



Service Charter

Message from the Managing Director

Cabxpress is committed to providing a reliable, safe, easier, smarter and faster taxi service to the community. We are also committed to improving the operating environment, and the financial outcomes, of our taxi operator and drivers.

As a company formed only in early February 2007, there are still many areas that need improvement. The company is working very hard to improve on these areas. I would like to thank the Canberra community for their patience with our company, and their custom. I would also like to thank the taxi operators and the drivers who have affiliated with our company for sharing the value of our company and their confidence in Cabxpress.

We are committed to continually improving our booking and taxi services and very much appreciate your feedback, both positive and negative, on the services you receive. I assure that your feedback will be considered seriously by the company.

Johnny Tam
January 2008

Going places with a click

43-45 Yass Road, Queanbeyan NSW 2620, Australia.

Tel: 02 6260 6011 Fax: 02 6297 8803

www.cabxpress.com.au

Cabxpress Pty Ltd. ABN: 88 121 244 157



Our Mission

To provide a professional and safe taxi service to take our customers to their destination reliably.

Cabxpress aspires to:

- . have booked taxis turning up at the pick up point reliably and on time everytime;
- . provide an excellent professional and courteous taxi service;
- . contribute to helping WAT users to participate fully in employment, education and community life; and
- . advance the welfare of our operators and drivers, so they in turn will look after their customers.

Who we are

- . A private company owned by Canberrans who are committed to improving the taxi service in the ACT, and advancing the financial outcomes of taxi operators and drivers
- . Employees, taxi operators and drivers who share the value of Cabxpress, and who are committed to helping Cabxpress to achieve its mission.

Our commitment and service standards

- . To provide a taxi service that will meet the expectations of the community and the Government.
- . To exceed the following minimum service standards:

Taxi Booking Service

- . 80% of calls for taxi hiring to be connected within 20 seconds
- . 70% of callers able to make a booking within 1 minute; and 90% within 2 minutes

Maximum Waiting Times

This is conditional on the number of taxis in our network but we strive to meet the following standards:

A. Normal hirings - Between 8 - 10 am, and 3 - 5 pm, Monday to Friday

- . 85% hiring have a maximum waiting time of no more than 18 minutes

Going places with a click

43-45 Yass Road, Queanbeyan NSW 2620, Australia.

Tel: 02 6260 6011 Fax: 02 6297 8803

www.cabxpress.com.au

Cabxpress Pty Ltd. ABN: 88 121 244 157



. 95% have a maximum waiting time of no more than 30 minutes

B. Normal hirings – Other times

. 85% hiring have a maximum waiting time of no more than 10 minutes

. 95% have a maximum waiting time of no more than 20 minutes

C. Wheelchair hirings - Between 8 - 9 am, and 2 - 4 pm, Monday to Friday

85% hiring have a maximum waiting time of no more than 18 minutes

95% have a maximum waiting time of no more than 30 minutes

Wheelchair hirings – Other times

. 85% hiring have a maximum waiting time of no more than 10 minutes

. 95% have a maximum waiting time of no more than 20 minutes

How can we help you

Book a taxi using the internet – go to www.cabxpress.com.au.

. Once your job has been taken up by a taxi driver, you can see the taxi coming to your booked address on Google Maps by clicking the under “My Booking”.

Ring 62606011 for a normal taxi, or 62606077 for a Wheelchair Accessible Taxi

How can you help us

To help us provide you with a high standard of service, we ask that you:

- treat our call centre staff and drivers with courtesy and respect;
- provide us with clear information about your booking requirements;
- let us know if you have particular access or other needs so we can help accommodate them; and
- provide us with feedback about our services.
- In our contact with you, we will be professional, treating you with courtesy and respect, and always strive to help you.

Compliments and complaints



We are constantly looking for ways to improve our services and we always value your feedback.

If you wish to make a suggestion, or compliment a call centre staff, or a driver for the service you receive, we invite you to provide feedback by calling our Administration at 61281737.

If you are not satisfied with the service you receive you can write to the Complaints Handling Officer at WAT@cabxpress.com.au, or 43-45 Yass Road, Queanbeyan, NSW 2620.

We will acknowledge your complaint in writing within 3 days, and provide a reply after full investigation of the complaint, outlining any proposed remedial action, within 14 days, of receipt of your letter.