Figure 6. Enter your driver number using the keypad or touch screen followed by [OK]. If an error is made, use the [Clear] option to clear all entries and start again or the [\* Delete] key to erase the previous entry

Once your Driver # has been entered, your PIN must be entered as shown in Figure 6 and Figure 7. Enter your driver number using the keypad or touch screen followed by [OK]. If an error is made, use the [Clear] option to clear all entries and start again or the [\* Delete] key to erase the previous entry.



Figure 6: Driver Logon Screen



Figure 7: Driver PIN Screen

A successful logon will result in the Main Menu being displayed as shown in Figure 8.

A logon will be unsuccessful if an invalid driver number or PIN is entered.

The Main Menu displays a range of status information for the driver as follows:

- Car:** Car number
- Plot:** Details of area plotted into (if plotted)
- Position:** Plot position in area (if plotted)
- Cars at Front:** Can provide details of conditions of first cars in area
- In Front:** Not applicable
- Date:** Current date
- Time:** Current time
- Meter:** Meter status (ON or OFF).
- Logoff in:** Not used
- Driver Points:** Not used



Figure 8: Main Menu display

## 7.2. Receiving Bookings

To receive computer dispatched bookings, a vehicle must be plotted in an Area or be available for GPS work. Selecting the [Plot] function from the Main Menu will display the Plot Menu.

The Plot display will show the available areas along with the location and direction of travel of your vehicle. In this example the vehicle is located in area 34 (highlighted in purple) as shown in Figure 9.

There are a number of ways in which to plot into an area using either the keypad or touch-screen.



Figure 9: Plot Display



### 7.3. GPS Available and Off Duty

Once plotted into an area, a user is automatically available for bookings dispatched using GPS. A driver can elect to become available for GPS dispatched bookings only (Available) or can go Off Duty.



Figure 10: GPS Available Options

The [Available] option can be used to become GPS Available when first logging on, after rejecting a booking, or after being logged into an area it can be selected to deplot and become GPS Available only.

If a driver is GPS Available, the option to go [Off Duty] is provided. This can be selected if a driver does not wish to receive any more bookings.



Figure 11: OFF Duty Option

### 7.4. Area Plotting

The Adelaide Independent Taxis system uses restricted plotting to control which areas can be plotted into from where. The areas which can be plotted into are shown highlighted compared to those which cannot, as shown in Figure 12. If you plot into an area for which you are located outside of the plotting restriction, you are Forward Plotted. When Forward Plotted, you are not considered plotted in the nominated area and will not receive a plot position. Bookings will continue to be dispatched to you via GPS based on your actual location and you will be able to access cover jobs. When Forward Plotted the area will be highlighted in light blue (as shown in Figure 14) and as soon as you enter the plot restriction for the area, the plot message will automatically be sent through to the system and you will receive a plot position (Figure 15).





Figure 12: Restricted plotting area

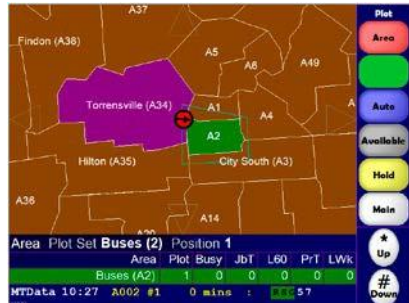


Figure 13: Area plotted



Figure 14: Forward plotted



Figure 15: Automatic plot after plotted

If you leave the plot restriction for an area after being plotted, your screen will beep to warn you that you are now Wide Plotted, the plotted area will be displayed in red (Figure 16) and the status line will be highlighted to alert you of the change. Whilst Wide Plotted you are still treated as if plotted and you will continue to be dispatched bookings. A vehicle can remain Wide Plotted for a maximum of 5 minutes. During this 5 minute period a driver can return to the plot restriction for the area to retain their plot position and be considered Plotted again. If a driver does not return to the plot restriction within 5 minutes, they will be automatically be deploited from the area and made GPS available only.

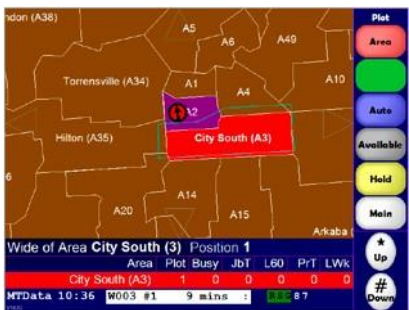


Figure 16: Wide plotted

The keypad can be used to plot into an area in a number of ways:

- (1) To automatically plot into the area the vehicle is currently located in (if not already plotted) or to replot back into the plotted area, press the [OK] button when the Plot Menu is displayed.
- (2) Enter the number for the required area using the keypad followed by the [OK] button. The Area Menu and on-screen keypad (as shown in Figure 19) will automatically be displayed as the area number is being entered.
- (3) Select the [Auto] option from the Plot Menu. This will display a list of areas into which you are able to plot. Select one of the areas by pressing the corresponding numbered button on the keypad. The [#Down] and [\*Up] option buttons are used to navigate down and up the list if the area list extends for more than one screen.

The plot information line will show which area you have requested to plot into and will display the result once the response has been received from the system.

Once an area has been plotted into it will be displayed in the colour green as shown with area 2 in Figure 13.

Whenever a plot is performed, the keypad will generate a series of beeps to indicate the current plot position. For example, if you plot in and are number 3, the keypad will generate 3 beeps.

**f** The keypad will only beep for plot position of 5 or lower, so if you are plotted number 6 or above in an area, the keypad will not beep.

As you progress up the plot queue, your screen will automatically update your position without you needing to replot and the keypad will generate a series of beeps to indicate your new position.

### 7.5. Plotting Using the Screen

The touch-screen can be used to plot into an area in a number of ways:

- (1) Select the [Area] option from the Plot Menu so the option button changes to [Area#]. When the [Area#] option is displayed it is possible to select an area to plot into by touching the corresponding area on the screen. The plot information line will show which area you have requested to plot into and will display the result once the response has been received from the system.

Once an area has been plotted into it will be displayed in the colour green as shown with area 2 in Figure 13



Figure 17: Plot area example

- (2) Select the [Auto] option from the Plot Menu. This will display a list of areas into which you are able to plot. Select one of the areas by pressing the corresponding numbered button on the screen.

The [#Down] and [\*Up] option buttons are used to navigate down and up the list if the area list extends for more than one screen.

The plot information line will show which area you have requested to plot into and will display the result once the response has been received from the system.



Figure 18: Auto Plot display

Once an area has been plotted into it will be displayed in the colour green as shown with area 2 in Figure 13.

(3) Select the [Area] option from the Plot Menu so the option button changes to [Area#]. Select the [Area#] option to display a keypad as shown in Figure 19. Enter the required area number followed by [OK]. If you make a mistake, press [\*Delete] to erase the last entry or [Clear] to erase all entries and start again.

The plot information line will show which area you have requested to plot into and will display the result once the response has been received from the system.

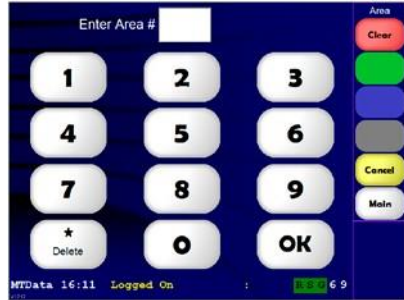


Figure 19: Plot area keypad display

Once an area has been plotted into it will be displayed in the colour green as shown with area 2 in Figure 13.

### 7.6. Rank Plotting

Plotting onto ranks is performed in a similar manner to plotting into an area. It is not possible to forward plot onto a rank. When the Plot screen is displayed as shown in Figure 20, ranks are displayed in light blue.

Because the size of ranks is typically much smaller than areas, the following is the recommended method of plotting onto a rank.

From the Plot Menu select the [Rank] option. If the vehicle is currently located within the plot restriction of a rank, the rank will be highlighted in orange as shown in Figure 21. Selecting the rank from the touch screen is usually not practical, so it is easier to use the [Auto] option.

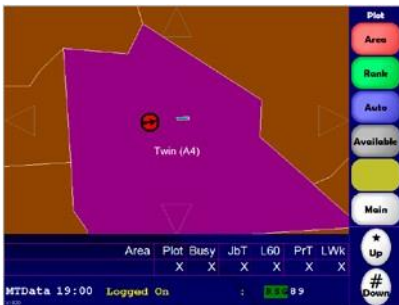


Figure 20: Plot display of ranks



Figure 21: Available rank display

The [Auto] option will list any ranks the vehicle is currently able to plot into as shown in Figure 22. The rank can then be selected using the **i** button. If no ranks are displayed using the [Auto] option, then the vehicle is not located within the plot restriction for the rank.

Use the [Refresh] option to update the Auto Plot list if the vehicle is moving.



**Figure 22: Rank auto plot display**

If a vehicle leaves a rank it will be automatically deplotted after 15 seconds.

Whenever a rank plot is performed, the keypad will generate a series of beeps to indicate the current plot position. For example, if you plot in and are number 3, the keypad will generate 3 beeps.

**f** The keypad will only beep for plot position of 3 or lower, so if you are plotted number 4 or above in an area, the keypad will not beep.

As you progress up the plot queue, your screen will automatically update your position without you needing to replot and the keypad will generate a series of beeps to indicate your new position.

### 7.7. Street Hails

If a taxi is plotted in an area or has accumulated GPS waiting time turns the meter on for a street hail, it will not be deplotted.

### 7.8. Automatic Area Plot after Meter Off (Adelaide Access Taxis only)

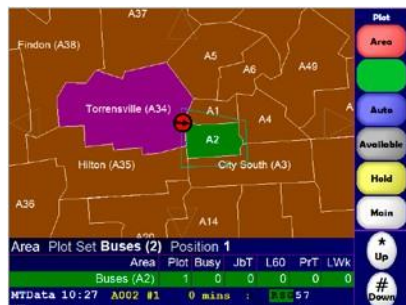
When a driver clears the taximeter at the end of each fare they will be automatically plotted into their current area.

### 7.9. On Hold

In cases where a driver wishes to take a short break (such as to fill up with gas, have lunch or during prayer time) the On Hold option can be used. The [Hold] option is available on the Plot Menu as shown in Figure 23.

A driver can go On Hold for a period of 10 minutes. When On Hold, a screen showing how much time remaining is displayed as shown in Figure 24. When the On Hold time expires, the driver will automatically be available for work again.

When On Hold, the status line indicates On Hold, and the driver will not be able to look at statistics or jobs.



**Figure 23: On Hold option**

When On Hold, a driver retains their plot position and GPS waiting time, but will not accumulate any additional time.

If a driver wishes to return to work before the On Hold time expires, press the [OK] button to immediately return to work. Any remaining On Hold time is lost.



Figure 24: On Hold time display

### 7.10. Accepting a Booking

When a booking has been allocated to a suitable vehicle the full details will be sent to the successful vehicle only. The computer will generate an audible alert when a booking offer is received and display the following message.

If the booking offer is not accepted by pressing [OK] on the screen or keypad (whilst in its cradle) within 15 seconds, then it will be considered to have been rejected and will be dispatched to another vehicle.



Figure 25: Booking offer display

Bookings can also be accepted using the keypad when it is out of the cradle. To do so the [OK] button must be pressed within the 15 seconds job offer period. In this case, the booking must also be confirmed by either returning the keypad to the cradle and pressing [OK] or pressing [OK] on the screen within another 60 seconds. If this is not done, the booking will be considered to have been rejected and will be dispatched to another vehicle.

Once a booking has been accepted the full details of the job will be sent through to the car as described in section 7.21.

### 7.11. Rejecting a Booking

If a booking fails to be accepted within the allowable time, it will be considered to have been rejected by the driver. A reject penalty will be applied to the driver which will deplot the vehicle and clear any accumulated GPS waiting time only if the booking has been offered to the driver because they are plotted in the area of the job, or the driver has requested the booking from their cover screen.

When a reject penalty is applicable on a booking, it will be shown on the Job Offer screen as shown in Figure 25.

A driver must replot after their reject penalty has expired to receive any radio jobs or be able to access the Cover screen.

## 7.12. Cover

Selecting the [Cover] option from the Main Menu while plotted, available or engaged will show the Cover Jobs display. This screen will list any holding bookings located in the vicinity of your vehicle. Any available jobs will be listed based on the distance from your current location, with the closest jobs at the top of the list.

Each available booking which your vehicle is suitable for will be displayed with a number. To select a booking from the list, press the button corresponding to the required booking.

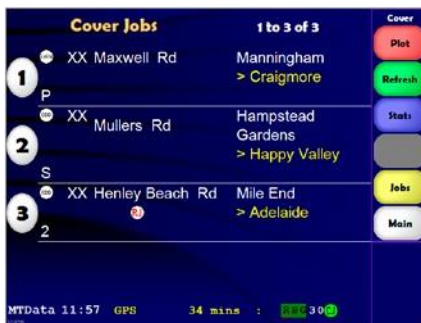


Figure 26: OFF Cover job display

The example cover jobs shown in Figure 26 are as follows:

Booking **f**<sub>1</sub> is a pickup in Maxwell Road in Manningham, is on the even side of the road, has a destination of Craigmore and is a parcel job (P).

Booking **f**<sub>1</sub> is pickup in Mullers Road in Hampstead Gardens, is on the odd side of the road, has a destination of Happy Valley and is a seniors card job (S).

Booking **f**<sub>1</sub> is a pickup in Henley Beach Road in Mile End, is on the odd side of the road and has a destination of Adelaide and is a 2 wheelchair job (2). This booking has been previously rejected by the driver, identified by the (RJ) tag.

The [Refresh] button is used to update the Cover Job display. As jobs are taken by other vehicles, they will be greyed out on the Cover Job display and no longer able to be selected. Pressing the [Refresh] button will update the display and remove any bookings which are no longer available. This will also re-sort the jobs with the closest to your car at the top of the list.

Usually a maximum four jobs can be displayed on a single screen. If there are more jobs available than can be displayed, the [#Down] and [\*Up] buttons can be used to navigate through the list of available jobs.

The codes listed below are used to identify the available job conditions used by the Adelaide Independent Taxis fleet.

Code	Name	Code	Name
P	Parcel	3	3 Wheelchairs
N	Non Van	5	Five Seater
A	Animal	6	Six Seater
D	DVA	7	Seven Seater
S	Seniors Card	8	Eight Seater
W	Wagon	9	Nine Seater
F	Flash Cab	T	Ten Seater
2	2 Wheelchairs	E	Eleven Seater



### 7.12.1. Cover Jobs Filter

In cases where cover jobs are being shown to engaged taxis, a Cover Jobs Filter is available which allows the user to specify a single area they wish to only view cover jobs for. This is designed to allow drivers who are heading to a known destination area to view jobs which may be available in this area only to simplify the selection process.

When viewing the Cover screen with the meter on, the [Filter] option button will be displayed as shown in Figure 27.

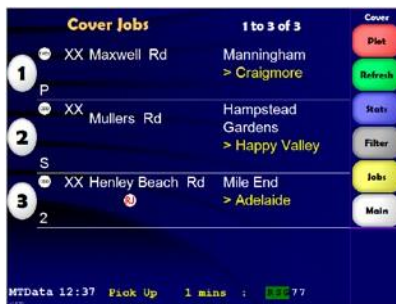


Figure 27: Cover job filter option

Selecting the [Filter] option will display the filter area entry screen as shown in Figure 28. Enter the required area number followed by [OK] to set the filter. If an error is made when entering the area number, use the [Clear] option to clear the entire entry or the [\* Delete] option to remove the last entered digit.

Once a cover job filter has been set, the [Reset] option can be used to clear the filter and show all available cover jobs.



Figure 28: Cover job area filter entry

Figure 29 shows a filtered cover job display. The area number used to filter the cover jobs is shown on the top line, in this example Area 51.

To manually clear the filter, select the [Filter] option and then [Reset].

When the meter is cleared at the end of the job, the filter is automatically reset.

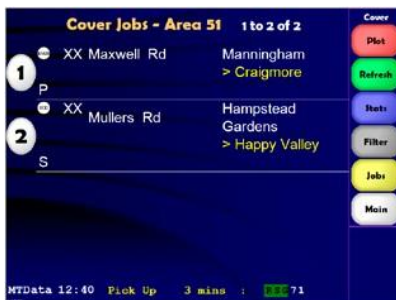


Figure 29: Filtered cover job display

### 7.12.2. Rejected and Recalled Jobs

Bookings which have been previously rejected by a driver will be displayed as shown in Figure 26. Rejected jobs are highlighted by an RJ (job 3) and recalled jobs by RC.

Once a booking has been rejected or recalled by a driver, it will be re-offered back to the same driver during the current shift, but will be available on the Cover screen if it remains available.

### 7.13. Statistics

To view statistics, select the [Stats] option from the Main Menu. This will display a list of areas with the current statistics for each area as shown in Figure 30. The area in which the vehicle is currently located is highlighted in purple, the current plotted area in green (area 34) and other areas which can be plotted into from the current location in orange.

The [#Down] button indicates there are more areas in the list to view. Use it and the [\*Up] button to navigate through the list of displayed areas.



Figure 30: Statistics display

The areas are listed based on their distance from the car, with the closest areas at the top of the list.

The statistics shown for each area include:

- Plot:** The number of plotted vehicles in the area.
- JbT:** The total number of bookings currently available in the area .
- PrT:** The total number of prospects.  
This includes prospects in the area that have a condition.
- PrS:** The total number of "standard" prospects with no condition
- H60:** The total number of hail jobs in the area in the last 60 minutes.
- D60:** The total number of bookings dispatched in the area in the last 60 minutes.
- LWk:** The total number of bookings dispatched in the area in the next 60 minutes from the previous week.

The top line of the Statistics display shows the current distance setting (see below).



The statistics shown are for those areas which are located within a specified distance from the vehicle. In this example, the distance is set to 10km and is shown on the top line of the Statistics display.

To change the statistics distance, select the [Dist] option from the Stats Menu. A list of available statistics distances will be displayed as shown. To select one of these values, select the number corresponding to the value required. The selected value will take effect immediately. To hide the statistics distance options, select the [Dist] option.

Statistics for any area can be displayed using the [Area] option available from the Stats Menu. Selecting the [Area] option will display a keypad. Enter the required area number followed by [OK] using either the keypad or touch screen. If an error is made entering the area number, use the [\*Delete] button to clear the last entry or the red [Clear] button to clear the area number entry.

If statistics for a specified area are being displayed, to revert back to displaying zones around the location of the vehicle, select the [Area] option from the Stats Menu and then the [Car] option as shown in Figure 31.



Figure 31: Statistics area number area



## 7.14. Query

If a driver has a query regarding a booking, or any other question, they can contact the voice operator using the Query function. To contact the voice operator, select the Query option from the Main Menu or from the Job Menu. This will display a list of available query reasons. Select the one which best describes the reason you need to speak with the operator.

**f** A driver is still able to receive a job offer whilst they are on the query channel.

## 7.15. Job Related Queries

With the required booking displayed, select the [Query] option. This will display the available job related queries.

Select the appropriate query reason using the number on the keypad or by pressing the screen. This will send a message to the query operator and you will be automatically placed on the query channel.

Once the screen as shown in Figure 34 is displayed, wait for the operator to call you.



**Figure 32: Filtered cover job display**

### 7.15.1. No Jobs

No jobs will be processed by the operator, however if specific criteria are met then the no job will be processed automatically.

### 7.15.2. Job Recalls

Job recalls will be processed by the operator, however if specific criteria are met then the job recall will be processed automatically.

## 7.16. Other Queries

If you have a general query (one which does not relate to a specific job), use the [Query] option available from the Main Menu.

This will display a list of query reasons as shown in Figure 33. Note that this list extends over two pages. The second page of reasons is displayed using the [#Down] button. When the second page of reasons is displayed, use the [\*Up] button to display the first page of reasons. Select the appropriate query reason using the number on the keypad or by pressing the screen. This will send a message to the query operator and you will be automatically placed on the query channel.

Once the screen as shown in Figure 34 is displayed, wait for the operator to call you.



Figure 33: General Query

## 7.17. On Query

While on the query channel, the following screen will be displayed. The Query Operator will call you when it is your turn to speak.

You can adjust the operator audio volume using the keypad [F1] to increase or [F1] to decrease or by touching the buttons on the screen. The current volume setting is displayed on the screen.

To speak to the Query Operator you must press and hold the [OK] button on the keypad and speak towards the screen which has a hands-free microphone installed. Alternatively, you can press the Query PTT button at the bottom of the screen (not the touch screen itself – see section 5.1).



Figure 34: Query channel display

**fi** When on the query channel, the status line radio indicator will always change from **R** to **R** because whilst on the voice channel no radio data is being received. When you hang-up and return to normal operation, the indicator should return to **R** to indicate radio data is once again being received.

Jobs or messages can be accessed whilst on query using the [Jobs] or [Msgs] options.

When you have finished with your query, select the [HangUp] option to exit the query channel and return to data operation.

In some cases when a query is requested, if the operator is busy with other drivers, you may see the message as shown in Figure 35. This means your query is in a queue waiting for the Operator to process.

Once the Operator is available, you will automatically be put onto the query channel. The Operator will then call your vehicle number when they are ready to speak to you.



Figure 35: Waiting for Operator display

### 7.18. Priority after No Jobs or cancellations

When a No Job or Cancellation occurs, the MTData System allows the affected vehicle to be reinstated back at the plotted position it had when it was dispatched the job.

The following example shows Taxi 2, a 5 seater vehicle plotted number 2 in area 11. A 5 seater job is dispatched from Area 13 and is accepted by Taxi 2, as it is the only available 5 seater within the vicinity of the customer. Should this job result in a No Job, then the driver would have the option of re-plotting back into either Area 11 or Area 13. When re-plotting after the No Job, Taxi 2 would be re-plotted with its previous original plot time of 10:05. Assuming no other changes in Area 11 or Area 13, then Taxi 2 would have position 2 in Area 11 or position 3 in Area 13.

#### No Job Example

Before Job Dispatched			
AREA 11		AREA 13	
Taxi 1 plotted into area at 10:00	Taxi 2 (5 seater) plotted into area at 10:05	Taxi 3 plotted into area at 10:10	Taxi 4 plotted into area at 9:55
			Taxi 5 plotted into area at 10:00
			Taxi 6 plotted into area at 10:10
After Job Dispatched			
AREA 11		AREA 13	
Taxi 1 plotted into area at 10:00	Taxi 3 plotted into area at 10:10	Taxi 4 plotted into area at 9:55	Taxi 5 plotted into area at 10:00
			Taxi 6 plotted into area at 10:10
After Position Re-Instated			
AREA 11		AREA 13	
Taxi 1 plotted into area at 10:00	Taxi 2 (5 seater) plotted into area at 10:05	Taxi 3 plotted into area at 10:10	Taxi 4 plotted into area at 9:55
			Taxi 5 plotted into area at 10:00
			Taxi 2 (5 seater) plotted into area at 10:05
			Taxi 6 plotted into area at 10:10

Figure 36: Priority after no job or cancellation

**f** The priority after a No Job or Cancellation is valid for 5 minutes. If a driver fails to re-plot within this 5 minute period, then they will not have their previous position re-instated.

### 7.19. Driver Messages

On the Query Menu, the option for a driver to select and send a message back to the Supervisor is available with the [Send Msg] option. This is designed to allow drivers to pass on common messages back to the Supervisor without the need to go to the voice channel.

Selecting the [Send Msg] option will display a list of available messages as shown in Figure 37.

Select the required message using the corresponding number. The selected message will then be sent to the Supervisor automatically and a confirmation message displayed to the driver as shown in Figure 38.



Figure 37: Driver messages



Figure 38: Message Sent confirmation

### 7.20. Jobs

Any booking or street hail for the current shift (i.e. since the last logon) can be accessed from the Main Menu using the [Jobs] option. If a single active booking is on-board, selecting the [Jobs] option will display it. If there are no active bookings or more than one, then a list of all bookings will be displayed as shown.

A booking can be displayed in full by selecting its numbered button. The buttons are colour coded to indicate the status of each booking. White indicates the booking has not yet been picked-up (or was a no job), green indicates it has been picked-up but not dropped-off and red indicates the booking has been completed.

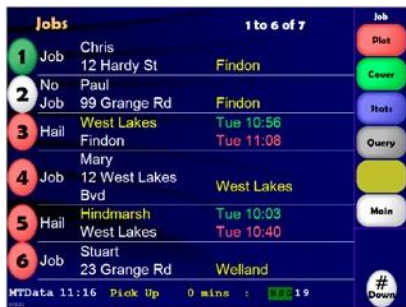


Figure 39: Jobs list display

If more than one screen of bookings are available, the [\*Up] and [#Down] buttons can be used to navigate through the entire list.

**f** The Jobs information is cleared each time a driver logs off from the terminal, even if this is in the middle of a shift.

### 7.21. Job Pickup

Once a job has been accepted, it will be displayed as shown in Figure 40. If there is more than one screen of information, use the [#Down] and [\*Up] buttons to scroll through the entire job detail.

Once a booking has been accepted and is being displayed, it is important to check for the button. If this is displayed, there is more information to view about the job, such as additional pickup or destination addresses or specific information to assist in completing the job. When there is more information to view, the display will continue to “beep” to remind the user there is unread information.



Figure 40: Accepted job

After a booking has been accepted, it must be picked-up and dropped-off. This is done using the taximeter. This sends a message to the base computer and records the pick-up time against the job for your future reference (as shown in Figure 41).

The **1** button can be used to display the location of the pickup address. Refer to section 7.24.2 for more information.



Figure 41: Job pick-up

In cases where the destination is shown, the numbered button corresponding to the destination address can be used to display the location of the destination address. Refer to section 7.24.3 for more information.

### 7.22. Job Dropoff

A booking which has been picked-up must be dropped off. Clearing your meter will automatically complete a job.

This will send a message to the base computer and will record the drop-off time against the job for your future reference.

In cases where a destination address is not provided as part of the job, the MTData unit will automatically add the destination area of the dropoff.



Figure 42: Job drop-off

### 7.23. Street Hails

Details of street hails are also stored by the MTData terminal in the same way as any bookings which were dispatched to the vehicle during the current shift. Details of the meter on and off times, and the pick-up and drop-off areas are recorded for hails to assist the driver.

## 7.24. Map Display

The map function is accessed from the Main Menu by selecting [Next] and then the [Map] option. It is used to display the vehicle's current location and the pickup and/or destination locations for any received bookings.

### 7.24.1. Vehicle Location

The Map option provides access to the map and navigation features. Selecting the [Car] option shows the current car location as in Figure 43.

If the speed of travel is greater than 5 km/h, then the direction of travel will be shown by an arrow. In cases where the vehicle is stationary or is travelling at less than 5 km/h, then the directional arrow will flash to show the last known heading.



Figure 43: Map display

In cases where valid GPS is not currently being received, the last known position and heading will be shown and the arrow will be displayed in grey.

The maps can be displayed in a range of different scales. The [Up] button zooms out (shows a greater area on the map) and the [Down] button zooms in (shows less area).

### 7.24.2. Job Pickup

When a booking is being displayed, selecting the number corresponding to an address will display a map showing the location of the address as shown below. The [Nav Pickup] option can also be used to request navigation guidance to the booking pickup address.

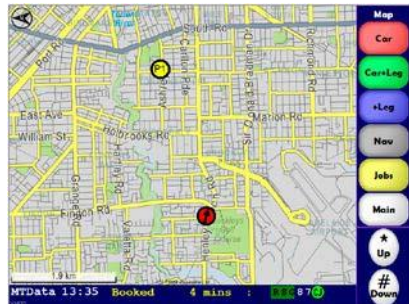
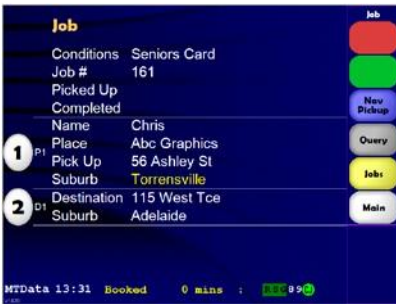


Figure 44: Sample booking and map display

The map will automatically zoom to show the car and location of the address as the car approaches the location.

Figure 46 shows a zoomed in map display including land plots and street numbers.





Figure 45: Map display zoomed in



Figure 46: Map display zoomed in

The scale of the map can be adjusted using the [\*Up] and [#Down] options.

Selecting the [Car] option centres the map display on the current location of the vehicle.  
 Selecting the [Car + Leg] option to resize the map to show the car and current address.  
 Selecting the [+Leg] option centres the map display on the location of the next address.  
 Selecting the [-Leg] option centres the map display on the location of the previous address.  
 Selecting the [Job] option takes you back to the booking information display.

### 7.24.3. Destination Location

The destination address location can be shown in the same way as used for the pickup address. Select the number corresponding to the destination address to display the map as described for the pickup address. The same controls apply for both the pickup and destination addresses.

### 7.24.4. Navigation

#### 7.24.4.1. Address Entry

Addresses can be entered using the [Suburb] or [Street] options. Selecting [Street] from the Nav Menu displays the street entry screen. Type the street name using the on-screen keyboard. A list of streets that match the entered letters will be displayed.



Figure 47: Navigation suburb entry



Figure 48: Navigation street selection list

Figure 47 shows the street display when the letters HEN are entered. When the required street is displayed, select it from the list and make sure it is highlighted in blue as shown in Figure 48. Use the [▲] and [▼] arrows to move up and down the list.

The next step is to enter the street number. Select the [Number] option to start entering the street number.

A numeric keypad is displayed to allow entry of the street number. Type the required street number and when the correct address information has been entered, select the [Go] option to navigate from your current location to the entered address.

If at any time an error is made it is possible to go back to either the street or suburb entry screen using the [Street] or [Suburb] option buttons.

The [Clear] option button can also be used to clear any entered information and start again



When the [Number] option is selected, the user is able to nominate a cross street instead of a street number. To enter a cross street, select the [Cross Street] option and start entering the street name using the on-screen keyboard.

In this example, FA has been entered, and a list of matching streets that cross Henley Beach Road are displayed.

When the required street is displayed, select it from the list and make sure it is highlighted in blue. Use the [▲] and [▼] arrows to move up and down the list.



Figure 50: Navigation route display

The navigation system will show a map with the suggested route. Voice instructions will be received in addition to the display of arrows indicating which way to turn when required.

The [\*Up] and [#Down] option buttons can be used to change the scale of the map display as required.



Figure 51: Navigation route display

Navigation guidance to a booking can be accessed using the Nav Menu as already discussed. When a booking has been received, navigation to the received pickup address (or destination address if available) can be requested by selecting the [Nav Pickup] option from the Job Display Menu as shown in Figure 53 or [Nav Dropoff] once the customer has been picked up.



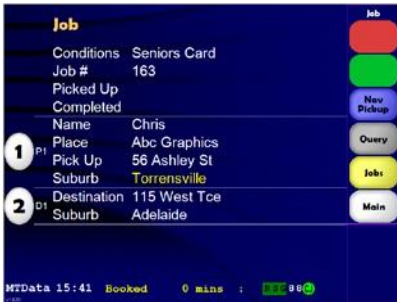


Figure 52: Navigation to pick-up address



Figure 53: Navigation to drop-off address

**f** The navigation system should only be used as a guide. The routes provided may not always be the best possible in all circumstances. Adelaide Independent Taxis accepts no responsibility or liability resulting from a driver's decision to follow the suggested route.

### 7.25. Messages

Messages are automatically displayed once they are received by the screen as shown. Press the [0] button to clear the message from the screen and resume operation.

The call Centre can also send interactive messages which prompt the driver for a response. The example shown in Figure 55 includes three possible responses. The driver selects the most appropriate response using the corresponding number.



Figure 54: Received message display



Figure 55: Interactive message display

All messages received since logon are stored by the unit. To view a past message, select the [Next] option from the Main Menu and then the [Msgs] option to display a list of stored messages as shown. To display a stored message in full, select the corresponding number using the keypad or the touch-screen. If more than one screen of messages available, the [\*Up] and [#Down] buttons can be used to navigate through the entire list.



Figure 56: Past messages display

### 7.26. Fixed Price Jobs

When a fixed price job is received, the price information will be provided as shown in Figure 57. In addition, a [Pickup] option button is provided which should be used to indicate when the customer is on-board instead of using the taximeter.

Selecting the [Pickup] option sends a message to the base computer and records the pickup time against the job for your future reference.



Figure 57: Fixed price job pick-up

Once the pickup is performed, a [Dropoff] option button will become available after a few seconds as shown in Figure 58. Select this option at the end of the fare to indicate the job is complete. This will result in a message being sent to the base computer and records the dropoff time against the job for your future reference.



Figure 58: Fixed price job drop-off

### 7.27. Price Required Jobs

Some bookings will require a price to be provided by the driver at the end of the fare. These bookings will be identified with the “! Price Required on Job” text at the top of the job information display as shown in Figure 59.

At the completion of the fare (i.e. when the taximeter is cleared) the fare entry screen will be displayed as shown in Figure 60. The driver is required to enter the fare amount in cents followed by [OK].

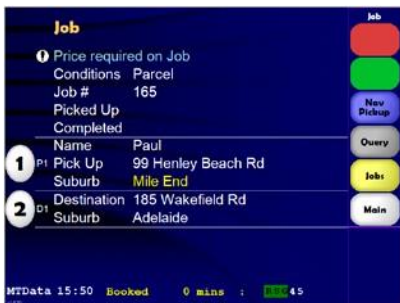


Figure 59: Price required job display



Figure 60: Fare entry screen

If the total fare was \$14.50, the driver would enter 1450 followed by [OK]. If the fare was \$20.00, the amount 2000 followed by [OK] would be entered. In this example a fare of \$25.90 has been entered.

A summary screen as shown in Figure 61 will then be displayed which details the previously entered pricing information. The fare details can be changed if required by selecting the corresponding number [1] and re-entering the fare amount.



Figure 61: Price summary screen

Once the correct pricing information has been entered, the [Finalise] option must be selected to send the pricing information to the dispatch system. After this has been completed, the driver can then become available for their next job.



Figure 62: Job display with pricing details



Figure 63: Job display Pricing Details Option

Any completed pricing information is stored along with the job and can be retrieved if required by displaying the job and selecting the Pricing Details item. In this example the original booking has extra information on the next page which can be viewed using the [#Down] button and then [1] to view the Pricing Details.

## 7.28. Driver Alarm

A driver alarm switch is provided which can be used in cases where the driver is threatened with physical violence or is in immediate danger. It is important to press and hold the button for at least 3 seconds to activate an alarm.

When your alarm has been activated, a “!” is displayed after the car number as shown in Figure 64. This is the only indication in the vehicle that the driver alarm has been activated. The equipment will appear to continue to operate normally.

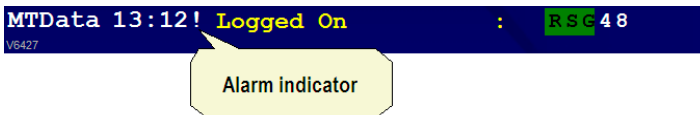


Figure 64: Driver alarm indicator

By pressing your alarm, the query operator back at base is immediately alerted to your alarm and now has the ability to listen to what is happening in your vehicle. The location of your vehicle is also provided so help can be sent if required.

Once the alarm is activated, it is important to try and describe what is happening in your taxi so the operator can assess the situation and provide the police with as much information as possible.

Once an alarm has been activated, it can only be cleared by the query operator.

### 7.28.1. Alarm Button Test

The driver alarm button must be tested before the start of every shift as follows. From the Terms and Conditions Screen, select the [Tools] option. This will display the Tools Menu as shown in Figure 65.

From this menu, select [System Status] and then [Alarm Test]. This will display the screen as shown in Figure 67. This screen shows the status of the alarm inputs.



Figure 65: Tools Menu

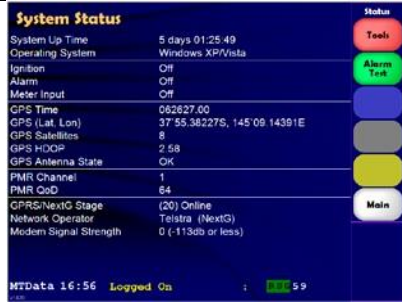


Figure 66: Alarm button test option



**f**

When performing an alarm button test, ensure to follow the correct procedure so far as any connected security camera system is concerned so as to avoid accidental triggering of the camera system.

With this screen displayed, the driver alarm button can be pressed without activating the MTData alarm. Once the alarm button test has been completed, press the [Main] button to exit the Tools Menu and return to the Terms and Conditions screen.

You can also test the alarm button at any time during your shift. From the Main Menu, select the [Next] option followed by [Tools]. This will display the Tools Menu as shown in Figure 65.



Figure 67: Alarm button test display

### 7.29. Driver Destination

The Driver Destination feature allows a driver to nominate a restricted region in which they wish to work. This feature is intended to assist a driver at changeover/school run times and should be used only when necessary as it will limit the number of jobs a driver will receive.

The Driver Destination option can be accessed from the Main Menu by selecting the [Next] option followed by [Tools]. This will display the Tools Menu as shown in Figure 68. The Driver Destination can then be selected using the [Driver Dest] option button.



Figure 68: Tools Menu

Press [Tools] to return to the Tools Menu or [Main] to go back to the Main Menu.

The Driver Destination menu is shown in Figure 69. To set a Driver Destination select the [New] option. The user is required to enter the area number of their destination using the keypad as shown in Figure 70.



Figure 69: Driver destination display

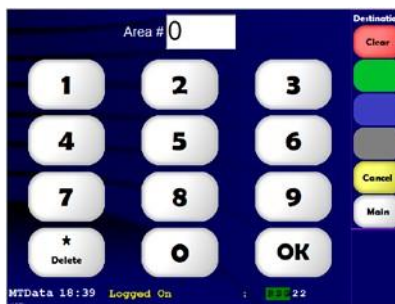


Figure 70: Driver destination area entry

Once the destination area number has been specified, a region as shown is automatically created as shown.

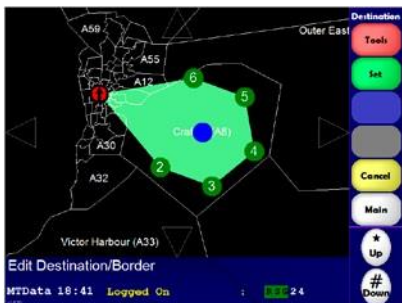


Figure 71: Driver destination creation

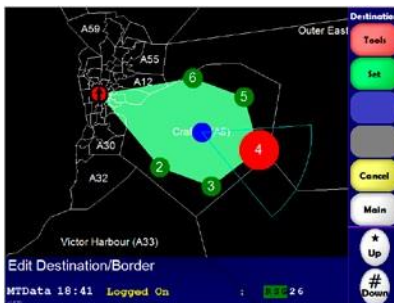


Figure 72: Driver destination point editing

The points labeled 2, 3, 4, 5 and 6 can be moved to adjust the shape of the Driver Destination. The [\*Up] and [#Down] options can be used to zoom the area display out and in as required.

Using the keypad, select a point to move using its corresponding number. The point will be highlighted in red and the permitted range of movement displayed as shown in Figure 72. The keypad arrow keys ▲, ▶, ▼, ◀ can then be used to move the selected point as required.

Once the required Driver Destination has been created, use the [Set] option to send the request to the dispatch system. If the request is successful, a message as shown is displayed. Whenever a Driver Destination is currently set, a D is displayed on the status line to indicate this to the driver.

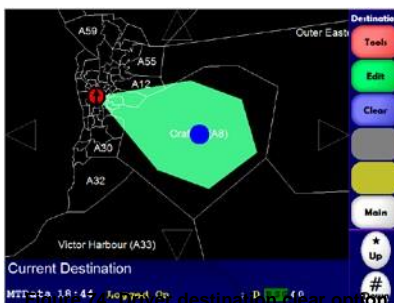


Figure 73: Driver destination set

To clear or remove a set Driver Destination, use the [Clear] option available from the Destination Menu.

The [Clear] option is only available if a Driver Destination is currently set.

When a Driver Destination is successfully cleared a confirmation message will be displayed and the D indicator cleared from the status line.





## 7.30. Driver Settings

A number of Driver Settings are available which can be accessed from the Main Menu by selecting the [Next] option followed by [Tools]. This will display the Tools Menu as shown in Figure 65. The Driver Settings can then be displayed by selecting the [Settings] option button. A list of available options will be displayed which can be selected and changed using the corresponding number.

Press [Tools] to return to the Tools Menu or [Main] to go back to the Main Menu.



Figure 75: Driver settings

### 7.30.1. Set Volume

The Set Volume control adjusts the job offer and text-to-speech audio levels. The volume of query operator audio is controlled separately and can only be accessed whilst on the voice channel.

### 7.30.2. Set Text to Speech

The Set Text to Speech turns this option on/off.

### 7.30.3. Rotate Map with Car

The Rotate Map with Car option allows the navigation mapping display to follow the direction of the vehicle or constantly point north.

### 7.30.4. Keyboard Layout

The Keyboard Layout option allows either a QWERTY or ABC keyboard layout to be selected for navigation address entry.

## 7.31. Logoff

To turn the screen off at the end of your shift, you must logoff from the system. From the Main Menu select the [Next] option. If you have no incomplete bookings on board the Logoff option will be displayed. Select [LogOff] to display the Log Off screen as shown.

To log off, press [OK] on the keypad or screen. If you do not wish to log off, select the [Main] option to return to the Main Menu and continue working.



**f** A driver cannot logoff until all jobs on board have been completed.

## AREA DESCRIPTION

ZONE		ZONE		ZONE	
1	Casino	31	Colonnades	61	Elizabeth South
2	Buses	32	Seaford	62	Elizabeth Park
3	City South	33	Victor Harbor	63	Elizabeth West
4	Twin	34	Torrensville	64	Elizabeth
5	Nth Adel	35	Hilton	65	Munno Para
6	Kids Hsp	36	Airport	66	Gawler
7	Arkaba	37	Hindmarsh	74	Outer Southern Areas
8	Crafers	38	Findon	76	Outer Eastern Areas
9	Tusmore	39	Fulham	77	Outer Northern Areas
10	Norwood	40	QEH		
11	Marden	41	West Lakes		
12	Newton	42	Semaphore		
13	Firle	43	Port Adelaide		
14	Goodwood	44	Largs Bay		
15	Unley	45	Mansfield Park		
16	Cumberland Park	46	Arndale		
17	Mitcham	47	Gepps X	RANK	
18	Daw Park	48	Prospect	104	RAH HSP
19	Edwardstown	49	St Peters	116	WC HSP
20	Kurralta Park	50	Walkerville	118	REPAT HSP
21	Plympton	51	Greenacres	125	FLINDERS HSP
22	Glenelg	52	Gilles Plains	131	NOARLUNGA HSP
23	Brighton	53	Ingle Farm	140	QEH HSP
24	Marion	54	Modbury	151	HAMPSTEAD CNT
25	FMC	55	St Agnes	154	MODBURY HSP
26	Blackwood	56	Golden Grove	161	LYELL MC HSP
27	O'Halloran Hill	57	Para Hills		
28	Hallett Cove	58	Salisbury		
29	Reynella	59	Virginia		
30	Woodcroft	60	Hollywood		