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Tacsaí Magazine is stocked in each taxi firm in Dublin, Cork, Galway and Limerick. Most ranks have "Rank Reps" who have a stock of magazines. Additionally, the magazine is available in the following locations:

01. Skan Taxi centre, Tolka Valley Business Park.

02. Emo Station (Mount Brown),

Kilmainham.

- 03. Discount Till Rolls
- 04. TTnH Offices, Santry Hall Ind. Est.
- 05. Fonthill Motor Factors.
- 06. Harbour Radiators.
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- 09. Hailo, 12 Upper Mount Street.
- 10. Dublin Corporate Cabs, Ballymount Ind Est.
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DS POLICIN

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DEPARTMENT OF THE TAOISEAC AFF SPENT () OO A WFFK (**TAXIS IN 2018**

eo Varadkar's Department of Taoiseach of staff spent over €500 a week on taxis last year, even though their two main places of work are only 100 yards apart. And to make it even harder to believe, there is a glass walkway, nicknamed the Bridge of Sighs, connecting the two seats of power, Government Buildings and Leinster House.

This means that the Taoiseach, staff and ministers don't even have to step out into the cold - let alone get a taxi - to get from the Dail facilities in Leinster House on Kildare Street to the Office of An Taoiseach in Government Buildings on Merrion Street.

The Taoiseach defended the expensive taxi service, saying that: "Taxis are used for official purposes where there is no other practical or suitable alternative mode of transport available."

The Department of An Taoiseach has 211.5 of what they describe as 'whole time equivalent staff,' which includes all part-time and fulltime staff in one figure.

But it's not known how many of these have the authority or privilege to order taxis on the Taoiseach's account.

Taoiseach Varadkar never has to worry about taxis

himself anymore of course, because as the nation's leader he has 24 hour armed protection and a chauffeur service provided by An Garda Siochana.

A Parliamentary Question response to Fianna Fail's Limerick TD and Spokesman on Foreign Affairs Niall Collins revealed the spending splurge.

The total bill for 2018 so far has come in at €26,053.46.

A note to the reply from the Taoiseach warns that this is a provisional figure and could go up, or down, although it is not expected it would change much.

The \in 500-a-week figure we chose presumes that taxis were used consistently every week of the year, but with the quieter times during holiday periods it's more likely that the figure is much higher during busier weeks.

It is not unreasonable to estimate that it would hit over €1,000 during a busy Government week when staff may have to work overtime and late.

The road by the infamous Bridge of Sighs between Government Buildings and Leinster House becomes a popular watching point during Cabinet appointments and reshuffles.

This is because it can be seen from the footpath on



Merrion Street and if the eagle-eyed spot a TD strutting across from Leinster House, you can presume he'll walk back from Government Buildings a minister having got the nod from the Taoiseach.

Mr Varadkar gave the following response to the question on taxi spending.

"Taxis are used for official purposes where there is no other practical or suitable alternative mode of transport available.

"My Department has a taxi account for official business purposes with a company selected by the

Office of Government Procurement under a Framework Agreement for services in the Greater Dublin Area, following a public tender process.

"Staff may also from time to time use other taxi providers when it is not possible to use the contracted company or they are in a location outside the contracted area or on official business abroad.

"It should be noted that the figure provided for 2018 is based on provisional outturn and may be subject to revision, as part of the finalisation of my Department's 2018 Appropriation Account."



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SURGE PRCNG

Allowing taxi drivers to raise fares during peak periods, such as in the run-up to Christmas, on Saturday nights and in situations where public transport is unavailable, could help get people home quicker, boost public safety and encourage more people to work in the industry. This is according to MyTaxi's Irish country manager, Alan Fox, who said the company has held preliminary talks with the National Transport Authority (NTA) about increased flexibility around pricing.

> r Fox told The Irish Times that driver numbers in the Republic had fallen by nearly a quarter since 2008 as the State approaches full employment.

At the same time, demand for taxis has jumped sharply with MyTaxi recording its busiest quarter to date between July and September, carrying more than four million passengers.

Surge pricing, in which businesses set flexible prices for services based on current market demands, has proven controversial, particularly

in the areas of transportation. Rival Uber has previously received heavy criticism for increasing fares during terrorist incidents in cities including London and New York.

Under current regulations, taxi drivers in the Republic are restricted in the amount they can charge passengers. Mr Fox said his company was keen to see more flexibility on pricing in all markets it operated in.

"Would customers be prepared to pay more? I don't think they would be happy about it if I'm perfectly honest but I think there are certain



situations where consumers would do it, on cold, wet Saturday nights for example," he said.

Recruitment

MyTaxi currently has 11,000 registered drivers in the State, having added 1,700 more since the start of the year. However, Mr Fox said that, despite introducing a number of incentives, including assistance to help individuals pass the SPSV (small public service vehicle) entry test, it was proving difficult to recruit enough drivers to meet growing demand from the public for taxis.

Flexible pricing was another possible incentive that could help increase the number of taxi drivers in Ireland, he said.

"We haven't had a full-on conversation with the NTA on this just yet but it is something that I think makes a lot of sense for the market as it brings in flexibility at peak times," Mr Fox added.

MyTaxi had recently struggled to respond to a surge in demand during Storm Ali when the Luas went out of service, he said.

"The Green Line went down just as torrential rain started and our service levels went through the roof as 50,000 people who would normally get the Luas home had to get a taxi or walk. We were able to get hold of drivers through instant messaging to let them know there was plenty of work there for them and we were able to meet demand," Mr Fox said.

"A year ago when we had 25 per cent less capacity in the fleet, we would have struggled with that but we are in a much better place now although we still need more drivers," he added.

Mr Fox said said MyTaxi had also been having talks with city planners and cultural and business representatives about new approaches to help people get home quickly and safely during nights out. These talks include possibly appointing a night tsar and lobbying for different closing times so that people don't all spill out on the streets at the same time wanting a taxi.

Mr Fox said that, while his company had experienced technical issues following the migration over from Hailo, he felt MyTaxi was highly regarded by users. He cited rising passenger numbers as evidence.

He also said the number of Irish customers using MyTaxi outside Ireland was increasing, with 39,000 people having taken trips in foreign cities using the app. That figure is expected to rise to 50,000 by the end of 2018 – a 125 per cent increase on last year.

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DRIVERS WANT GARDA ACTION



Perspex glass and a dedicated garda team: What taxi drivers want after robberies by west Dublin gang A number of taxi drivers have been recently targeted.

> AXI DRIVERS ACROSS Dublin want stricter punishments for those who violently assault and rob drivers as well as a dedicated garda liaison officer to deal with crime against them.

Gardai in west Dublin are urging drivers to report suspicious activity following a number of robberies from taxi drivers and delivery drivers over the Christmas period.

The Journal.ie understands that there have been a handful of such incidents since Christmas in the Tyrellstown, Clonee and Blanchardstown areas of west Dublin – however just two have been reported to gardaí.

Most of these incidents have occurred when the taxi has been hailed using a phone app. Gardaí believe that the gang picks its target by constantly hailing cab, thereby allowing them to get an older driver.

A driver's photograph is typically displayed on the phone app when they are en route to pick up the fare.

While taxi drivers TheJournal.ie spoke to wanted to emphasise that these attacks are not a daily occurrence, they say they are still happening too often and not enough is being done to deter thieves from targeting them.

A spokesman for the National Irish Taxi Association (NITA) said that he feels that drivers should be treated like any other public servant on the front line.

He said: "These crimes are going unnoticed and unreported. But I really think we should be treated the same way as any other public servant. I think people get off lighter because they attack a taxi driver. We need to be given more protection.

One of the things that we want is a garda liaison officer who would deal solely with taxi drivers. That garda would let drivers know the status of investigations into those who attacked them so we know that something is being done about it. A lot of the time when lads report what happened, they don't hear what goes on in the end and it's like nothing has happened. I think if we knew someone got convicted, it'd make drivers more likely to report the crimes in the first place.

Drivers, in the past, have been using WhatsApp groups to



communicate with other drivers and gardaí when they have picked up a suspicious fare.

WhatsApp

When drivers feel unsafe, they are able to send their location to a messaging group. Gardaí are then alerted, as well as taxi drivers in the area, who search for the roof sign number of the driver in trouble.

On many occasions, drivers have received an escort from gardaí – especially if the drivers are entering a housing estate which is considered a hotspot for anti-social behaviour.

However, this is not the norm, according to the NITA. What is becoming more prevalent, according to the organisation, is the number of drivers who are taking added precautions. Many have CCTV systems installed in their vehicles. Some drivers have even installed perspex glass as a way of protecting themselves.

This time last year, TheJournal.ie reported that a group of young men were carrying out similar crimes.

On New Year's Eve 2017, a driver was threatened with an imitation firearm and robbed in the Hazelbury Park area of Clonee, west Dublin. The driver, although shaken, got to Blanchardstown Garda station where he gave gardaí a statement.

Many drivers are now avoiding picking up and dropping off in certain parts of Ongar, Clonee and Tyrellstown areas for fear they will be targeted.

The increase in the number of taxi driver being attacked

has also gained the attention of politicians. Fine Gael TD Noel Rock has written to the National Transport Authority to urge them to act to safeguard drivers.

Rock has also suggested that a small grant be offered to drivers to incentivise them the purchasing of dashcams and CCTV systems.

Speaking about the spike in attacks and the use of hailing apps to target older drivers, Rock said: "There is no question that more taxi drivers are being attacked than ever before, which is alarming. It's a difficult job and it can also be a dangerous job. It's my belief that we should be working to ensure the safety of drivers as well as passengers.

"Accordingly, I have written to both the NTA and to the Minister to urge them to consider some measures to assist with the installation of these useful safety devices in their cars. A small grant would go a long way to assist taxi drivers in installing these safety devices."

Rock said that he has also sought a meeting with the management of the largest taxi app in the market, to see what safety measures they intend to implement themselves following reports that gangs were targeting older and more vulnerable taxi drivers based on the information which is presented within an app when a taxi is booked.

"Again, for the sake of the safety of both passengers and drivers, this needs to be looked at. Ultimately, I see this as an investment in the safety of our taxi drivers, our passengers and indeed something which will hopefully reduce insurance premiums by increasing safety for all."



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IRELAND HAD THE MOST POPULAR DESTINATION FOR MYTAXI PASSENGERS ACROSS THE WHOLE OF EUROPE LAST YEAR.

The company revealed that passengers took more than one million trips to Dublin Airport using the e-hailing app.

yre Square in Galway, Patrick Street in Cork and O'Connell Street in Limerick were the most popular drop-off locations across the nation outside Dublin in 2018.

The app also carried more than 16 million passengers across Ireland in 2018, 3.4 times the entire population, covering nearly 66 million kilometres - the equivalent of driving around the world more than 1,640 times.

In its look back at 2018 travel patterns and facts, mytaxi found this Christmas to be its busiest on record, with Saturday, December 15, seeing the biggest demand on the app for taxis from passengers ever, followed closely by Friday, December 21 and Saturday, December 8.

March 2, when Ireland was worst-hit by Storm Emma, was the quietest day of the year for the taxi app.

The average waiting time for a mytaxi driver improved year-onyear to three minutes 43 seconds over 2018, a 10% improvement. The average waiting time for a mytaxi hail to be accepted in 2018 was 32 seconds, dropping from an average of 35 seconds in 2017.

The average rating given to mytaxi drivers by passengers was 4.8 stars out of 5 in 2018, with drivers saying that over 10,000 items were left behind by passengers in taxis over the year.

General Manager for Ireland at mytaxi, Alan Fox, said: "2018

was a remarkable year of growth for mytaxi in Ireland, most noticeably with regard to trips taken by passengers to Dublin Airport, which was our most popular destination across all the nine European countries and now more than 100 European cities we operate in internationally.

"Including those joining our fleet who have passed the test using our free online training manual, last year was our most successful 12-month period for driver recruitment since 2013. We want to continue to build our capacity in a sustainable and innovative way to match customer demand in 2019 and we will continue to enhance the mytaxi app based on the valued feedback we receive on an ongoing basis from our passengers and drivers."

Cross-border traffic through the app grew by nearly 200% in the year, with passengers increasingly using the same app to hail taxis across the 100 European cities mytaxi operates in.

The top three origin countries for tourists using the mytaxi app when visiting Ireland were the United States, the UK and Germany with 8.5% of all mytaxi journeys in Ireland being taken by visiting tourists. The three most popular countries for Irish travellers using mytaxi abroad were Germany, the UK and Spain.

For the first time in 2018, 100,000 licensed taxi drivers internationally signed up to the mytaxi app, with more than ten million unique passengers using it.



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WHAT LYNK DRIVERS GOT UP To in 2018

Dublin Taxi drivers have shared some interesting facts and stories about their work last year.

ne person in Dublin paid €673.60 to get a taxi from the capital to Dingle the most expensive cab fare of 2018. That is according to Lynk Taxi who have revealed some whacky facts about their service that happened in 2018.

So while one passenger blew almost \in 700 on a cab from Dublin all the way to the farthest reaches of Kerry, \in 5.60 was the cheapest fare, after an American tourist asked their driver to bring them from the 3Arena to the Gibson Hotel next door. This is despite the two being just a 30 second walk apart.

Another lazy tourist asked to be driven from the GPO all the way to the Spire right across the road.

The taxi man politely suggested the silly tourist "look up" instead.

The most famous passenger picked up by a driver of the company was Liam Neeson, the Taken star shocked a driver by hopping into his cab.

Strangely, the weirdest item left behind by a passenger was a Bearded Dragon lizard.

The driver was sure to have gotten a shock when he found the reptile sneaking around his car.

It is not known if the lizard tipped his driver, but he was reunited with his owner later that day.

Of all the odd requests that taximen received, collecting a breakfast roll was the most common.

On average a fare in Dublin city with Lynk costs €19.20.

And the most popular question Dubs ask their driver is "Are ya busy?", no shock there.

Other conversation starters Dublin taximen are well used to hearing include, 'Some weather we're having' followed by 'Did you watch the match?'.

Lynk drivers have also shared a few secrets of their own.

Throughout 2018, they had to get out and change flat tires more than 8,000 times.

Their preferred car is a saloon, their top radio station is Sunshine 106.8FM, and their favourite restaurant is Passion for Food on Clanbrassil Street. When they're not busy, obviously!





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DRIVING AN UNREGISTERED CAR AND OVERCHARGING: INCREASE IN NUMBER OF COMPLAINTS ABOUT TAXIS

The most common complaints were about driver behaviour and issues with fares.

HE NATIONAL TRANSPORT Authority (NTA) generally receives more than 1,000 complaints about taxis every year.

As of the end of November, the NTA had received 1,163 – more than the 1,146 received for the entirety of 2017.

The number of complaints has been increasing in recent years – up from 998 in 2016 and 928 in 2015.

The complaints received about taxis were about driver behaviour (474), vehicle condition (46), hiring matters (222), fare matters (418) and identification (3; location and content of logos, stickers or ads).

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	2018
Driver Behaviour	36	43	47	37	36	45	40	38	52	43	57	474
Vehicle Condition	2	8	2	1	3	3	7	3	6	4	7	46
Hiring Matters	15	14	20	27	19	22	28	21	15	19	20	222
Fares Matters	51	33	39	29	50	42	51	29	33	31	30	418
Identification	0	0	1	0	1	0	0	0	1	0	0	3
Total	104	98	110	94	110	112	126	91	107	97	114	1,16

Source: NTA

As of the end of October, most of the examined complaints were not proceeded with as there was no response from the complainant (285) or the diver was given advice (193). In 24 cases, the complaint was referred to gardaí.

Source: NTA

	Jan to Oct 2018
Under investigation/Referred to legal dep't	70
Not proceeded with: no response from complainant	285
Not proceeded with: insufficient evidence to prosecute	39
Not proceeded with: no evidence of any offence	139
Not proceeded with: complainant unwilling to pursue	35
Advice	193
Caution	116
Warning/Reprimand	29
Fixed Payment Notice	111
Referred: Gardai	24
Referred: Other	8
Total	1,049

A selection of the complaints, released by the NTA to TheJournal.ie, can be read below:

DRIVER BEHAVIOUR

Complaint: "The drive down the quays to the petrol station was uneventful. He asked me if it was ok to stop for petrol and I said it was fine, he stopped the meter and that was fine. On leaving the petrol station he pulled across the path of another taxi and there was much beeping and flashing of lights from both cars.

"I have just found out on the taxi checker app that he is driving an unregistered cab! I wasn't going to complain until I found out this. I usually get the Nitelink home but I was treating myself to a taxi to get home quickly."

Outcome: Fixed Payment Notice – Driver failed to notify NTA of vehicle being operate.

Complaint: "I handed the driver a €20 note. The driver stated that he did not have any change to give me. He stopped the fare and decided he would bring us to a shop in order for him to get change.

"The driver was in possession of the €20 note that I had handed to him earlier. He entered the store to get change and returned to the vehicle. He stated that "I am not a bank" and "you should have my accurate money".

"The driver stopped the vehicle at our destination and handed me \in 8. I informed the taxi driver that the correct change was in fact \in 8.40. With this, he opened the rear passenger door and proceeded to lift the rear passenger seat looking for small change.

"The driver eventually gave me the correct change and the journey was complete."

Outcome: Not proceeded with – No response from complainant when contacted.

Complaint: "We queued at the taxi rank. 4-6 males got into a car that pulled up and the driver had a discussion with them and then they got out again and walked away from the queue.

"The driver in question instead of pulling to the top of the queue pulled to the back and took people who had been queuing less of a wait time. We argued with both the passengers and then also the driver (when he rolled his window down) and I pointed out he had not followed standard taxi rules in picking up the first passenger in the queue."

Outcome: Not proceeded with- No evidence of any offence.

Vehicle condition

Complaint: "The car was in a bad condition, all the lights were on in board like "check engine light" and others, the car was making strange noises and inside was very dirty and it had an extremely bad smell of cigarettes."

Outcome: Advice given to licence holder – Vehicle had undergone repairs immediately after incident.

Complaint: "Smelly car, had to have window open on a cold day. Dog hair (I think) on seats."

Outcome: Not proceeded with – No response from complainant to assist in the identification of the vehicle.

Complaint: "Hired the vehicle from the taxi rank. The vehicle was shabby externally with significant wear and tear to paintwork and visible dents to panels.

"The interior of the vehicle was filthy; heavy staining on

dashboard and seating. The boot was also cluttered." Outcome: Fixed Payment Notice – Vehicle failed to meet required standard.

Complaint: First of all seatbelts in back seat were not accessible, back seat covers were ripped and filthy dirty and car was generally dirty.

Outcome: Advice given to licence holder- Seatbelts accessible but seat covers were replaced.

FARE MATTERS

Complaint: "We had 3 passengers. My friend tried to tell him which way to go but he wasn't listening to us and kept ignoring us. I got dropped off. When he pulled up he said "the fare is on your card" and tried to block the meter from me. When I said "50 euro, seriously?" he started raising his voice and saying the journey was long and that is correct. I felt intimidated by myself so I just left it. I spoke to several drivers I know and even checked the fare estimate on your website and it all said it was nowhere near 50 euro."

Outcome: Not proceeded with – Complainant unwilling to pursue matter; had also complained to taxi company and fare was part-refunded.

Complaint: "Taxi stopped for me, I sat in, he asked where I was going. I said X, he said it'll be \notin 17. I told him it's not, the meter will tell him how much it is, he claimed the meter wasn't working tonight and that he's estimating prices himself.

"I told him that he shouldn't be out working if his meter isn't working. He drove me home, extremely quickly, no lights, no traffic so I imagine it would have cost a lot less than \notin 12 or \notin 15. I still gave him the \notin 15 and took his number down."

Outcome: Fixed Payment Notice – Failure to operate taxi meter while on hire.

Complaint: "Requested a taxi to go to the airport [that was] able to accept credit cards, the driver agreed and accepted the service. Once we got to the airport the payment terminal did not work, therefore I had to go into the terminal, got the fare and paid in cash."

Outcome: Fixed Payment Notice – Failure to print and offer a receipt.

HIRING MATTERS

Complaint: "Driver stopped. Asked where I was going. Took off when I said the [name of the] road. Obviously too short a journey."

Outcome: Not proceeded with – No response from complainant when contacted.

Complaint: "This man was waiting at the rank and refused to bring us because he said "we could walk", so we asked again if he would bring us or not and he got angry so we had to leave the taxi. I told him I was taking down his number and then he said he didn't care."

Outcome: Fixed Payment Notice – Unreasonable refusal.

Complaint: "Taxi driver denied service despite having light on and taxi empty. After pointing at his light, he turned it off, drove off and then turned it back on."

Outcome: Fixed Payment Notice – Unreasonable refusal.





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PEDESTRIAN HIT BY TAXI IN HIGH AFTER IT IS N IN CHRISTCHIIR '**0| F**|

Two men are understood to have been arrested following the incident

pedestrian was injured after a taxi was hijacked early this morning near Christchurch Cathedral.

The shocking incident unfolded at around 7.15am outside the Jurys Inn Hotel.

Gardai were called to the incident and two men are understood to have been arrested and taken to Pearse Street garda station.

Δ

A garda spokeswoman told Dublin Live: "Gardai were

called to an incident this morning the 19th of December 2018 at approximately 7.15am at Christchurch, Dublin 8. "No further updates are available at this time."

The Irish Sun reports that the pedestrian was mowed down by the stolen taxi as gardai pursued the car along the quays.

The pedestrian is understood to not be seriously injured.

The taxi eventually crashed on Reuben Street in the south inner city.

HREE TEENAGE YOBS THREATEN TAXI DRIVER EFORE ROBBING DASH CAM & NOT PAYING FARE

Gardai are investigating the incident

taxi driver was robbed by three teenage yobs after taking them in for a fare.

The driver was bringing the three young men from Parnell Square to Tyrrelstown on Sunday, December 30.

Along the way the passengers asked could they get off at Littlepace Road in Clonee.

After they came to a halt the front seat passenger grabbed the dash cam before one of the three threatened the driver.

All three teens made off without paying the fare and the cab drivers dash cam after the incident.

A garda spokesperson said: "Gardaí are investigating a robbery from a taxi at Littlepace Road, Clonee, D15 30th Dec 2018.

male passenger who demanded cash. Investigations are ongoing."

The driver of the taxi did not receive any injuries but was said to be shaken.

Some dash cam footage was salvaged of the passengers which is believed to have been handed over to gardai.

The teenagers are believed to be part of a gang who have been terrorising the Blanchardstown area recently.

Some taxi drivers are no longer serving certain areas of Dublin in fear they will be attacked or mugged.

A number of incidents have occurred in the Tyrrelstown and Clonee area in the last few weeks which has caused concern among drivers.

And now drivers are stopping bringing fares to certain "The driver was allegedly threatened with a knife by a parts of west Dublin to avoid the same happening to them.

GARDAÍ STOP UNLICENSED TAXI IN DUBLIN AS PART OF PRE-CHRISTMAS CAMPAIG

Gardaí conducting checks of vehicles in Dublin have seized the roof sign and discs from an unlicensed taxi.

> he seizure action was taken as part of Operation Pier, a garda enforcement operation taken by officers in Pearse Street station.

Gardaí say that the vehicle, a Silver Nissan Primera, was stopped on Finglas Road last night with the driver potentially facing a €5,000 fine.

Information on the action was passed to the Taxi Regulator.

Gardaí are also carrying out the annual Christmas antidrink driving campaign with checkpoints in place throughout the country.

In Limerick, gardaí said that a checkpoint testing for both alcohol and drugs saw all motorists pass.



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WORLD NEWS

TOP STORIES FROM AROUND THE GLOBE

CANADA

'It's gotten out of hand': Toronto area taxi fare scam has defrauded victims of millions, police say

Police have made arrests but there are still drivers on the road scamming customers, detective says.

Toronto police issued a warning on Thursday about an ongoing taxi fare scam that has already led to the arrests of five people who now face more than 260 charges for identity theft.

According to investigators, some taxi drivers are using customized point-of-sale machines — often called debit machines — to steal key financial information from customers. Police stressed that cab companies are "not directly involved" in the alleged scam and have cooperated with the investigation.

The fraud has been going across the Greater Toronto Area for at least a year, said Det.-Const. Kristin Thomas. Hundreds of victims have had money and information stolen.

"It's gotten out of hand," Thomas said, adding that one Canadian bank has reported more than \$1 million in losses, while several others say their customers have been defrauded of hundreds of thousands of dollars.

The alleged racket is fairly straightforward. It relies partly on technology, partly on sleight of hand.

According to police, a driver picks up a customer and takes them to their destination. If the customer opts to pay with a credit or debit card, the driver hands them an altered point-of-sale machine. The customer inputs their pin code into the machine, which then returns an error message. The driver asks for the device and the payment card "to rectify the problem," police said.

At that point, the driver swaps out the customer's card with another card from the same financial institution, and completes the transaction. Those involved make a point of operating late at night and into the early morning hours, when customers are likely to be less alert, Thomas said.

Here's the crux: the point-of-sale machine records the customer's pin code.

The driver then heads to a bank with the customer's actual debit or credit card and their pin, and drains their account from an ATM.

"The customer usually has no knowledge of the fraud until the bank notifies them, or they attempt to utilize the card provided to them by the driver at a later date, realizing it has been swapped," police said in a news release.

Despite the arrests, investigators believe there are other drivers still stealing financial information from customers.

"There are still a number of incidents occurring, and there are still outstanding individuals actively defrauding the public utilizing various cabs in the GTA," police said.

Thomas said GTA taxi companies have helped police with the investigation. The alleged fraudsters are individual drivers acting independently, or are people who have access to a cab, perhaps through an unwitting family member, according to Thomas.

The fraud office at Toronto police's 55 Division offered the following tips to avoid becoming a victim:

- Do not leave your debit or credit card unattended inside a point-of-sale machine at any time.
- Be aware of cab numbers and company names when using their services.
- Be aware of the driver's identification that is displayed to the customer in clear view in the rear of the cab.
- Always remove your debit or credit card before handing a point-ofsale machine back to a driver for any reason.

Meanwhile, between November 2018 and this month, police arrested four men, a woman and a 16-year-old boy in connection with the scam. All of the accused are from Toronto.

A search warrant executed on Dec. 19, 2018, turned up a point-of-sale machine and financial documents and personal banking information relating to various victims, according to police.

The five accused face a total of 262 fraud-related charges.

AUSTRALIA

TAXI and rideshare operators face fines of up to \$3 million — and drivers \$300,000 — for endangering passengers' lives under new laws.

Transport Minister Rita Saffioti said new taxi and rideshare reforms included:

• **FINES** of up to \$300,000 or two years jail for drivers who engage in unsafe practices resulting in death or injury. This would be in addition to criminal offences that already apply such as dangerous

MILLIONS LOST IN TAXI FARE SCAM: POLICE

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driving occasioning death, assault or manslaughter.

- **PENALTIES** of up to \$3 million for taxi and rideshare companies that knowingly dispatch a vehicle which is unsafe, resulting in death or injury to a passenger.
- NEW powers for the Department of Transport which allow authorised officers to gain entry to taxi and rideshare operators' premises, and run controlled operations such as posing as customers and issuing improvement notices as required.
- REQUIREMENTS for taxi and rideshare operators to report serious safety incidents to the Department of Transport for further investigation.

"We want to ensure that those involved in providing transport, whether it's a booking service or drivers who are interacting with the public, are fit and proper people," Ms Saffioti said.

Historic reforms to WA's on-demand transport and taxi industry passed through State Parliament this week. The centrepiece is a 10 per cent levy on total taxi and rideshare fares generated by operators that will be used to fund a voluntary taxi plate buy-back scheme.

The levy, expected to be in place by January, will be collected monthly for large companies and on a quarterly basis for small businesses.

Booking services will be required to sign up to payment of the levy to operate in WA.

Plate owners will receive between \$100,000 and \$250,000, less any hardship payments already received, depending on how long they owned the plate. Uber this week indicated it would pass the cost of the 10 per cent levy on to passengers.

Uber State manager Kate Debenham said she was pleased that Uber was now recognised "as a key part of the transport mix in WA".

UK

Proposals announced today (Wednesday 19 December) by Transport for London (TFL) and Sadiq Khan the Mayor of London to switch London's black cab fleet to electric are not ambitious enough and could lead to the capital's black cab drivers holding onto diesel taxis for longer, Unite the union.

Highlighting that the £18 million package falls short of the initial $\pounds40$ million promised for the mayor's decommissioning scheme, Unite warned that proposals to speed up the reduction in age limits for London's black cabs would reduce trade-in values, leaving drivers with smaller deposits to put down on electric replacements.

Added to that, a lack of infrastructure and investment in dedicated charging points for electric taxis by TFL and local councils could leave the take up of electric taxis in the slow lane, the union said.

Calling for TFL and the Mayor of London to engage with the capital's cab drivers, Jim Kelly from Unite's London cab section said:

"These proposals represent a £22 million cut in the money promised for decommissioning diesel cabs on London's roads and could result in de-incentivising the switch to electric taxis in the short to the medium term.

"Added to that, you have a chronic lack of investment in charging points leading to taxi drivers waiting for over two hours to charge their electric cab.

"Short on ambition, there is a real risk that these proposals will end up as nothing more than a dog's breakfast and lead to cab drivers holding on to diesel vehicles for longer or going out business.

"We would urge TFL and the mayor to think again, and work with London's cab drivers on a package of measures that properly incentivises the switch to electric black cabs and reduces emissions."





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ROLLING BACK THE YEARS OF THE TAXI TRANSPORT AS A SOCIAL SERVICE AND A VITAL LINK TO OUR ECONOMY

BY DERRY COUGHLAN OF THE CORK TAXIMENS' ASSOCIATION.

In 1977, the National Prices Commission conducted a study of "Taxi and Hackney Services" provided in the major cities of the Republic of Ireland, making observations for the forthcoming demand and usages that these services can provide to the general public, on the "single fare" method of hiring, with no restrictions on destination or time span etc. Prior to this study, the taxi and hackney regulations were revised in 1963 and its establishment was very slow in developing and expanding in the Public Market place of Passengers Transfers (FARES &AVAILABILITY ETC.).

he three chief motivations giving rise to the need for taxi services are necessity, convenience, and economic effectiveness. Taxi services in general, can never be as cheap as high volume passengers' services, such as buses and trains for the obvious reasons of vehicle scale, personal hire of the whole vehicle for any journey, the comparatively higher standard of door-to-door service especially to the remote areas, with greater comfort in the shortest travel time for the journey. Whereas private cars cannot carry passengers for reward, the taxi licence gives additional safeguards to the passengers and its establishment is Statutory Transport Undertakings, which services are available in Cities, Towns, Airports, Railway Stations, Ferry Ports, and Bus Termini, particularly outside the normal times of operation of connecting public transport.

Control of Taxi Services - An applicant must already hold a valid Class "C" driving licence free of endorsement and the P.S.V. Drivers Licence required a test at the local carriage office at the Garda Headquarters. These tests were conducted orally because some of the applicants cannot properly read or write! Many of these applicants never drove a taxi, but found the "licence" valuable as a reference in securing other occupational driving positions. The implicit quid pro quo for the issue of a licence expressed in terms of a requirement that the driver be available (with taxi) for hire on demand for a minimum of 40 hours per week. Taxi services by full-time drivers are economically viable only in areas of high population density with a sufficient level of demand. In other cases, only hackney (private hire) arrangements are practical. Taxi ranks are provided in Cities, mainly centre isle stands, radio cab arrangement came in 1958



for the first time. The purpose basically was to enable a vehicle returning to its normal base or to a public stand to be diverted to pick up a new fare. Most radio-cab operators were organised in co-operatives. The charge for telephone and radio hiring was disliked by the public - meters were not used outside the taxi areas- the fare being an agreement with the hirer. 45 new taxi vehicle licences were issued in Cork on September 1976 for the last time, bringing a total of 210 taxis in the six mile radius with 620 residents per taxi. The number of private hire vehicles (Limousine or Hackney) is not clear due to City and County motor taxation merger in 1974/75, under the special S.P.S.V. Motor Tax rate. It was not known how many without metres are licenced etc. 1939 saw the introduction of the first City of Cork Taximeter Area under S.R.&O, 1939 No. 89, and Dublin Metropolitan Taximeter Area Order was in 1937. The City Councils in their Byelaws provide Taxi Stands for notice to the public who wish to avail of point-to-point transport delivery on a registered payment fare, while the engagements at these hiring locations are in accordance with queue priority. Setting-up and progressing the taxi trade became difficult, with self-employed operators, such as taxi-drivers, must provide their own original and renewal capital, whereas normal employees do not. Apart from availability of services when necessary to them, taxi users are otherwise most concerned about real or apparent overcharging. Taxi vehicle licences are issued to applicants (not companies) who hold a current P.S.V. Drivers licence only. Private applicants will not get a taxi licence, and if you are transferring a taxi vehicle to a new owner, that person must also hold a current P.S.V Drivers Licence. Meter constraints on fare structures, as Dublin and Cork, later Limerick and Galway were the statutory taximeter areas. You had mechanical and electric type meters available, before the introduction of taximeters in "public hire" vehicles. You also had a mandatory fares card, with destinations being landmark stops, ticket price, and you got out of the taxi at these locations - otherwise, you paid gratuities to the driver for your doorstop. Confusion existed before 1963 in the street service vehicles licences, as taxis and hackneys were plying for hire, so the whole system was re-arranged with taxis given ROOF SIGNS and at a later stage TAXIMETERS. This was in order to clarify the purpose and legal function of Public Service Transport in the "Single Fare Method of Hiring in Public Places," etc. In 1967, there were 1,126 Taxis in Dublin, 159 in Cork, 3 in Wicklow and 1 in Kildare - that was the taxi scene at that time. The unemployed person, operating a taxi was not a success before 1979, as from then on, a sales valuation was on TAXI PLATES, which brought about the business invested person, as a taxi-driver, also being protected with governing rules, orders and regulation, etc.

Now as we progress on from here, we met several



difficulties. We had many "trade strikes" and "protests." New taximeter areas were established. The District Councils were constantly interfering, while the Garda Public Carriage Offices were very good to us operators. We had no licensing problems - standards were high, taxi supply public performance was good, but the work and fares were not regular. The problem was, a lot of quiet time with many waiting-non productive hours. Demand was very slow in the "market place," but later the "drink-driving laws" helped us. It eventually took hard work to expand the volume usage with two separate markets being set up, i.e. Advanced Booking Taxi Hiring Offices and the traditional instant hiring provided on TAXI RANKS in PUBLIC PLACES and TRANSPORT TERMINALS, etc. To support this industry the person becoming a taxi-driver had to change and become more business professional. Changes included improved dress code, car size and clean interior, good close of business issues with the hirer - bringing the passengers the most economical route and if the fare goes over the QUOTA you bring it down for the hirer - Don't "poison" them?

From then on, virtually all taxi services are one man, owner-driver operations. Most of these operators are in the business for their own individual objectives. The regulations do not provide for part-time taxi operation as a recognised level of participation in the business. If part-time operation is to become established, then a suitable form of licence would be necessary to reconcile the conflicting interests of the public, the full time driver and the part-timer. The logical approach would be to prescribe the times at which a parttime operator could work. At that time, the cost of purchasing a CAR was a problem. There were variable operating costs, depreciation factors, effective fare rates, periods of waiting time and frequency of demand - financial support for the industry (road tax, insurance, petrol, and income tax rebates, etc.). The 1963 Road Traffic Act saw Regulations prescribe the procedure for the licensing of classes of public service vehicles, for the licensing of DRIVERS of public service vehicles in certain cases and set out certain provisions relating to the control and operation of public service vehicles. Vehicles operated by statutory transport undertakings are exempted from public service vehicle licence control. The Regulations prescribe the duties of drivers, conductors, and passengers on large public service vehicles and of the drivers and passengers on PUBLIC HIRE VEHICLES (Taxis). At that time, the report claimed that fares would be reduced with the introduction of the LONDON TAXI, with an initial outlay for Ireland being about TWO MILLION POUNDS, for the four taximeter areas, this was to replace the ZONE TO ZONE FARES, which was not attractive to the public.

THIS GOVERNMENT PUBLICATION prepared by Hyland Associates Limited, was to investigate the economics of providing a taxi service in the major cities of our country - a financial return for the licenced operators, showing profits and costs - plus the important issues for the members of the travelling public with availability and affordable fares. Independent travel transfers and visitor convenience. WHAT YOU HAVE READ - : Are extracts from the "Study of Taxi and Hackney Services Report 1977" showing the consultants research, empirical testing, regulation theory, assessments, licensing rules and orders, taxi stations, instant hire and order hire, estimates on vehicles and running costs, driver income, zone to zone fare costings, with demands forecasts and future developments in progress and expansion areas, etc. There are undoubtedly aspects of taxi operation, which makes it appealing as a job, only to particular types of people. For the most part, they are those who want to be their own masters and work as and when they please, subject to whatever objectives for income they may have. The major fault in the introduction of "TAXI DEREGULATION" besides the oversupply of the taxi vehicles was that the new entrant taxi-driver didn't understand the change involved. You now become a self-employed business person in the DEMOGRAPHIC CONSUMER MARKET, understanding peoples needs, business promotion and effective communication. You become a sales person in societies transport marketing role, for your upkeep of vehicle standards and business profits, etc.

In 1981-82 we in Cork saw the taxi business going nowhere. Dublin was the biggest taximeter area, with 1,924 taxis. One-third day workers, one-third night workers, and one-third part-timers. Despite being the capital, surprisingly they were also going nowhere in this full-sized car design transport business. The public were reluctant to use taxis mainly because they hadn't any spare money to dispose of, so we in the six-mile radius Taximeter Area of Cork tackled this issue by implementing a "skimming price" programme - price flexibility policies inside our meter area. We rounded off the fares to suit the hirer and returning empty for "pickups." We gave attractive fares with the objective to educate people what the taxi business was all about. We gave special promotion allowances and then the next step was the "the short distances" outside the meter area (on private hire). We had a set price table of fares that greatly expanded our business, and we had both day and night travel hirings (list prices). Then on the long distance travel fare, we had a schedule of locations in the Republic of Ireland with set quotations targeting the "Long Distance Runs" - Profit Oriented Objectives. We put 50% on 100% so we were able to discount the fare to work the job straight away with the client, and it worked until they brought in the National Taximeter Area - Then all that business went! Our policy on the "same job" we charged "no waiting time" and the return fare was "half price" on the same day outing etc. Our licenced taxi vehicle jumped in value to ten thousand pounds plus, whereas in Dublin you could buy a licenced taxi vehicle for under five thousand pounds. The Dublin drivers then, followed our example and gained success in the market place. With all the people out there we conquered the sales variable and the individual in the market place. The "Recommended Cork Taxi Hiring Tables", Euro way-bills, price and kilometre quotations booklet had a set kilometre rate, which was above your meter rate as you had no "initial start" cover, but as stated the "Taxi Fares Directory" could be discounted to gain the job/fare making the price attractive for each journey. Whereas the "Bonus Reward" was getting the return fare on the medium or long journey delivery outside the taximeter area, if such a transaction existed or was required, etc.? Etc. Taxi services in those days were a luxury. The vehicles were large and comfortable with large luggage booth storage. In time and as we progressed the car manufactures neglected the vehicle build (under the construction and use of vehicles Act both in Ireland and Europe - our ref: S.I No. 190 of 1963 Road Traffic Act regulations). Technology, being artificial, has made many errors in vehicle design (seating, bodyworks, safety and external lights etc.). Many vehicles out there are far too small but we also cover the "mini-cab market" nowadays. A very important quote from this Statutory Instrument RTA Construction Equipment 1963 " If and so long as three or more children under the age of 15 years are being carried on a small public service vehicle, the number of such children shall be deemed to be reduced by one-third for the purpose of calculating the number of passengers carried". Therefore two children count as one passenger for carriage and charge. The EU rule for children now is under 12 years of age.

In May 1991, the Minister for the Environment announced his intention to establish an inter-departmental committee to carry out an in-depth examination of the current laws and procedures governing the operation of Small Public Service Vehicles. This Inter-Departmental Committee review was published in May 1992, after a public notice was inserted in the national newspapers, which drew 122 written submissions etc. The licensing of vehicles in non-taximeter areas was supported to be developed under demand in rural areas, with the growth of private hire operations continuing in certain urban areas. This report dealt with, Range of Functions Discharged by small P.S.V's, The need for separate Taximeter Areas - Options for a New Approach -Function of Taxis - Control Arrangements - Driver Licences Public Service Vehicle Regulations – Limousine Hire and Undertakers Functions, etc. While the Deregulated Market was not recommended, as was outlined in the ECMT INTERNATIONAL SEMINAR ON TAXIS (1992) held in SEVILLE, SPAIN. One of the highlights at this conference was, using mainstream taxis to provide for people with disabilities (specialised taxi services), but DEREGULATION was not recommended, because of the costs support to the operators and the occasional demands for such transport services, with alternatives being developed and expanded. One thing that came out of this seminar and recent worldwide transport conferences was that the external appearances and identification of taxis should be all the same in most large cities throughout the WORLD. However, unfortunately the 'motor manufactures' left the scheme down, with their capacity designs and human carriage requirements not to transport requirements. Just look at the LIGHTING ARRANGEMENTS on the new cars, FASHIONABLE, rather that PRACTICAL, SAFE and with more VISION COMFORT, etc. All of these SEMINARS and TRANSPORT CONFERENCES worldwide put great emphasis on INSTANT HIRE STREET STATIONS (taxi ranks) in our cities, i.e. location, demand capacity, site layout, notices, and procedures, while it was u nderstood that TECHNOLOGY would develop the SECOND MARKET METHOD OF HIRING FOR TAXIS in the forthcoming years.

The Conclusion is the Road Traffic Act needs to be totally revised and properly updated, especially for PUBLIC TRANSPORT including the PERMANENT TAXI RANKS and the OCCASIONAL APPOINTED NIGHT AND EVENTS TAXI RANKS – DROP OFF and PICK UP PASSENGER RULES. BYE LAW revision for CLEARWAYS. , PARKING COLLECTION AND DELIVERY BAYS METERS, WHEELCHAIR BAYS, DOUBLE & SINGLE YELLOW LINE ALLOWANCES, PEDESTRIANISATION AREAS, MOTOR &CYCLES PARKING, BUS STOPS, CAR PARKING ZONES, INFORMATION KIOSKS, and LOCATION DIRECTION SIGNAGE - All with PROPER ENFORCEMENT for members of the public and particularly the visitors to our CITIES and TOWNS. In Cork, sites for taxi ranks is an ongoing problem. They tried to persuade us that technology will take over - head bangers - After all the years since the 1968 Taxi Schedule, we got a temporary revision in the 2016 BYELAWS, but we will have to get INDEPENDENCE with our TRANSPORT FUNCTIONS in our CITY and that applies to everyplace and everyone. WE don't want CHILDISH CIVIL SERVANTS in our way anymore! It is compulsory for Street Design to have Taxi Ranks incorporated to support Public Transport Laws, thus in olden days, they were always positioned at CENTRE ISLE of Street and Transport Terminals, in non-productive areas, as kerbside was essential for business trading and parking - Obviously the present day PUPAS have got it all wrong? THANK YOU.



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MOTABILITY IRELAND IN FULL SWING AS WAV 19 TAXI GRANT SCHEME IS LAUNCHED.

Multi award winning car adaptations company Motability Ireland are very busy at present converting the popular vehicle models for wheelchair accessible Taxis due mainly to the grant scheme going live.



he Ashbourne based company converts all vehicles in house and is a one stop shop for all Taxi requirements. Their mobility engineers assist with grant applications, offer expert advice across

all vehicle models & can provide attractive finance options.

Speaking to Motability Ireland's general manager Jonny Moore at their premises in Ashbourne, he explains what activities are currently taken place at their NSAI approved workshop facilities.

"We are very busy at present with the launch of new Peugeot Rifter which is replacing the Peugeot Partner. Our low floor conversion on this model is G9 compliant and I believe this will be a very successful offering to the Taxi market in 2019. The ever popular new model Ford Custom is also now available. We have recently signed an exciting mobility partnership agreement with Toyota Ireland on the new Toyota Proace Wheelchair Taxi and we are looking forward to full production on this model in the coming weeks.

Motability Ireland has also been proactive in ordering vehicle models late in 2018 to have healthy supply of vehicle stock across all suitable brands. It can be so frustrating having to wait 12 to 16 weeks for a vehicle order, so Motability Ireland have just eliminated this. All vehicles are on site and ready to go.

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Above: Managing director of Kienzle Argo International, Gerome Scholz and Emmett O' Reilly from SKAN ATM





COLOGNE TAXI FAIR

The Taxi Fair in Cologne, Germany was attended by Taxi Shop's very own Emmett O' Reilly







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General Knowledge Questions

1. In Greek mythology, who is the Goddess of Youth?

2. Who was the first female winner of BBC's Sports Personality of the Year in 1962?

3. What name is given to the small shallow dishes used in laboratories for growing cultures?

4. For which movie did Daniel Day-Lewis win his first Best Actor Oscar in 1990?

5. Which songs with "Dream" in the title were UK top five hits for the following artists, [a] The Everly Brothers (1958), [b] David Essex (1980), [c] O-Town (2001), [d] Gabrielle (1993) and [e] ABBA (1979)?

6. According to the Bible, who was the youngest of Jesse's eight sons?

7. Founded in 1871, what is the name of the American organisation that lobbies against gun control?

8. In which US State would you find The Great Smoky Mountains National Park?

9. Which religion was founded by Lao Tzu around 500BC in China?

10. Which is the largest of the Inner Hebridian Islands?

11. In mobile phones technology, what does the acronym SIM stand for?

12. Which of Haydn's Symphonies is known as the Surprise?

13. Who commanded the British fleet at the Battle of Jutland?

14. Who replaced Paul Jones as lead singer of Manfred Mann in 1966?

THE TACSAÍ MAGAZINE BUMPER QUIZ

15. Of which South American nation are the following the capitals, [a] Bogota, [b] Georgetown, [c] Lima, [d] Montevideo and [e] Buenos Aires?

16. The Daytona 500 motor race is held annually in which US State?

17. Which illness is caused by the Epstein-Barr virus?

18. Where was the main residence of the British Royal family from 1698 to 1837?

19. What are the four official languages of Switzerland?

20. Which author created the fictional detective Phillip Marlowe?

11. Subscriber Identity(or Identification) Module 12. 94th. 13. Admiral John Jellicoe. 14. Mike D'abo. [d] Uruguay and [e] Argentina. 16. Florida. 18. St James's Palace. 18. St James's Palace. 19. French, German, Italian and 19. French, German, Italian and 20. Raymond Chandler. 20. Raymond Chandler.

Arswarks
Alebe.
A. Hebe.
A. My Left Foot.
A. My Left Foot.
A. My Left Foot.
B. Tetri dishes to do is Dream", reached no.1, [b] "Silver Dream Machine", no.4, [c] "Liquid Dreams", no.3, [d] "Dreams", no.2, [d] "Dreams", no.2.
[c] "Liquid Dreams", no.3, [d] "Dreams", no.4, no.4,



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