

Becoming a Taxi Operator



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BLACK & WHITE CABS

Leading the way in Personalised Transportation Solutions for Australia



Joining the Black & White Cabs family means contributing to a shared ambition for exceptional customer service in the taxi industry.

At Black & White Cabs, we believe that our great culture is an integral part of the company's success.

Our company has a strong customer service culture, a respect for our customers and each other, and a performance-minded approach. These values are what sets us apart from our competitors.

Our partnership-based approach (drivers, operators, owners and the Company) is the reason Black & White Cabs has been successful in winning new markets.

ABOUT US

Black & White Cabs was established in 1919, operating out of a garage in Racecourse Road Ascot.

Black & White Cabs' mission has always been to provide reliable, timely and safe taxi services by using the latest technology and equipment to facilitate personalised transport in Australia.

Black & White Cabs' headquarters is located at the Brisbane Airport and operates throughout Queensland, New South Wales, Victoria and Western Australia.

Mission Statement

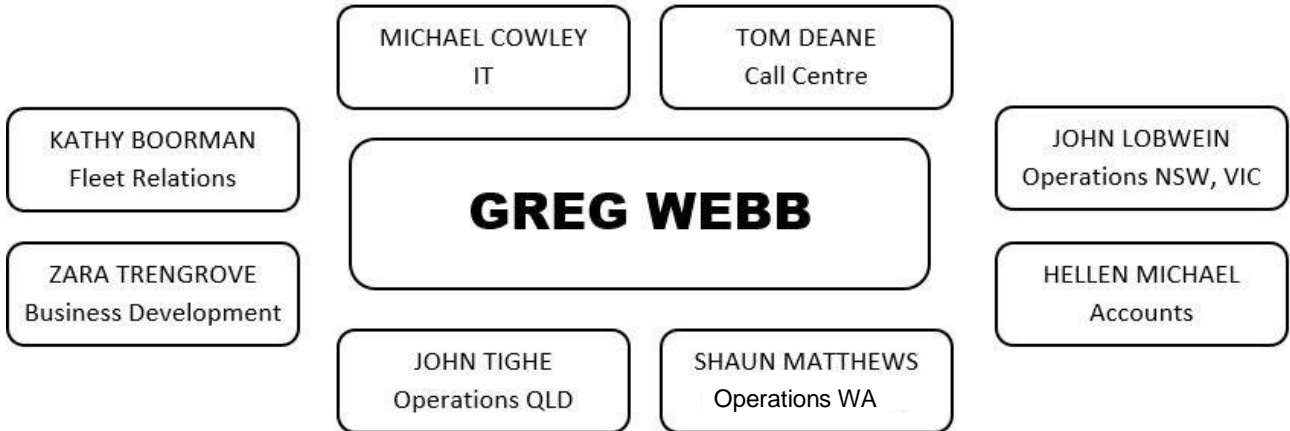
Provide superior transportation services in relation to taxis, luxury taxis, high occupancy, wheelchair accessible taxis and express couriers to and from unique destinations, with the maximum of safety and comfort at an acceptable cost and in a manner which favourably differentiates the service from that of its competitors.

Strategy

The company's strategy is to build reputation and market share by establishing our business offering as a viable and better alternative to other personalised transport services in the area. The company's long-term goal is to be a leader in passenger transport in Australia which we will be accomplish through continued improvement and innovation.



MEET THE NATIONAL MANAGEMENT TEAM



MEET THE LOCAL TEAM

Black & White Cabs Victoria

Phone – 03 9927 3079

John Lobwein

Aqil Mohammad

Michael Dimitriadis

Robert MacDonald

Richard Haidar

Chief Operations Officer

General Manager - Victoria

Fleet Operations – Victoria

Fleet Administration - Victoria

Taxicomms – Tech Support

TABLET DISPATCH

Black & White Cabs tablet dispatch uses modern, off-the-shelf hardware that delivers better performance with lower maintenance.

Features include:

- Latest screens are made of toughened glass and offer much better visibility in all light conditions.
- Multi-touch screen controls mean no buttons to wear out. Tablets are faster and easier to add new features
- The latest 5G receivers and modern Assisted GPS means better coverage with more reliable communication and location.
- Google Maps for driver navigation

ONLINE DRIVER TRAINING

Black & White Cabs online training courses are custom built for each location in consultation with local representatives.

Online training provides all new and current drivers with the ability to complete training on their own time and they can easily refer back to the content if needed.

This flexibility allows the company to provide drivers with introductory, advanced or one-off training in a cost-effective manner, without having to attend a training date or take drivers off the road.



OPERATOR ACCOUNT

An Operator Account is set up for each operator.

Operators can access their account 24 hours a day, 365 days a year via any electronic device including a smartphone.

The portal allows you to:

View your account at any time to see transactions, financial statements, EFTPOS statements and dockets.

Look up a driver to get their details of drivers that are new to you. View a list of drivers that have logged on to one of your vehicles. Update your details quickly and easily through the Portal.

The screenshot shows a web portal titled "Welcome to Black and White Self Service". On the left is a vertical navigation menu with the following items: "Accounts", "Statements", "EFTPOS Statements", "Jobs", "Dockets Lodged", "Dockets History", "Driver Lookup", "Drivers for Operator", and "Vehicles for Operator". The main content area contains a list of menu options with descriptions:

- Home - Brings you back to this page
- Accounts - View your accounts and their transactions
- Financial Statement - View, download and email your statement
- EFTPOS Statement - View, download and email your EFTPOS statement
- Docket Statement - View, download and email your Docket statement
- Electronic Jobs - View electronic accounts transactions that your account has been credited with
- Dockets Lodged - View docket batches that you have lodged - may change before they are finalised
- Groups Dockets Lodged - View Groups docket batches that you have lodged - may change before they are final
- Charges History - Choose an account and a month to have a list of invoices emailed
- Driver Lookup - Display basic details of drivers that are new to you
- Drivers for Operator - View a list of drivers that have logged on to one of your vehicles in the past 180 days.
- Vehicles for Operator - View a list of cars that are assigned to your account.
- Taxi News - View current news and information
- Feedback - Have your say by emailing one of our departments
- Contact Details - Check and update your current contact details

At the bottom of the main content area, it says: "You can also use the [MTData Taxi Operator Web Client](#) to view your vehicles on a map and send messages."

NDIS

Black & White Cabs has been a Registered NDIS Transport Provider since 2014.

Black & White Cabs' dedicated NDIS Manager is available for participants, plan managers, support coordinators and disability service providers to contact directly to set up accounts, support, and general assistance.

Our NDIS Team oversees the online application process, account management with detailed trip reporting, regular statements and monitoring account balance.

Black & White Cabs has recently moved to a national booking and enquiry line which allows for more one on one support for participants knowing that not all are the same.



Operator Expenses - Victoria

Approximate Monthly Expenses:

- | | |
|---------------------------|--------|
| • Service Fees | \$ 199 |
| • Security Camera System | \$ 55 |
| • Fuel | \$ 650 |
| • Repairs and Maintenance | \$ 350 |
| • Taxi Permit | \$ 5 |

TOTAL ESTIMATED RUNNING COSTS	\$ 1,259
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Approximate Start Up Costs Victoria:

- | | |
|------------------------|--------------|
| • Vehicle Purchase | \$ 15-45,000 |
| • Vehicle Installation | \$ 110 |
| • Registration & CTP | \$ 790 |
| • Insurance | \$ 2,000 |

Note: These figures are approximate and should be used as a guide only.

Other considerations are vehicle loan repayments, accident costs and normal business expenses including an accountancy and legal costs, government fees and other costs.



Why Join us?

FRIENDLY STAFF

Black & White Cabs has a dedicated driver helpline.

There are staff available 24 hours a day 7 days a week.

COMMUNICATION

Operator Meetings held regularly to ensure you have a voice.

Our open-door policy means you can contact our friendly staff at anytime.

TECH SUPPORT

With a local Taxicomms, we have you covered when equipment fails, or you are having issues. This is supported by a 24/7 Customer Service Centre meaning, you are never alone.

SALES & MARKETING

National Sales & Marketing strategies and campaigns to attract customers and drivers.

Growing Courtesy Phone, Taxi Butler and direct booking products being introduced into many businesses.

NDIS

Black & White Cabs has a dedicated NDIS Manager who will manage individuals directly or work directly with Support Coordinators, Plan Managers and disability service providers.

LATEST TECHNOLOGY

Our IT department stays updated with the latest technologies and focuses on making work for the operator and driver more efficient and reducing errors.

Getting Started

If you're interested in joining our growing family of Operators, we're here to help!

Making the jump into taxi operating can be a daunting task, however, we have a team of trained professionals here to streamline the process for you.

Black & White Cabs is committed to completing all the necessary paperwork, organising document signing and any other requests you may have.

If you have any questions or concerns, please feel free to call us on 1300 159 147.

If you are ready to begin your journey, please fill in the application below:

[Operator Application Form](#)