

# **Taxi Industry Service Standards Quarterly Report**

October to December Quarter, 2010

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Department of Transport  
January 2011

# Table of Contents

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## Written content

<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>2</b>	<b>Special Issues and Industry Changes</b>	<b>7</b>
<b>3</b>	<b>Driver Viability</b>	<b>8</b>
<b>4</b>	<b>Phone Performance</b>	<b>9</b>
<b>5</b>	<b>Jobs Not Covered (JNC)</b>	<b>10</b>
<b>6</b>	<b>Taxi Waiting Times</b>	<b>11</b>
<b>7</b>	<b>Complaint Handling</b>	<b>12</b>
<b>8</b>	<b>Driver Safety</b>	<b>13</b>
<b>9</b>	<b>Reasons for Not Achieving Targets</b>	<b>14</b>
<b>10</b>	<b>Supporting Graphs and Tables</b>	<b>15</b>

## Tables and Graphs

<b>Table 1</b>	<b>Industry and Driver Viability</b>	<b>15</b>
<b>Graph 1</b>	<b>Jobs per Car per 24hrs</b>	<b>16</b>
<b>Table 2</b>	<b>Telephone Waiting Times</b>	<b>16</b>
<b>Table 3</b>	<b>Failure to Connect – Phone Service - Total Industry</b>	<b>19</b>
<b>Table 4</b>	<b>Conventional Jobs Not Covered</b>	<b>20</b>
<b>Table 5</b>	<b>Wheelchair Jobs Not Covered</b>	<b>21</b>
<b>Graph 2</b>	<b>Conventional Jobs Not Covered Peak vs Off-Peak</b>	<b>22</b>
<b>Graph 3</b>	<b>Jobs Not Covered - Comparison of Inner/Middle &amp; Outer suburbs</b>	<b>23</b>
<b>Table 6</b>	<b>Waiting Time Performance - Conventional Jobs</b>	<b>24</b>
<b>Table 7</b>	<b>Waiting Time Performance - Wheelchair Jobs</b>	<b>24</b>
<b>Table 8</b>	<b>Passenger Safety - Incidents of Inappropriate Behaviour by Drivers</b>	<b>25</b>
<b>Graph 4</b>	<b>Passenger Safety - Serious Complaints</b>	<b>25</b>
<b>Table 9</b>	<b>Performance in Complaints Handling</b>	<b>25</b>
<b>Graph 5</b>	<b>Driver Safety - Number of Security Activations</b>	<b>26</b>

# 1 Introduction

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Performance standards for the taxi industry have been in place since July 2000. Independent assessment of industry performance against the standards is undertaken. Performance data contained within this report reflects taxi demand and operations through the major Taxi Dispatch Services (TDSs) in the metropolitan area.

Total Taxi service demand is not reflected due to limited data from small TDSs, rank, hail and private work. It is estimated that approximately 50% to 60% of all taxi jobs are undertaken through the dispatch. The remaining jobs are undertaken through rank and hail and other means.

For a number of performance standards, three levels of performance are applicable:

- **Green standard** – represents a high level of performance at which the vast majority of customers have their expectations meet.
- **Amber standard** – this is an acceptable level of service.
- **Red standard** – a below acceptable level of performance; does not meet customer expectations.

## Driver viability and taxi demand

Industry viability is an important long-term issue for the industry. This issue ultimately impacts on the performance of the industry and hence the service customers obtain. In this report, the number of jobs undertaken per hour are reported as a measure of driver viability. There are no standards for driver viability. The major intervention by the government to improve driver viability has been through the introduction of lease plates which have been provided at significantly discounted rates.

## Telephone performance

Customers have expectations about how long it will take to “place their order” over the telephone. Generally Taxi Dispatch Services (TDSs) have managed to adopt new technology that greatly enhances this aspect of the taxi process.

Waiting time on telephone systems is a major source of customer irritation and within the scope of the industry to control. It was taken into consideration when developing this standard that it is not always possible to manage all factors affecting telephone waiting times. This means that ideal waiting times may sometimes be exceeded. However, call-centre standards and customer expectations gained through consultation suggest that good practice is to answer all calls within 60 seconds, but most within 15 seconds. Customer expectations vary between peak and off peak times.

### Telephone waiting times - service standards

Standard Telephone waiting time – period on hold once answered	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
<b>Peak</b>			
15 seconds or less	> 75%	> 70%	< 70%
16-60 seconds	< 25%	< 30%	> 30%
> 60 seconds	< 3%	< 5%	> 5%
<b>Off-Peak</b>			
15 seconds or less	> 85%	> 80%	< 80%
16-60 seconds	< 15%	< 20%	> 20%
> 60 seconds	< 3%	< 5%	> 5%

### Jobs Not Covered

A job is defined as not covered if the customer genuinely wanted a taxi but was never picked up. This includes instances where a customer has after 15 minutes has either cancelled the job or has left the pre-arranged pickup address. Of all possible service failures, a taxi that fails to pick up a passenger creates a strong negative customer reaction and is regarded as a major service failure. Consumers rightfully expect that if they call a taxi it should attend.

Radial Distance (km)	Suburb Classification
0-6km	Inner suburb
7-15km	Middle suburb
16km+	Outer suburb

A detailed definition is used to determine from the dispatch data whether a job is not covered. This definition says that if the job was never picked up, and some time more than 15 minutes after the customer required the taxi, either the customer cancelled the request or the dispatch service stopped trying to find a taxi, then the job is classified as not covered. There are several different ways the dispatch service can stop trying to find a taxi, including when a taxi actually turns up and cannot locate the customer. This essentially says that if the customer gave up waiting for a taxi more than 15 minutes after the requested time then the job is not covered. Some exceptions are made to this definition, the most important being that jobs at places where it is quite possible that a passing taxi picked up the passenger are never classified as not covered.

### Jobs Not Covered - service standards

Standard Proportion of jobs not covered	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
<b>Inner &amp; Middle Suburbs</b>			
Peak	≤ 1%	1.0 - 2.0%	> 2.0%
Off-Peak	≤ 0.3%	0.3 – 0.8%	> 0.8%
<b>Outer Suburbs</b>			
Peak	≤ 2%	2.0 - 3.0%	> 3.0%
Off-Peak	≤ 0.5%	0.5 – 1.5%	> 1. 5%

## Waiting Time

Once a customer has made their call to a TDS they expect some level of waiting time for a taxi to arrive. Consumers, on average, are reasonable about this and varying their expectations between peak and off peak times, and also on the basis of where they live.

There is a difference in expectations between “Booked” and “ASAP” fares. Normally consumers will book a taxi for special occasions or appointments. In these cases consumers assume that their booking is given priority and that the waiting time (ie. how late the taxi will be) is minimal.

A booked call is considered to be a call requesting a taxi made at least 30 minutes prior to the required time. All other jobs are considered ASAP jobs.

### ASAP Jobs - service standards

Standard Waiting time for an ASAP taxi request, proportion of jobs:	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
<b>Peak</b>			
0-20 minutes	> 90%	> 80%	< 80%
21-30 minutes	< 10%	< 20%	> 20%
31-45 minutes	< 0.5%	< 1%	> 1%
>46 minutes or more	< 0.1%	< 0.3%	> 0.3%
<b>Off-Peak</b>			
0-15 minutes	> 90%	> 80%	< 80%
16-30 minutes	< 10%	< 20%	> 20%
31-45 minutes	< 0.2%	< 0.5%	> 0.5%
46 minutes or more	< 0.1%	< 0.3%	> 0.3%

### Booked - service standards

Standard Waiting time for a booked taxi request, proportion of jobs:	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
<b>Peak</b>			
0-5 minutes	> 85%	> 80%	< 80%
6-10 minutes	< 15%	< 20%	> 20%
11-15 minutes	< 1%	< 2%	> 2%
16 minutes or more	< 0.5%	< 1%	> 1%
<b>Off-Peak</b>			
0-5 minutes	> 90%	> 80%	< 80%
6-10 minutes	< 10%	< 20%	> 10%
11-15 minutes	< 0.5%	< 1%	> 1%
16 minutes or more	< 0.1%	< 0.5%	> 0.5%

Waiting time information is available from the TDS dispatch systems and measured as the difference between when the customer requested the taxi and when the driver turned on their meter to start the job.

## **Passenger Safety**

Passengers have the right to expect that their taxi trip will not see them experiencing inappropriate behaviour or receiving unwanted physical contact by the driver.

The situations of overt and clearly inappropriate behaviour includes comments of a sexual, racial, religious or suggestive nature. Clearly physical contact is totally unacceptable. In these instances a passenger is more likely to make a formal complaint regarding offensive behaviour. These are monitored and reported on a quarterly basis through the DOT's complaints and prosecutions monitoring. In this report, the number of incidents of inappropriate behaviour, unwanted physical contact and discourteous behaviour experienced by a passenger is reported.

## Complaints

A complaint is when a customer lodges a complaint on any industry issue in writing or when a customer makes any conduct related complaint (by phone or in writing).

Being a human service, taxi trips will always have variation in how they are delivered. In some instances consumers will want to report failures in this service. Sometimes these failures will fall below the expectations of customers but still meet the standards overall. At other times the service delivery will be below the standards set for the industry. In either case, the industry has an obligation to respond to these complaints.

### Complaints - service standards

Standard	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
First response to complainants within 3 days	Greater than 95%	Greater than 90%	Less than 90%
Complaints substantially acted on within 14/21 days	Greater than 95%	Greater than 90%	Less than 90%
Industry responsiveness	Rating of 4+/ 5 95% of times	Rating of 4+/ 5 90% of times	Rating of 4+/ 5 less than 90%

Note: These standards apply to the complaints handling process for all taxi industry complaints.

While complaints might not be resolved, taxi users must feel that substantial action has been taken to resolve them within 14 days for complaints made to a TDS or within 21 days for complaints directed to the DOT. A longer period is allowed for DOT complaints due to the more serious nature that requires more extensive investigation.

Industry responsiveness is determined by whether a complainant was informed about both the process that was to be used in handling the complaint and the timeframe in which the complaint would be handled.

The complaint standards were set in consultation with consumers focus groups. They are measured by a survey of complaints carried out by mail with a telephone follow up on a monthly basis.

## Driver Safety

Driver safety is important both to the viability of the industry but also as a social and workplace issue. Driver safety has been an issue for Perth taxis for some years, changes in the use of security cameras inside taxis dramatically improving driver safety. Just as taxi users have a right not to feel threatened inside a taxi, so to do taxi drivers have the right to feel safe in their place of work. In this report, the number of security activations recorded in the quarter are reported.

## 2 Special Issues and Industry Changes

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A number of special and seasonal events, industry or regulatory changes or service initiatives impact on the service provided to customers. Some of the major issues are summarised below.

### Special Events/Seasonal demand

It is estimated that approximately 40% to 60% of all taxi jobs are undertaken through the taxi dispatch system. The remaining jobs are undertaken through rank and hail and other means (ie. pre-arranged). Due to the limited data received from small Taxi Dispatch Service (TDS) providers, rank and hail, and also private work, a perfectly accurate picture of taxi demand cannot be drawn.

Demand for taxi services is measured by the number of completed TDS provider jobs and has a cyclical trend, which is represented in two ways:

1. Cyclical trend within the year: Demand is generally lowest in the first quarter of each year and then increases each following quarter peaking in December (fourth quarter).
2. Annual cyclical trend: Since 2003 the taxi industry experiences a continuing cyclical trend in which demand increases, generally significantly, on the same quarter the previous year.

This year's (2010) Quarter 4 (October to December) followed this pattern.

## 3 Driver Viability

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Industry viability is an important long-term issue that ultimately impacts industry performance and hence the level of service that customers obtain. Industry viability is measured by the number of completed TDS provider jobs per hour per month. Viability of plate types can also be monitored via the amount of work completed by each type of taxi. No standard is set for industry viability. (*refer Table 1 and Graph 1*).

### Conventional Taxi Services

- The number of completed conventional jobs was higher than last year.
- The number jobs completed per hour increased significantly in the off-peak period.
- The proportion of jobs in the outer suburbs has continued to increase.

### Wheelchair Taxi Services

The information below must be used with caution as it only includes TDS jobs and not private jobs.

- Overall, the number of completed TDS wheelchair jobs per hour has dropped from the same quarter last year. Demand is historically very low.
- For this quarter peak period jobs made up only just over 6% of wheelchair TDS jobs. This is a slight increase from last year.
- The average number of conventional jobs undertaken by MPTs remained historically high, whereas the number of wheelchair jobs has remained at record lows.

## 4 Phone Performance

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*(refer Table 2 and Table 3)*

The green or high standard requires that more than 75% of calls are answered in 15 seconds or less and that less than 7% of customers fail to get through to a Taxi Dispatch Service (TDS) provider.

During Q2 (April to June) and Q3 (July to September) quarters Swan Taxis carried out major changes to their dispatch and telephone system. This has affected both service levels as well as the reliability of the data. The method of calculating telephone performance statistics has also had to be modified. Therefore the below Q4 statistics should be used as a guide only.

### **Conventional Taxi Services**

- The telephone waiting time performance was much worse than normal and well outside the high standard.
- The percentage of telephone calls that failed to get through has improved from the previous quarter but was much higher than same quarter last year.

### **Wheelchair Taxi Services**

- Total industry telephone data for wheelchair taxis is not available.
- Wheelchair customers are increasingly using stand taxi phone numbers, so separate wheelchair telephone statistics are becoming less relevant.

## 5 Jobs Not Covered (JNC)

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Of the possible service failures, a taxi that fails to pick up a passenger creates one of the strongest negative customer reactions and is regarded as a major service failure.

Note: In calculating the jobs not covered, high demand public holidays and special events day data is excluded. Some jobs have been found to have been covered but not recorded as such in the dispatch system; some allowance for this is made in comparing the figures to the standards.

### **Conventional Taxi Services (refer Table 4 and Graph 2 & Graph 3)**

- Compared with the same quarter last year the performance was worse in both the off-peak and peak.
- Performance was worse than the high standard in all categories.
- JNC proportions are still much higher in the peak than in the off-peak.
- JNC proportions are significantly higher in Outer suburbs than in Inner and Middle suburbs.

### **Wheelchair Taxi Services (refer Table 5)**

- Overall the performance was worse than last year. The performance however was better than the same quarter 2008.
- The performance was well outside the standard.

## 6 Taxi Waiting Times

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Customer expectations vary for ASAP and pre-booked jobs. The high standard for ASAP in Peak time includes that more than 90% of jobs are picked up within 20 minutes and during Off-Peak times within 15 minutes. For Booked jobs the standards are higher with the high standard including that more than 85% are picked up within 5 minutes during Peak times and more than 90% within 5 minutes during Off-Peak times.

### **Conventional Taxi Services (*refer Table 6*)**

- The waiting time performance was similar to the same quarter last year (2009).
- The performance was close to or better than the high standard in the short time intervals. In the long time intervals the performance was worse than the high standard in all categories.

### **Wheelchair Taxi Services (*refer Table 7*)**

- Performance is still well below the standard in all categories.
- Performance was overall worse to that of last year.

## 7 Complaint Handling

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The information in this report is compiled from the monthly survey of people who have made a complaint to either the Department or the industry. Complaints handling is reported a quarter behind the other performance standards to allow time for complaints to be reported and acted upon.

The number of serious complaints (*refer Table 8*) has been reported on a quarterly basis throughout the life of the monitoring program, as an important indicator of customer safety. However, in the preparation of the Q4 2009 report, the Department uncovered problems in its data extraction process. Revised historical data is now shown going back to Q2 2009.

The current quarter (Q4 2010) had the second largest number of serious complaints of the six periods where data is available. Numbers were high in all categories, but particularly in the number of instances of 'Behaving discourteously towards passengers and potential taxi passengers' (34 in Q4 2010).

The responsiveness results for Q4 2010 were (*refer Table 9*):

- Response within 3 days (High Standard: 95%): 88 per cent.
- Substantial progress within 14 / 21 days (High Standard: 95%): 74 per cent.
- Responsiveness (High Standard: 95%): 46 per cent.

These results are worse than the standard and the same quarter in 2009.

## 8 Driver Safety

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*(Refer Graph 5)*

Driver safety is important both to the viability of the industry but also as a social and workplace issue. Driver safety is represented by the level of driver security activations. The green standard is set at zero.

- The last two quarters have seen a drop in the total number of activations from the early-2010 peak, but they remain at historically high levels.

## 9 Reasons for Not Achieving Targets

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There are a number of indicators presented in this quarterly report that relate to the timeliness of services in the taxi industry. The DOT, however, can only reasonably be expected to influence those indicators that are linked to its activity as the taxi industry regulator. These include Jobs Not Covered (JNC) and taxi waiting time.

The level of JNC was worse in Q4 (October to December) 2010 when compared to that of the same quarter the previous year (2009). The level of JNC also continues to fail to meet the standard and the level of JNC in the outer suburbs is of particular concern.

Waiting time performance continues to fail to meet the standard for pre-booked jobs.

Transport's role in ensuring that specified performance standards has been achieved in the past primarily through the release of enough taxi licenses to ensure that taxi supply is commensurate with the level of taxi demand.

However, additional initiatives have been implemented to improve taxi service levels throughout 2010.

For example:

- A staggered release of 28 full-time plates to specifically undertake work in the outer areas (announced 27 September 2010).
- A staggered release of 40 peak period plates to specifically undertake work on Friday and Saturday nights (announced 27 September 2010).
- A 4.79 per cent increase to taxi fares and regulated charges (i.e. shift lease rates) on 13 December 2010.
- A \$2 million upgrade of the Milligan Street Taxi Rank (announced 30 December).

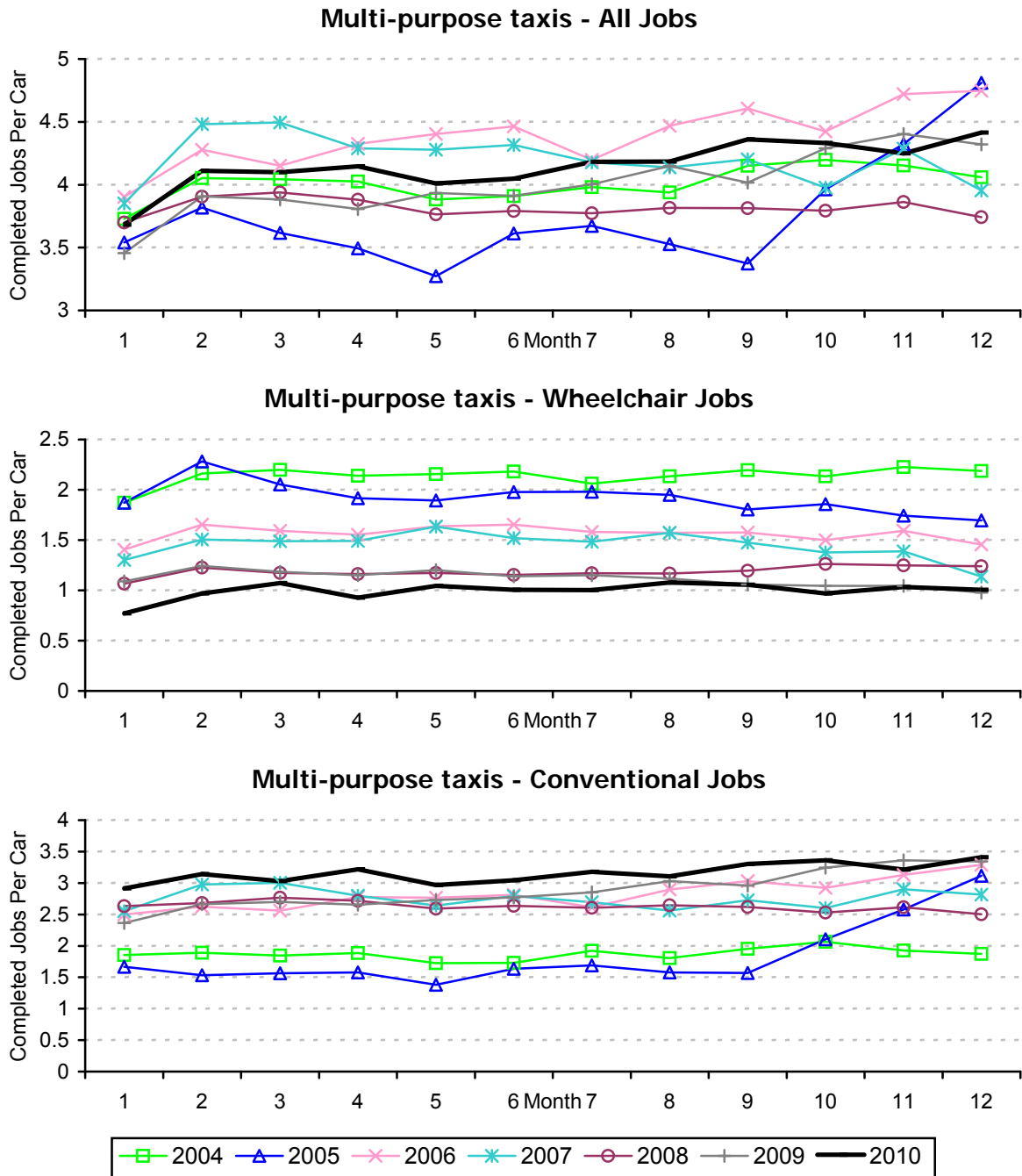
## 10 Supporting Graphs and Tables

Table 1 Industry and Driver Viability

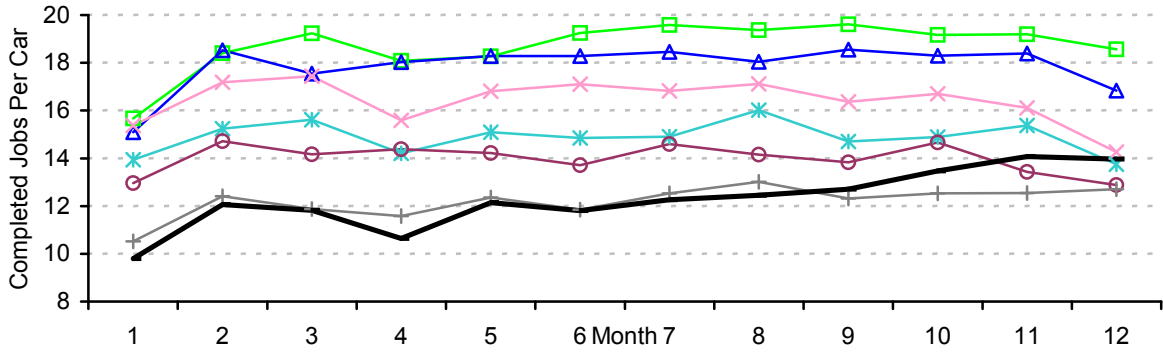
### Completed Jobs Per Hour

Month	Conventional Taxi				Wheelchair Taxi			
	Booked		ASAP		Booked		ASAP	
	Peak	Off peak	Peak	Off peak	Peak	Off peak	Peak	Off peak
2008/10	74	93	792	404	0.41	2.8	0.61	2.2
2008/11	76	92	752	409	0.54	2.9	0.64	2.1
2008/12	88	83	754	421	0.60	2.9	0.65	2.0
2009/01	52	69	611	350	0.44	2.3	0.68	2.2
2009/02	66	83	719	374	0.67	2.9	0.67	2.2
2009/03	63	86	735	378	0.34	2.8	0.49	2.1
2009/04	63	81	695	357	0.37	3.0	0.38	2.0
2009/05	69	82	757	353	0.48	3.1	0.51	2.1
2009/06	64	82	711	335	0.53	2.8	0.48	1.9
2009/07	65	81	776	352	0.54	2.8	0.55	2.1
2009/08	70	82	800	362	0.46	2.8	0.53	2.1
2009/09	66	85	788	368	0.46	2.6	0.44	2.0
2009/10	67	84	779	359	0.72	2.6	0.61	2.0
2009/11	71	88	814	387	0.59	2.5	0.53	2.0
2009/12	83	82	816	406	0.77	2.4	0.62	1.9
2010/01	50	68	604	341	0.60	1.8	0.54	1.6
2010/02	61	86	753	371	0.57	2.5	0.54	1.7
2010/03	68	88	753	384	0.60	2.6	0.60	1.9
2010/04	58	84	701	377	0.48	2.2	0.65	1.8
2010/05	63	88	743	360	0.53	2.6	0.69	1.9
2010/06	61	90	732	360	0.59	2.3	0.95	1.8
2010/07	66	89	771	375	0.35	2.3	0.74	2.0
2010/08	66	92	804	372	0.40	2.5	0.85	2.2
2010/09	68	95	820	400	0.38	2.4	0.81	2.1
2010/10	72	94	875	402	0.51	2.3	0.67	2.0
2010/11	79	100	905	437	0.30	2.6	0.83	1.9
2010/12	91	93	898	463	0.97	2.6	0.72	1.8

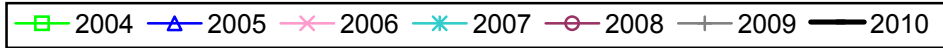
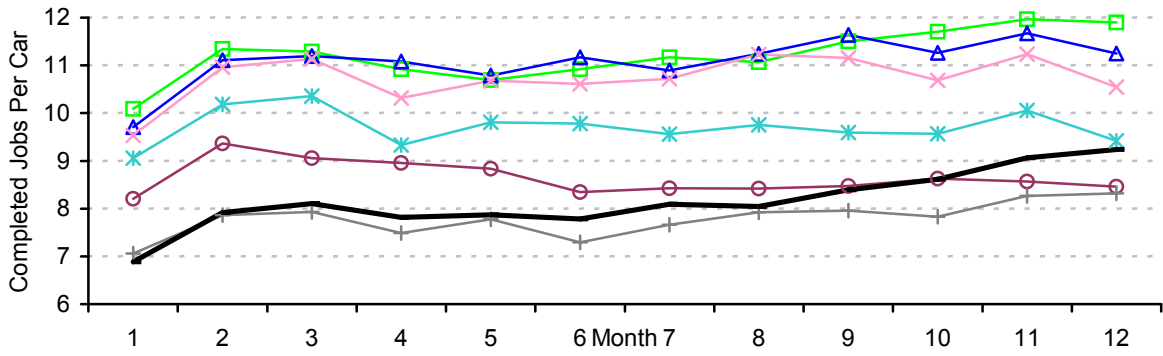
**Graph 1 Jobs per Car per 24hrs**



### Peak period Restricted taxi



### Standard taxi



**Table 2 Telephone Waiting Times**

Month	Conventional Jobs % of Calls with Waiting Time			Calls Answered	Total Jobs
	0-15 secs	16-59 secs	≥ 60 secs		
2008/10	65%	16%	18.3%	553,688	500,764
2008/11	59%	18%	22.8%	547,230	497,510
2008/12	56%	18%	25.1%	567,706	512,090
2009/01	71%	18%	11.2%	462,780	419,159
2009/02	68%	17%	14.6%	453,817	418,953
2009/03	69%	17%	14.2%	513,385	470,101
2009/04	74%	16%	9.9%	470,817	429,987
2009/05	77%	14%	8.4%	517,674	468,733
2009/06	83%	11%	5.3%	464,609	419,274
2009/07	83%	11%	5.4%	511,351	460,745
2009/08	77%	14%	9.1%	534,009	480,999
2009/09	73%	16%	10.7%	511,122	464,615
2009/10	77%	14%	9.0%	526,158	478,028
2009/11	76%	14%	9.9%	548,260	490,283
2009/12	68%	15%	16.3%	587,039	522,137
2010/01	74%	17%	9.1%	445,813	426,847
2010/02	74%	18%	7.7%	486,417	437,086
*2010/03	46%	25%	29.1%	484,061	491,329
*2010/04	58%	17%	25.4%	512,169	457,604
2010/05	67%	16%	17.4%	529,439	474,331
2010/06	70%	14%	16.3%	494,872	454,379
2010/07	67%	15%	17.5%	557,187	495,787
2010/08	69%	14%	16.8%	555,960	492,377
2010/09	65%	15%	20.0%	559,282	498,390
2010/10	65%	15%	20.7%	594,561	529,520
2010/11	68%	16%	15.7%	610,163	536,172
2010/12	63%	16%	21.6%	669,586	580,074
<b>Peak High Standard</b>	<b>&gt;75%</b>	<b>&lt;25%</b>	<b>&lt;3.0%</b>		

\* Swan changed to new dispatch system and phone configuration. New calculation method

**Wheelchair Jobs**

**Not available**

**Table 3 Failure to Connect – Phone Service - Total Industry**

Month	Total Offered	Conventional		Busy (%)	Failure to Connect (%)
		Abandoned			
		0 – 15 (%)	> 15 (%)		
2008/10	597,805	2.54	4.56	0.28	4.83
2008/11	606,802	2.72	6.46	0.64	7.10
2008/12	642,424	3.10	7.16	1.38	8.54
2009/01	642,482	2.40	3.22	2.34	5.56
2009/02	502,795	2.58	4.01	0.29	4.30
2009/03	487,336	2.42	3.91	0.41	4.32
2009/04	551,707	2.21	2.89	0.02	2.91
2009/05	496,228	2.04	2.28	0.01	2.29
2009/06	541,129	1.60	1.49	0.04	1.53
2009/07	479,620	1.62	1.61	0.01	1.62
2009/08	528,484	1.99	2.44	0.00	2.44
2009/09	558,763	2.21	2.88	0.04	2.92
2009/10	538,765	1.93	2.47	0.07	2.54
2009/11	550,773	2.03	2.80	0.03	2.83
2009/12	576,223	2.40	4.22	0.04	4.27
2010/01	628,995	2.10	2.95	0.05	3.00
2010/02	469,754	2.10	2.68	0.08	2.76
2010/03	511,278	2.93	7.68	0.26	7.94
*2010/04	543,108	1.45	5.97	0.18	6.15
*2010/05	627,057	1.25	3.98	5.35	9.33
2010/06	607,458	1.18	4.25	7.79	12.03
2010/07	585,633	1.19	4.34	9.88	14.22
2010/08	681,696	1.18	4.20	7.84	12.04
2010/09	658,719	1.33	5.39	2.77	8.15
2010/10	673,509	1.29	5.36	3.25	8.61
2010/11	669,548	1.25	4.31	2.26	6.57
2010/12	767,414	1.36	5.89	4.15	10.04
<b>High Peak Std</b>					<b>&lt;=7</b>

\* Swan changed to new dispatch system and phone configuration. New calculation method

Table 4 Conventional Jobs Not Covered

## Inner and Middle Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP	2.41	1.37	1.48	1.72	3.97	12,701	320,216	≤1.0
	Booked	1.65	0.90	1.68	1.75	2.64	767	29,040	
	Total	2.35	1.34	1.50	1.72	<b>3.86</b>	13,468	349,256	
OP	ASAP	0.62	1.04	0.66	0.66	0.98	8,181	836,976	≤0.3
	Booked	0.20	0.42	0.32	0.33	0.54	919	171,222	
	Total	0.54	0.93	0.60	0.60	<b>0.90</b>	9,100	1,008,198	

## Outer Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP	5.07	4.05	3.99	4.87	5.96	4,132	69,369	≤2.0
	Booked	2.73	2.45	3.14	4.45	5.44	449	8,255	
	Total	4.82	3.89	3.91	4.83	<b>5.90</b>	4,581	77,624	
OP	ASAP	2.62	3.33	2.38	2.10	2.60	3,386	130,157	≤0.5
	Booked	0.51	0.68	0.48	0.55	0.76	292	38,643	
	Total	2.12	2.70	1.91	1.73	<b>2.18</b>	3,678	168,800	

## Metro Total

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP	2.86	1.82	1.91	2.28	4.32	16,833	389,585	≤1.0
	Booked	1.89	1.23	1.99	2.34	3.26	1,216	37,295	
	Total	2.78	1.77	1.92	2.28	<b>4.23</b>	18,049	426,880	
OP	ASAP	0.87	1.32	0.88	0.85	1.20	11,567	967,133	≤0.5
	Booked	0.26	0.46	0.35	0.37	0.58	1,211	209,865	
	Total	0.76	1.17	0.78	0.76	<b>1.09</b>	12,778	1,176,998	

Table 5 Wheelchair Jobs Not Covered

Wheelchair Jobs

Inner and Middle Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP	7.51	9.52	5.88	5.54	9.41	27	287	≤1.0
	Booked	2.78	2.81	2.29	1.02	6.04	16	265	
	Total	4.85	5.81	4.34	3.71	<b>7.79</b>	43	552	
OP	ASAP	3.37	4.56	3.22	3.29	3.90	146	3,745	≤0.3
	Booked	1.37	1.01	0.83	1.03	1.81	90	4,983	
	Total	2.24	2.57	1.89	2.07	<b>2.70</b>	236	8,728	

Outer Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP						7	46	≤2.0
	Booked						2	55	
	Total	6.90	15.09	14.10	8.45	<b>8.91</b>	9	101	
OP	ASAP	7.63	6.94	6.49	8.50	14.77	39	264	≤0.5
	Booked	4.54	3.47	1.93	1.53	5.46	45	824	
	Total	5.23	4.23	2.93	3.19	<b>7.72</b>	84	1,088	

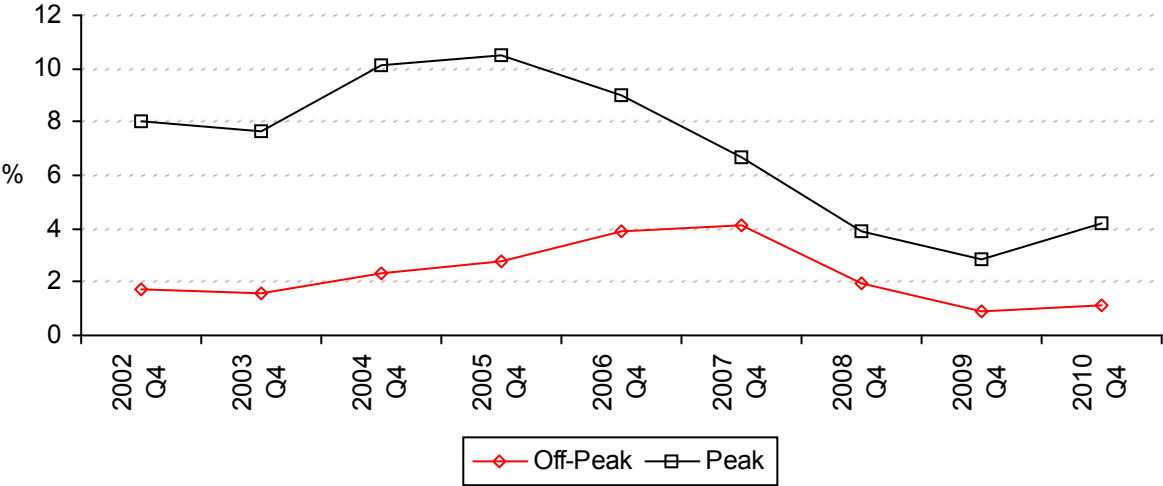
# Blanks indicate too few jobs for accurate percentages.

Metro Total

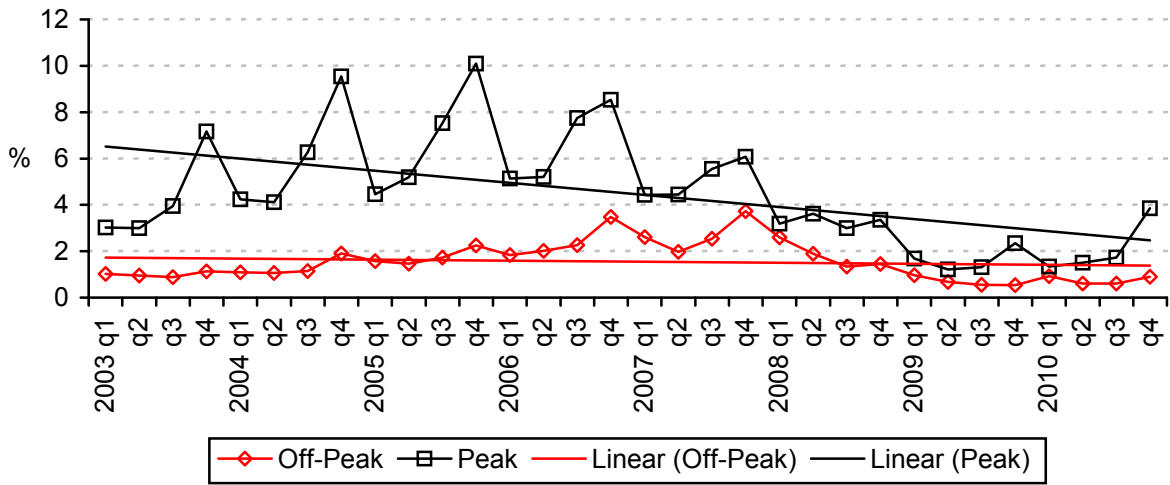
Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010	
Peak	ASAP	7.52	11.02	8.28	6.34	10.21	34	333	≤1.0
	Booked	3.25	3.17	2.32	1.33	5.63	18	320	
	Total	5.04	6.68	5.64	4.32	<b>7.96</b>	52	653	
OP	ASAP	3.62	4.70	3.42	3.58	4.61	185	4,009	≤0.5
	Booked	1.81	1.38	1.00	1.10	2.32	135	5,807	
	Total	2.55	2.75	2.01	2.19	<b>3.26</b>	320	9,816	

Radial Distance (km)	Suburb Classification
0-6km	Inner suburb
7-15km	Middle suburb
16km+	Outer suburb

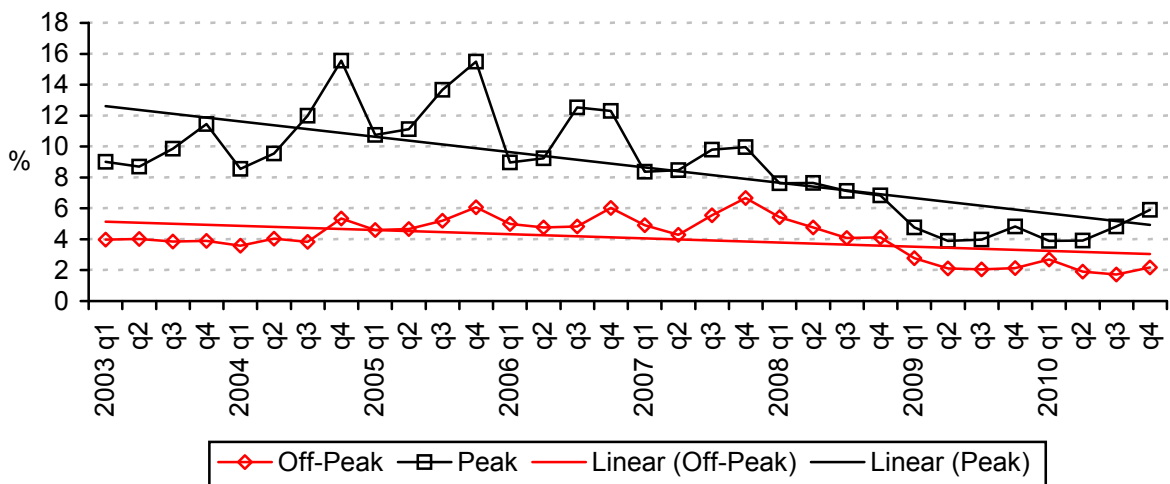
**Graph 2 Conventional Jobs Not Covered Peak vs Off-Peak**



**Graph 3 Jobs Not Covered - Comparison of Inner/Middle & Outer suburbs**  
**Total Industry - Conventional Jobs - Inner and Middle Suburbs**



**Total Industry - Conventional Job - Outer Suburbs**



**Table 6 Waiting Time Performance - Conventional Jobs**

Book-ing	Time	Mins	% of jobs with waiting time in Mins Intervals					Jobs Within Mins	Total jobs	
			High Stand'd %	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010 (2009)
Book-ed	Peak	0-5	≥85	80.9	83.9	82.2	82.9	<b>80.4</b>	21,863	27,207 (24,553)
		6-10	<15	9.5	8.9	10.4	9.8	<b>10.5</b>	2,852	
		11-15	<1	4.3	3.4	3.7	3.7	<b>4.4</b>	1,204	
		>15	<0.5	5.3	3.7	3.6	3.6	<b>4.7</b>	1,288	
	OP	0-5	≥90	88.6	87.0	89.0	89.0	<b>87.9</b>	153,219	174,218 (153,056)
		6-10	<10	7.0	7.8	7.0	7.0	<b>7.6</b>	13,222	
		11-15	<0.5	2.3	2.7	2.2	2.2	<b>2.4</b>	4,134	
		>15	<0.1	2.1	2.5	1.9	1.8	<b>2.1</b>	3,643	
ASAP	Peak	0-20	≥90	94.1	95.2	95.6	95.3	<b>93.9</b>	280,081	298,208 (268,149)
		21-30	<10	4.0	3.4	3.2	3.3	<b>4.2</b>	12,486	
		31-45	<0.5	1.5	1.1	1.0	1.0	<b>1.4</b>	4,323	
		>45	<0.1	0.5	0.3	0.3	0.4	<b>0.4</b>	1,318	
	OP	0-15	≥90	92.0	90.4	91.5	91.7	<b>90.7</b>	715,102	788,272 (688,886)
		16-30	<10	7.0	8.3	7.5	7.4	<b>8.2</b>	64,955	
		31-45	<0.2	0.7	0.9	0.7	0.7	<b>0.8</b>	6,025	
		>45	<0.1	0.3	0.3	0.3	0.2	<b>0.3</b>	2,190	

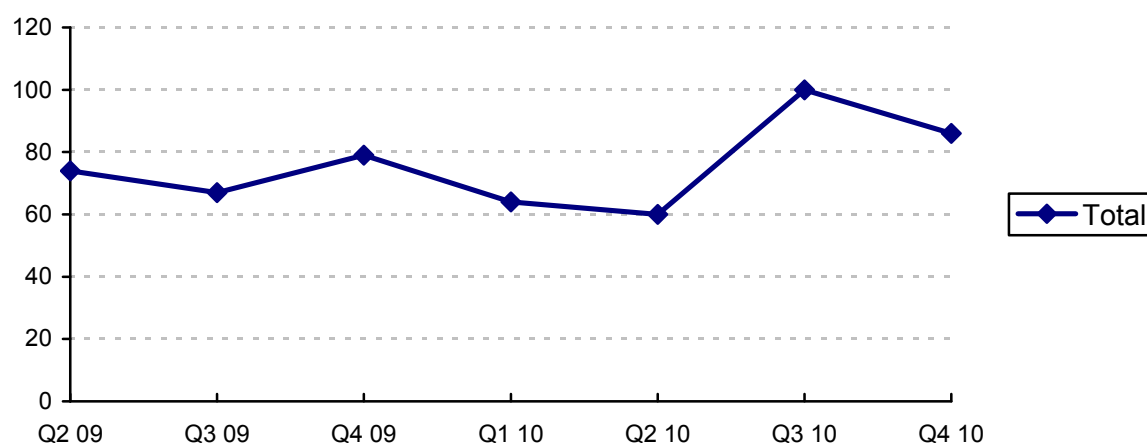
**Table 7 Waiting Time Performance - Wheelchair Jobs**

Book-ing	Time	Mins	% of jobs with waiting time in Mins Intervals					Jobs Within Mins	Total jobs	
			High Stand'd %	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q4 2010	Q4 2010 (2009)
Book-ed	Peak	0-5	≥85	54.0	52.0	69.2	66.1	<b>49.1</b>	81	165 (176)
		6-10	<15	11.4	12.5	10.3	12.5	<b>7.3</b>	12	
		11-15	<1	10.2	7.2	4.8	8.0	<b>9.7</b>	16	
		>15	<0.5	24.4	28.3	15.8	13.4	<b>33.9</b>	56	
	OP	0-5	≥85	63.6	64.1	62.1	61.2	<b>55.6</b>	1,764	3,174 (3,307)
		6-10	<15	9.6	10.8	10.6	11.3	<b>11.7</b>	370	
		11-15	<1	7.2	7.3	8.1	8.3	<b>7.7</b>	245	
		>15	<0.5	19.6	17.9	19.2	19.3	<b>25.0</b>	795	
ASAP	Peak	0-20	≥90	50.5	54.9	64.5	59.3	<b>52.4</b>	121	231 (184)
		21-30	<10	20.1	19.5	17.4	17.4	<b>20.3</b>	47	
		31-45	<0.5	14.1	14.0	11.6	11.1	<b>11.3</b>	26	
		>45	<0.1	15.2	11.6	6.6	12.3	<b>16.0</b>	37	
	OP	0-20	≥90	58.8	57.4	58.2	56.7	<b>53.8</b>	1,755	3,264 (3,483)
		21-30	<10	19.9	22.1	21.4	21.4	<b>21.3</b>	695	
		31-45	<0.5	12.6	13.1	12.8	13.7	<b>14.3</b>	468	
		>45	<0.1	8.8	7.4	7.6	8.2	<b>10.6</b>	346	

**Table 8 Passenger Safety - Incidents of Inappropriate Behaviour by Drivers**

Passenger Safety Standard	Complaint Category	Q2 2009	Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
Inappropriate Comments and/or Suggestions	Conversations of an inappropriate nature	14	13	12	16	8	11	13
	Verbal abuse towards a passenger or a prospective passenger	31	27	27	31	20	33	23
Unwanted Physical Contact	Serious criminal charges and convictions while operating a taxi	0	0	1	0	0	0	0
	Inappropriate touching of a passenger	6	4	6	4	2	7	1
Behaving Disorderly or Discourteously	Failing to behave in an orderly manner	2	1	1	0	1	20	15
	Behaving discourteously towards passengers and potential taxi passengers	21	22	32	13	29	29	34
<b>Total</b>		<b>74</b>	<b>67</b>	<b>79</b>	<b>64</b>	<b>60</b>	<b>100</b>	<b>86</b>

**Graph 4 Passenger Safety - Serious Complaints**



**Table 9 Performance in Complaints Handling**

Customer Service Standards	Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Standard
<b>Responses by 3 days</b>						G-95%, A-90%
All	89% (92/103)	89% (92/104)	79% (85/108)	79% (72/91)	88%(105/119)	
<b>Substantial Progress within 14/21* days</b>						G-95%, A-90%
All	83% (85/103)	61% (68/111)	62% (68/110)	60% (55/92)	74% (90/121)	
<b>Industry Responsive?</b>						G- 95% 4 or 5 / 5 A – 90%
All	64% (70/103)	49% (54/111)	42% (46/109)	51% (47/92)	46% (54/118)	

Source – Customer Complaint Survey. Note that the numbers in brackets represent the number of respondents for each response. The responses reported in this table are the proportion of clients who reported that the standard was achieved (eg: they did get a response in 3 days).

\* From Q4 2002 this standard was changed from 14 to 21 days for Passenger Services complaints, in order to allow for the more serious nature of complaints typically made to this organisation.

**Graph 5 Driver Safety - Number of Security Activations**

