



Customer Liaison Officer Handbook



Driver Infringements and Penalties



1. Overview of Penalties

OFFENCE	MONETARY PENALTY
Bringing the Company into disrepute	Refer to Operations Manager or Fleet Ops Supervisor
Cabcharge disputes	Amount charged for the transaction, plus up to \$500 Admin fee + \$25 Chargeback Fee (Imposed by Cabcharge)
Driver fail to pick up or recall	Up to \$200 after 4 th offence
Driver Presentation	Up to \$100 (can include supply of a uniform)
Failed to provide assistance (Account jobs)	Up to \$100 and suspension
Fake bookings	Up to \$500
Fixed price refusal to customers	Up to \$100
Jobs off meter	Up to \$200
Misuse of customer phone access	Up to \$500
Overcharge	Amount charged for the transaction, plus up to \$100 Admin fee
Rank Infringements	Up to \$200
Refusal of Assistance Animal	Refer to Operations Manager or Fleet Ops Supervisor
Refusal of fare	Refer to Operations Manager or Fleet Ops Supervisor
Smoking	Up to \$100
TSS Issues	Up to the fare value of fraud plus up to \$500 Admin fee
Fare Cost	Up to the value of transaction plus up to \$100 Admin fee
Behaviour/Attitude	Refer to Operations Manager or Fleet Ops Supervisor
Stolen Jobs	Up to full fare plus \$50 Admin fee
Parked outside Hotels/Loading Zones	\$50
Driver recalling pre-assigned work	\$50
Use of mobile phones	\$50
System Penalty Manipulation	\$100 for 2 nd offence. \$250 for 3 rd offence.

Notes

Any exceptions to this must be approved by the Operations Manager after the completion of the investigation and interview process.

The offence of bringing the company in the disrepute can apply as an addition to any complaint or as a standalone complaint.

Customer Liaison Officer – CLO

Unless the explanation says otherwise, repeat offence penalties would apply within a 24 month period.



Summary of Offences

2.1 Cabcharge disputes

Drivers are penalised the total amount for the disputed transaction, plus an additional Administration fee of up to \$500.

The penalty applies to drivers that are found to be misusing Cabcharge e-tickets. This may include, but not limited to the driver entering a false amount or retaining the e-ticket and processing it later for a fake trip at a higher price.

2.2 Driver Fail to Pick up or Recall

When a driver has accepted a job via the MT Data system and meter flashes the booking (i.e. turns his meter on/off without picking up the passenger) or fails to successfully recall the job, then the following guide is to be followed by all Fleet Operations staff:

First Offence: An Interview with the CLO.

Second Offence: Second interview by the CLO and a warning letter.

Third Offence: Third interview by the CLO and a \$100 penalty.

Fourth Offence: Formal interview by the Fleet Operations Supervisor & CLO, with \$200 penalty.

Fifth Offence: Interview with the Operations Manager, review of driver affiliation and maximum penalty at the discretion of the Operations Manager.

All efforts should be taken to ensure operators of the taxi are kept informed of the original complaint and subsequent action taken.

If for any instance the CLO is happy the driver has not offended on any offence, a comment will be made on the drivers file stating this.

2.3 Driver Presentation

Drivers reported out of uniform will be sent a message to attend headquarters within (two) 2 hours for an interview with a member of the Fleet Ops team; normally the Fleet Standards Officer. If a driver disagrees with the report, they have one (1) hour to send a photo showing them being in full uniform. Drivers can send a photo by emailing: fleetops@blackandwhitecabs.com.au

Out of uniform reports after 3 PM on weekdays are to be followed up on the following business day by the Fleet Operations staff. However, where a report is received on the weekend, the Customer Liaison Officer (if working) is responsible for following up.

Should a driver fail to comply by the request of a Fleet Ops staff member, the driver is to be validated and logged off the MT Data dispatch system until the driver has attended Black & White Cabs headquarters for an interview.

Notations of the validation and the reason must be noted on the drivers file. The Operator of the vehicle that the driver is in will also be sent an email advising of the situation.

The Fleet Operations staff will send the following message via the MTData system to any driver reported being out of uniform:



Hi (Name of driver)

You have been reported being out of uniform on (insert date) at (insert time). In line with our company policy, you are required to attend Black & White Cabs headquarters within the next two hours for an interview with the Customer Liaison Officer. Failure to attend will result in you being logged off the MT Data dispatch system, and validated until you are interviewed. Should you wish to discuss this further, please contact the Customer Liaison Officer on: 07 3860 1884.

Thank you.

Financial penalties: Maximum of \$100 (which can include or exclude uniform purchase).

2.4 Failed to Provide Reasonable Assistance

First Offence: An Interview with the CLO and refund of half the value of the full fare + \$100 administration fee and official warning.

Second Offence: Second interview by the CLO and refund of the full fare and potential suspension from account work or dispatch system and official warning.

Third Offence: Third interview by the CLO and refund of the full fare. In addition to this, The driver will receive a suspension from the dispatch system of up to 2 weeks and final warning.

Fourth Offence: Interview with the Operations Manager, review of driver affiliation and financial penalty as per the discretion of the Operations Manager

Operators of the taxi must be kept informed of the original complaint and subsequent action taken.

If for any instance the CLO is happy the driver has not offended on any offence, a comment will be made on the drivers file stating this.

2.5 Fake bookings

Heavy penalties apply to drivers that are found to create a fake booking in the system to gain an advantage. Depending on number of instances this has occurred, drivers are penalised a maximum of \$500. The penalty is usually enough to cover the cost of reimbursement for drivers that have been disadvantaged.

First offence: Maximum penalty of up to \$500 and a Final Warning.

Second offence: Withdrawal of affiliation.

2.6 Fixed price refusal to customers

A \$100 penalty applies to drivers that “flick or flash the meter” on a fixed price job, and then try to make the customer pay the metered fare or another agreed amount (usually higher than the fixed price).

In the instance where a driver recalls fixed price (Fixed Price) bookings due to the price, the Fixed Price condition will be removed from the drivers’ conditions. After no less than 30 days, the driver may request a review of this decision.

2.7 Jobs off meter



Drivers can take a deposit from customers in line with what the metered fare would run, but the meter must be run alongside and difference paid or refunded at the end of the fare. Driver found to be choosing to work off the meter will be penalised up to \$200 for each instance.

2.8 Misuse of Customer Phone Access

On many jobs, drivers are given a contact phone number for the customer. On occasion, drivers can abuse this privilege to the detriment of the expectations of our customers and therefore harm the reputation of Black & White Cabs.

There are many examples of misuse and some of these are (but not limited to):

- Contacting the customer after a fare has been completed.
- Sharing the private number with other people
- Calling customers to obtain a location and then failing to turn up for the booking.

Drivers found in breach of our expectations will face disciplinary action.

That action will depend on prior history. A brief guide to the actions taken by Fleet Operations staff is as follows:

First Complaint: Interview by the CLO, maximum \$200 penalty and a mandatory warning letter.

Second Complaint: Interview by the CLO and the Fleet Ops Supervisor with punishment to include any or all the following:

- Max Validation - 168 hours
- Max Penalty up to \$500
- Warning letter (possibly final)

Third Complaint: Interview by the Operations Manager and the following steps/penalties:

- Review of affiliation
- Max Validation - 336 hours
- Max Penalty up to \$500
- Final Warning letter

Fourth Complaint: Driver to show cause as to why affiliation is not terminated.

Operators of the taxi should be kept informed of the original complaint and subsequent action taken.

2.9 Overcharge

Each instance, the driver is penalised the amount charged for the transaction, plus up to \$200 Admin fee.

Repeat overcharge complaints could result in increasing penalties, dispatch suspension and up to and including disaffiliation.

2.10 Rank Infringements



Taxi ranks are provided to facilitate the efficient and fair distribution of radio work, as well as to act as a pickup point in busy public places. For this system to function, all drivers must be committed to observing the policies and procedures for using these ranks. There are several ways a driver may misuse the rank system, for example:

- Picking up passengers near and within sight of a signed taxi rank; or
- Plotting to a rank whilst not being physically there (for city ranks 501-526).
- Sitting in loading zones outside premises with a view to taking jobs that are allocated to cars on taxi ranks.

Drivers found in breach of our expectations will face disciplinary action.

That action will depend on prior history. A brief guide to the actions taken by Fleet Operations staff is as follows:

First Offence: A written first warning letter will be sent.

Second Offence: A written second offence letter will be sent.

Third Offence: An interview with the CLO.

Fourth Offence: An interview with the Fleet Operations Supervisor, in addition to a \$100 fine to cover B&W Cabs administrative costs.

Fifth Offence: An interview with the Operations Manager and review of affiliation.

Loading Zones: Drivers who have been reported sitting on loading zones are to attend an interview with the Customer Liaison and fined \$50.
If the report comes through in real time, the driver is to be fined, and told to move on. This fine will double every 5 minutes until the driver moves. If the fine gets to \$200 and the driver still has not moved, he must be validated and logged off, pending interview with Customer Liaison.

Operators of the taxi must be kept informed of the original complaint and subsequent action taken.

2.11 Refuse Assistance Animal

Drivers found to be refusing an assistance animal for any reason will be subject to an interview with the CLO and up to \$500 penalties or withdrawal of affiliation. Drivers may also be required to undergo third party specialist training.

All complaints of this nature must be referred to the Operations Manager and the Fleet Operations Supervisor immediately and prior to interview of the driver.

2.12 Short Fare refusal

Drivers found to be refusing a fare due to the distance of the journey will be subject to the following;

First Offence: An interview with the CLO and a \$50 penalty.

Second Offence: An interview with the CLO and \$100 penalty.

Third Offence: An interview with the Fleet Operations Supervisor and a \$200 penalty.



Fourth Offence: An interview with the Fleet Operations Supervisor for a review of affiliation.

2.13 Smoking

Drivers found to be smoking in or within 4 meters of a taxi will be subject to the following actions within a 12 month period:

First Offence: An interview with CLO and a penalty of up to \$100.

Second Offence: An interview with CLO and a \$100 penalty.

Third Offence: An interview with the CLO and a \$150 penalty.

Fourth Offence: An interview with the Fleet Ops Supervisor, a \$200 penalty and a Final Warning.

Fifth Offence: Withdrawal of affiliation.

2.14 TSS

Drivers are penalised up to the fare value, which is equates to double the TSS charge that was claimed plus an Admin fee of up to \$500. The penalty applies to drivers that are found to be entering fake dockets or refuse to accept a TSS card.

2.15 Fare Cost

Fare cost disputes are split in the following sub-categories and the actions taken will depend on a case-by-case basis. In all cases, drivers may be asked to contribute an Administration Fee on top of any refunds.

Wrong Route Without reasonable explanation, the driver may be asked to refund the difference in fare compared to the shortest route.

Fraud Drivers found in breach of fraud are to be penalised the total amount for the disputed transaction, plus an additional Admin fee of up to \$500, and may also face other action up to and including disaffiliation.

Extra fees Any 'Extra' fees that the driver enters manually, will be subject to refund total amount entered plus \$100 admin fee.

Price In general General Price disputes are subject to the Fleet Operations Supervisor, or Operations Manager for guidance.

Drivers who continue to receive Fare Cost complaints are subject to an interview with the CLO and the Fleet Operations Supervisor and the regular complaints process is to be followed.

2.16 Behaviour/Attitude

Behaviour/Attitude complaints are handled on a case by case basis. The guidelines for other offences in this document can be used to assist with assessing action to be taken on these types of complaints.

2.17 Stolen Jobs



Any driver found to be picking up a job that was allocated to another cab, can be considered to have “stolen” the job. These types of situations can be difficult to prove, and Fleet Ops staff will use all technology available to make decisions based on “best guess” in lieu of actual evidence.

Where this occurs, drivers will be interviewed by the CLO and may be asked to refund half the fare of the stolen job. Any driver found to be parking outside a hotel and touting for a fare (proven by the GPS) will be required to pay the full fare and may face further penalties. Second and subsequent offences of a stolen job report will require the driver to pay the full fare.

On any offence, an Administration fee of up to \$50 can be charged.

Unfounded complaints of a stolen job will be noted on the drivers file as such.

2.18 Vehicles parked outside Hotels or on loading zones

Any driver reported for parking outside a Hotel or on a loading zone for longer than two minutes are penalised \$50. Reports are to be verified by our GPS tracker first, and if proven the driver is given 24 hours to pay the penalty.

2.19 Driver recalling pre-assigned work

Drivers may recall pre-assigned or pre-allocated bookings up until 15 minutes prior to the booking time with no penalty.

However, if the booking time is less than 15 minutes away, CSC will insist the driver covers the job, unless there is a very good reason for this. At 15 minutes before booking time, the driver will be sent a message advising that the driver is not to accept any other jobs as he now must proceed to his pre-assigned job. The message is:

When drivers recall outside of the 15 minutes, it is treated as per any other recall and penalties will apply.

Fleet Operations will receive reports of drivers recalling pre-assigned jobs within 15 minutes of the recall time via Service Desk. Drivers are to be penalised \$50 for each instance.

2.20 Use of Mobile Phone

Driving and mobile phones

To keep yourself and other road users safe your full attention is needed when driving. Driving while using a mobile phone held in your hand is illegal—even if you're stopped in traffic. This means you can't:

- hold the phone next to or near your ear with your hand
- write, send or read a text message
- turn your phone on or off
- operate any other function on your phone.



Using your mobile phone safely

- Turn off your mobile phone before you get in your car so you won't be tempted to answer it.
- If you must have your mobile phone on, install a hands-free kit so you can legally drive and talk on your phone (for open or P2 provisional license holders only), but don't forget to keep concentrating on driving.
- You can use a mobile phone held in your hand if you are legally parked. Parked means stopped with the intention of staying at that place.
- Set your phone to avoid phone calls while the car is moving. Most smartphones have a setting for this.

For Taxis, all mobile devices must be securely mounted on the windscreen, but it must not obscure the view of the road.

These mobile phone rules do not apply to CB radios or any other two-way radios.

Penalties

If your mobile phone is in your hand and being used for any reason while you are driving—including when you're stopped at traffic lights or in congested traffic, the following penalties apply within a 12 month period:

First Offence: An interview with the CLO and a penalty up to \$50.

Second Offence: An interview with the CLO and \$100 penalty.

Third Offence: An interview with the CLO and a \$150 penalty.

Fourth Offence: An interview with the Fleet Ops Supervisor, a \$200 penalty and a Final Warning.

Fifth Offence: Withdrawal of affiliation.

* The above penalties are also applicable to drivers using their Bluetooth (including ear pieces) whilst transporting a passenger.

It should be noted; the QPS fine drivers \$400 and record 3 demerit points against the traffic history for any misuse of mobile phones. Double demerit points apply for second or subsequent mobile phone offences committed within 1 year after an earlier offence.

2.21 System Penalty Manipulation

Drivers found to be manipulating system penalties for any reason will be subject to the following actions within a 12 month period:

First Offence: An Interview with the CLO and a notation on the driver file.

Second Offence: An interview with the CLO. Driver is to pay \$100 penalty and be issued with a written warning.

Third Offence: An interview with the CLO and Fleet Operations Supervisor. Driver is to pay \$250 penalty and be issued with a written final warning.

Fourth Offence: Interview with Fleet Operations Supervisor and Operations Manager. Review of affiliation.