

Taxi Industry Service Standards Quarterly Report

July to September Quarter, 2010

Department of Transport
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1 Introduction

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 Service (TDS) providers in the metropolitan area.

Total Taxi service demand is not reflected due to limited data from small TDS providers, 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 TDS providers 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	Green	Amber	Red
Telephone waiting time – period on hold once answered	Desired Performance Rating	Desired Performance Rating	Desired Performance Rating
Peak			
15 seconds or less	> 75%	> 70%	< 70%
16-60 seconds	< 25%	< 30%	> 30%
> 60 seconds	< 3%	< 5%	> 5%
Off-Peak			
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 jobs 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	Green	Amber	Red
Proportion of jobs not covered	Desired Performance Rating	Desired Performance Rating	Desired Performance Rating
Inner & Middle Suburbs			
Peak	≤ 1%	1.0 - 2.0%	> 2.0%
Off-Peak	≤ 0.3%	0.3 – 0.8%	> 0.8%
Outer Suburbs			
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 provider 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	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
Waiting time for an ASAP taxi request, proportion of jobs:			
Peak			
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%
Off-Peak			
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	Green Desired Performance Rating	Amber Desired Performance Rating	Red Desired Performance Rating
Waiting time for a booked taxi request, proportion of jobs:			
Peak			
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%
Off-Peak			
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 provider 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 Department of Transport (DOT) 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 provider 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

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 50% 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) September quarter (July to September) followed this pattern.

Initiatives during the September quarter 2010 included:

1. A one year trial to extend optional Peak Period plate operating hours to include 5am to 9am, Monday to Friday, (introduced 23 January 2008) continued, enabling Peak Period plates to service the early morning spike in demand.
2. A new taxi driver aptitude test was implemented on 1 August 2010. The test is being conducted by the Central Institute of Technology (TAFE).
3. The Minister announced the staggered release of 40 peak period and 28 restricted area lease plates on 28 September 2010. The EOI for these plates was advertised in the week of 11 October 2010.
4. The Royal Automobile Club (RAC) was appointed as the new Taxi Driver Professional Development training provider on 3 September 2010.
5. The Passenger Services Business Unit and WA Police conducted an on-road compliance operation on 25 June 2010.

3 Driver Viability

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

- Overall the number of 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 continues to increase.

Wheelchair Taxi Services

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

- Overall, the number of completed TDS wheelchair jobs per hour has dropped from the same quarter last year. This level is the lowest recorded for any September quarter.
- The number of jobs in the off-peak period has decreased while the number of jobs in the peak period increased when compared with the same quarter last year (2009).
- For this quarter peak period jobs made up only around 5% of wheelchair TDS provider jobs.
- The average number of conventional jobs per 24 hours undertaken by MPTs has increased to record highs. Unsurprisingly, the number of wheelchair jobs has decreased to record lows.

4 Phone Performance

(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 statistics should be used as a guide only.

Conventional Taxi Services

- The telephone waiting time performance was worse in Q3 2010 than that of the same quarter in 2009.

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 more irrelevant.

5 Jobs Not Covered (JNC)

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 the peak period and was similar in the off-peak period.
- Both peak period and off-peak period performance failed to meet the standard.
- Performance in the outer suburbs continues to be worse than in the inner/middle suburbs.

Wheelchair Taxi Services (*refer Table 5*)

- Overall the performance was similar to last year in August and September but much worse in July.

6 Taxi Waiting Times

Customer expectations vary for ASAP and pre-booked jobs. The high standard for ASAP in the peak period includes that more than 90% of jobs are picked up within 20 minutes and during the off-peak period 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 the peak period and more than 90% within 5 minutes during the off-peak period.

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 slightly worse to that of last year in the off-peak period. There are very few peak period wheelchair jobs.

7 Complaint Handling

The information in this report is compiled from the monthly survey of people who have made a complaint to either the DoT 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 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 DOT uncovered problems in its data extraction process. This is the first quarter since Q4 2009 that historical data has been shown, going back to Q2 2009.

The current quarter had the 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 'Failing to behave in an orderly manner'.

The responsiveness results for Q3 2010 were (*refer Table 9*):

- Response within 3 days (High Standard: 95%) was at 79%, this is worse than the same quarter in 2009.
- Substantial progress within 14 / 21 days (High Standard: 95%) was at 60%, this is worse than the same quarter in 2009.
- Responsiveness (High Standard: 95%) was at 51%, this is worse than the same quarter in 2009 but an improvement on Q4 (October to December) 2009 and Q1 (January to March) 2010.

8 Driver Safety

(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.

- As a result of a record high number of No Alarms and M99 activations, the total number of activations in 2010 is the highest which has been seen.

9 Reasons for Not Achieving Targets

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 slightly worse in Q3 (July to September) 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.

On 28 September 2010 the Minister announced the staggered release of 40 peak period and 28 restricted area lease plates.

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

For example:

- The Passenger Services Business Unit and WA Police conducted a joined on-road compliance operation on 25 June 2010.
- A new taxi driver aptitude test was implemented on 1 August 2010. The test is being conducted by the Central Institute of Technology (TAFE).
- The Royal Automobile Club (RAC) was appointed as the new Taxi Driver Professional Development training provider on 3 September 2010.
- The Department is continuing to work with the recently re-established Taxi Industry Board and the Taxi Industry Board Reference Group to devise strategic policy for improvements within the taxi industry.

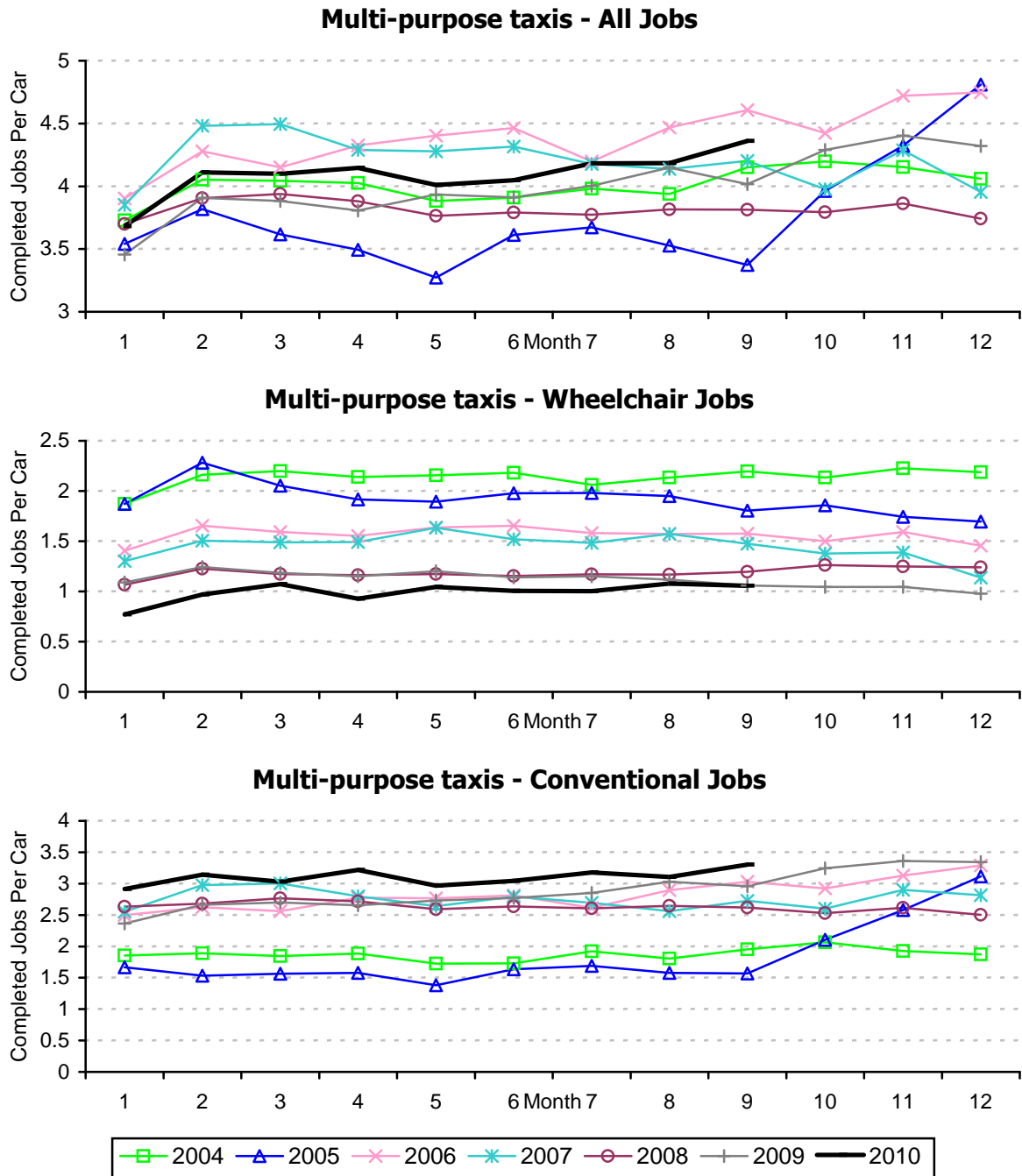
10 Supporting Graphs and Tables

Table 1 Industry and Driver Viability

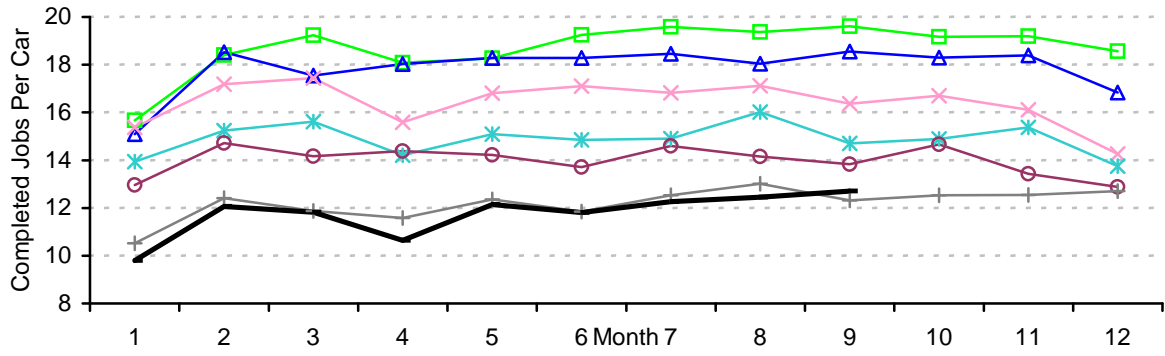
Completed Jobs Per Hour

Month	Conventional Taxi				Wheelchair Taxi			
	Booked		ASAP		Booked		ASAP	
	Peak	Off peak	Peak	Off peak	Peak	Off peak	Peak	Off peak
2008/07	75	88	755	394	0.27	2.6	0.60	2.0
2008/08	76	89	778	388	0.35	2.6	0.46	2.2
2008/09	71	91	766	398	0.50	2.6	0.57	2.1
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

Graph 1 Jobs per Car per 24hrs



Peak period Restricted taxi



Standard taxi

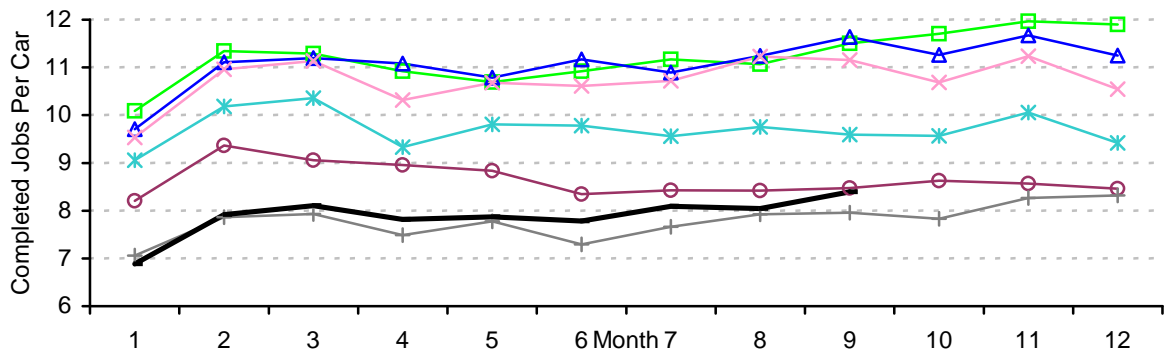


Table 2 Telephone Waiting Times

Month	Conventional Jobs % of Calls with Waiting Time			Calls Answered	Total Jobs
	0-15 secs	16-59 secs	≥ 60 secs		
2008/07	67%	16%	17.2%	531,743	479,450
2008/08	70%	17%	12.9%	553,855	491,130
2008/09	61%	18%	21.0%	475,275	469,032
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
Peak High Standard	>75%	<25%	<3.0%		

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 (%)		
2008/07	572,185	2.38	4.29	0.39	4.68
2008/08	586,024	2.31	3.04	0.13	3.18
2008/09	513,754	2.28	4.72	0.48	5.20
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
High Peak Std					<=7

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 %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP	1.34	2.41	1.37	1.48	1.72	5,069	294,724	≤1.0
	Booked	0.96	1.65	0.90	1.68	1.75	413	23,638	
	Total	1.31	2.35	1.34	1.50	1.72	5,482	318,362	
OP	ASAP	0.62	0.62	1.04	0.66	0.66	5,118	778,131	≤0.3
	Booked	0.19	0.20	0.42	0.32	0.33	551	165,223	
	Total	0.55	0.54	0.93	0.60	0.60	5,669	943,354	

Outer Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP	4.14	5.07	4.05	3.99	4.87	3,094	63,479	≤2.0
	Booked	2.60	2.73	2.45	3.14	4.45	295	6,629	
	Total	3.98	4.82	3.89	3.91	4.83	3,389	70,108	
OP	ASAP	2.57	2.62	3.33	2.38	2.10	2,464	117,085	≤0.5
	Booked	0.46	0.51	0.68	0.48	0.55	207	37,645	
	Total	2.06	2.12	2.70	1.91	1.73	2,671	154,730	

Metro Total

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP	1.79	2.86	1.82	1.91	2.28	8,163	358,203	≤1.0
	Booked	1.31	1.89	1.23	1.99	2.34	708	30,267	
	Total	1.76	2.78	1.77	1.92	2.28	8,871	388,470	
OP	ASAP	0.87	0.87	1.32	0.88	0.85	7,582	895,216	≤0.5
	Booked	0.23	0.26	0.46	0.35	0.37	758	202,868	
	Total	0.75	0.76	1.17	0.78	0.76	8,340	1,098,084	

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 %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP	10.96	7.51	9.52	5.88	5.54	16	289	≤1.0
	Booked	0.39	2.78	2.81	2.29	1.02	2	196	
	Total	5.27	4.85	5.81	4.34	3.71	18	485	
OP	ASAP	2.34	3.37	4.56	3.22	3.29	136	4,133	≤0.3
	Booked	0.95	1.37	1.01	0.83	1.03	50	4,833	
	Total	1.54	2.24	2.57	1.89	2.07	186	8,966	

Outer Suburbs

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP					#	5	42	≤2.0
	Booked						1	29	
	Total						6	71	
OP	ASAP	9.59	7.63	6.94	6.49	8.50	21	247	≤0.5
	Booked	1.87	4.54	3.47	1.93	1.53	12	786	
	Total	3.37	5.23	4.23	2.93	3.19	33	1,033	

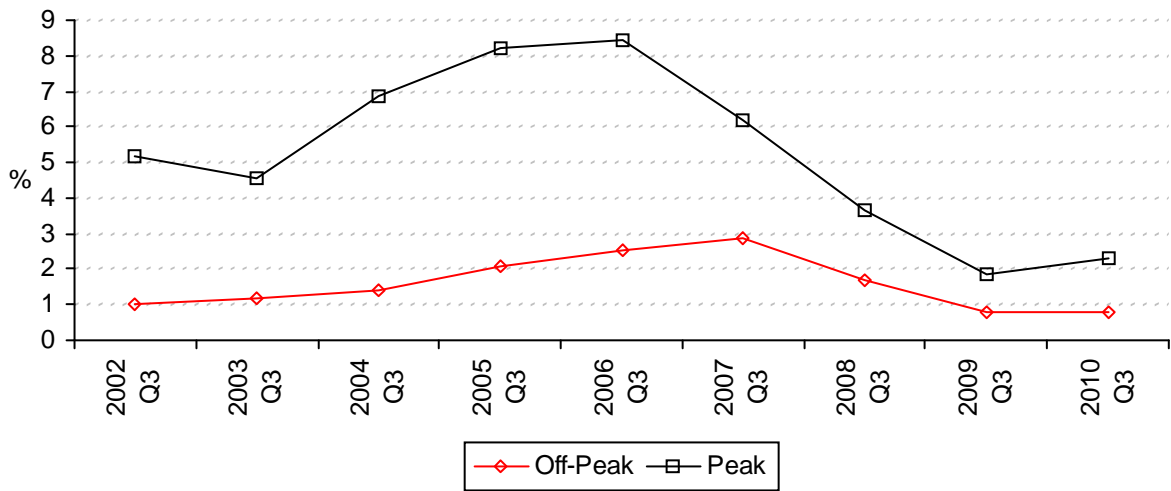
Blanks indicate too few jobs for accurate percentages.

Metro Total

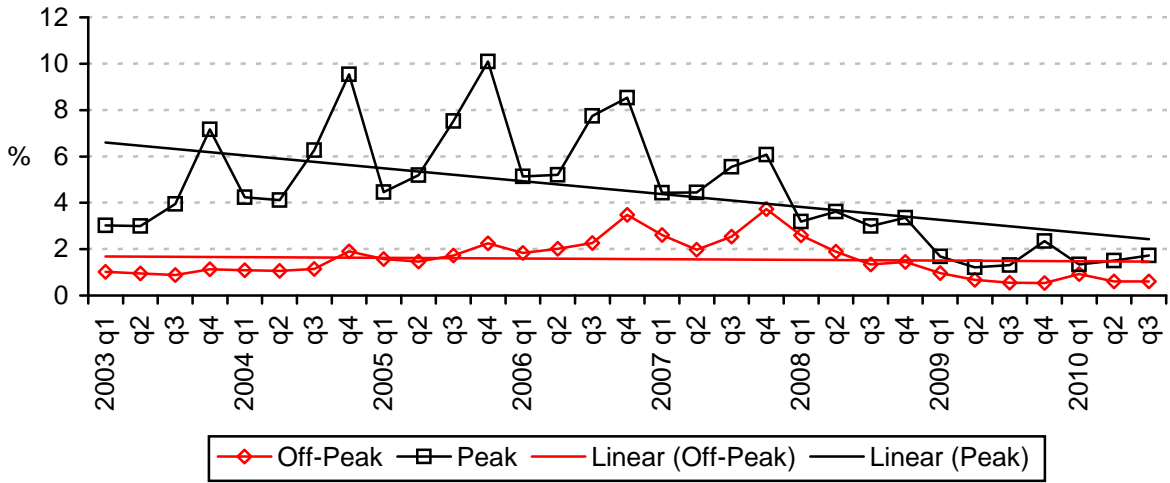
Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010	
Peak	ASAP	10.68	7.52	11.02	8.28	6.34	21	331	≤1.0
	Booked	1.05	3.25	3.17	2.32	1.33	3	225	
	Total	5.37	5.04	6.68	5.64	4.32	24	556	
OP	ASAP	2.70	3.62	4.70	3.42	3.58	157	4,380	≤0.5
	Booked	1.08	1.81	1.38	1.00	1.10	62	5,619	
	Total	1.73	2.55	2.75	2.01	2.19	219	9,999	

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

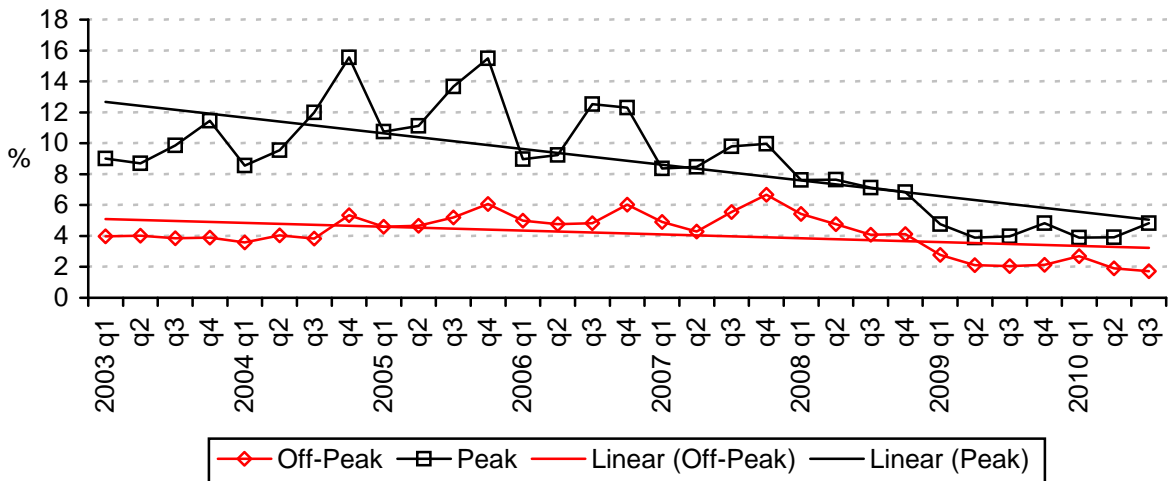


Table 6 Waiting Time Performance - Conventional Jobs

Book-ing	Time	Mins	% of jobs with waiting time in Mins Intervals					Jobs Within Mins	Total jobs	
			High Stand'd %	Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010 (2009)
Book-ed	Peak	0-5	≥85	83.2	80.9	83.9	82.2	82.9	18,574	22,403
		6-10	<15	8.9	9.5	8.9	10.4	9.8	2,188	(22,547)
		11-15	<1	3.7	4.3	3.4	3.7	3.7	839	
		>15	<0.5	4.3	5.3	3.7	3.6	3.6	802	
	OP	0-5	≥90	88.8	88.6	87.0	89.0	89.0	152,320	171,147
		6-10	<10	7.0	7.0	7.8	7.0	7.0	12,010	(153,671)
		11-15	<0.5	2.2	2.3	2.7	2.2	2.2	3,718	
		>15	<0.1	2.0	2.1	2.5	1.9	1.8	3,099	
ASAP	Peak	0-20	≥90	95.2	94.1	95.2	95.6	95.3	256,519	269,070
		21-30	<10	3.4	4.0	3.4	3.2	3.3	8,769	(264,743)
		31-45	<0.5	1.1	1.5	1.1	1.0	1.0	2,788	
		>45	<0.1	0.3	0.5	0.3	0.3	0.4	994	
	OP	0-15	≥90	92.5	92.0	90.4	91.5	91.7	654,482	713,758
		16-30	<10	6.6	7.0	8.3	7.5	7.4	52,783	(671,196)
		31-45	<0.2	0.7	0.7	0.9	0.7	0.7	4,729	
		>45	<0.1	0.3	0.3	0.3	0.3	0.2	1,764	

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 %	Q3 2009	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q3 2010	Q3 2010 (2009)
Book-ed	Peak	0-5	≥85	51.1	54.0	52.0	69.2	66.1	74	112
		6-10	<15	9.2	11.4	12.5	10.3	12.5	14	(131)
		11-15	<1	9.2	10.2	7.2	4.8	8.0	9	
		>15	<0.5	30.5	24.4	28.3	15.8	13.4	15	
	OP	0-5	≥85	67.6	63.6	64.1	62.1	61.2	1,888	3,086
		6-10	<15	10.4	9.6	10.8	10.6	11.3	348	(3,558)
		11-15	<1	6.4	7.2	7.3	8.1	8.3	255	
		>15	<0.5	15.5	19.6	17.9	19.2	19.3	595	
ASAP	Peak	0-20	≥90	53.7	50.5	54.9	64.5	59.3	150	253
		21-30	<10	22.6	20.1	19.5	17.4	17.4	44	(164)
		31-45	<0.5	14.0	14.1	14.0	11.6	11.1	28	
		>45	<0.1	9.8	15.2	11.6	6.6	12.3	31	
	OP	0-20	≥90	59.3	58.8	57.4	58.2	56.7	2,118	3,735
		21-30	<10	21.0	19.9	22.1	21.4	21.4	799	(3,722)
		31-45	<0.5	12.5	12.6	13.1	12.8	13.7	511	
		>45	<0.1	7.2	8.8	7.4	7.6	8.2	307	

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
Inappropriate Comments and/or Suggestions	Conversations of an inappropriate nature	14	13	12	16	8	11
	Verbal abuse towards a passenger or a prospective passenger	31	27	27	31	20	33
Unwanted Physical Contact	Serious criminal charges and convictions while operating a taxi	0	0	1	0	0	0
	Inappropriate touching of a passenger	6	4	6	4	2	7
Behaving Disorderly or Discourteously	Failing to behave in an orderly manner	2	1	1	0	1	20
	Behaving discourteously towards passengers and potential taxi passengers	21	22	32	13	29	29
Total		74	67	79	64	60	100

Graph 4 Passenger Safety - Serious Complaints

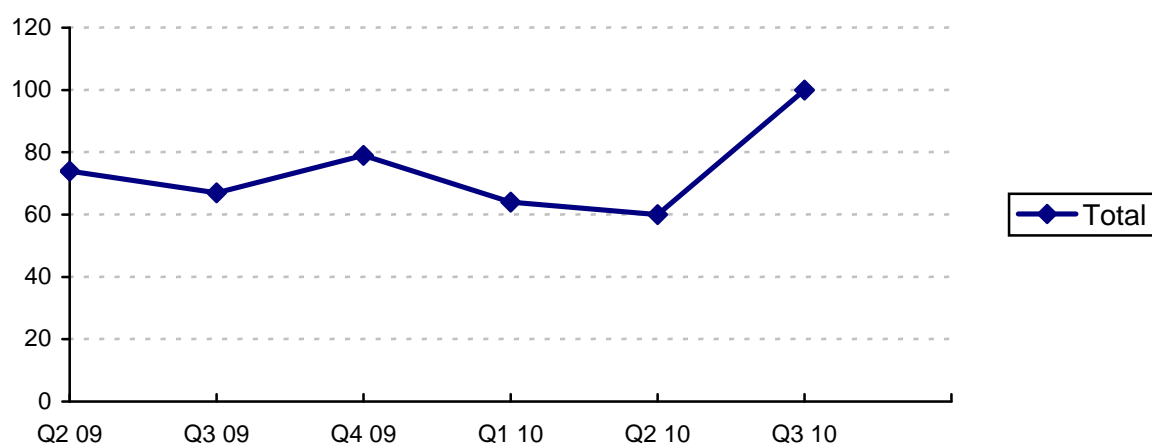


Table 9 Performance in Complaints Handling

Customer Service Standards	Q2 2009	Q3 2009	Q4 2009	Q1 2010	Q2 2010	Standard
Responses by 3 days						G-95%, A-90%
All	86% (95/111)	89% (92/103)	89% (92/104)	79% (85/108)	79% (72/91)	
Substantial Progress within 14/21* days						G-95%, A-90%
All	72% (81/112)	83% (85/103)	61% (68/111)	62% (68/110)	60% (55/92)	
Industry Responsive?						G- 95% 4 or 5 / 5 A – 90%
All	58% (64/111)	64% (70/103)	49% (54/111)	42% (46/109)	51% (47/92)	

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

