

# **Taxi Industry Service Standards Quarterly Report**

October to December Quarter, 2009

---

Department of Transport  
February 2010

Author: Orellie Tylor  
Objective File Ref: DPI/08/008  
Date: 26/2/2010

# Table of Contents

---

## Written content

<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>2</b>	<b>Special Issues and Industry Changes</b>	<b>8</b>
<b>3</b>	<b>Driver Viability</b>	<b>9</b>
<b>4</b>	<b>Phone Performance</b>	<b>10</b>
<b>5</b>	<b>Jobs Not Covered (JNC)</b>	<b>11</b>
<b>6</b>	<b>Taxi Waiting Times</b>	<b>12</b>
<b>7</b>	<b>Complaint Handling</b>	<b>13</b>
<b>8</b>	<b>Driver Safety</b>	<b>14</b>
<b>9</b>	<b>Reasons for Not Achieving Targets</b>	<b>15</b>
<b>10</b>	<b>Supporting Graphs and Tables</b>	<b>16</b>

## Tables and Graphs

<b>Table 1</b>	<b>Industry and Driver Viability</b>	<b>16</b>
<b>Graph 1</b>	<b>Jobs per Car per 24hrs</b>	<b>17</b>
<b>Table 2</b>	<b>Telephone Waiting Times</b>	<b>17</b>
<b>Table 3</b>	<b>Failure to Connect – Phone Service - Total Industry</b>	<b>20</b>
<b>Table 4</b>	<b>Conventional Jobs Not Covered</b>	<b>21</b>
<b>Table 5</b>	<b>Wheelchair Jobs Not Covered</b>	<b>22</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>25</b>

# 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 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 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**

<b>Standard</b> Proportion of jobs not covered	<b>Green</b> Desired Performance Rating	<b>Amber</b> Desired Performance Rating	<b>Red</b> 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

<b>Standard</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>
Waiting time for an ASAP taxi request, proportion of jobs:	Desired Performance Rating	Desired Performance Rating	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

<b>Standard</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>
Waiting time for a booked taxi request, proportion of jobs:	Desired Performance Rating	Desired Performance Rating	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

---

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**

- Taxi demand is very seasonal. Demand in the December quarter for taxi services generally builds on the traditionally quieter September quarter. This year's December quarter followed this pattern.

### **Peak Period Service Improvement Initiatives:**

- A one year trial to extend optional Peak Period plate operating hours to include 5am to 9am, Monday to Friday, (introduced January 23rd, 2008) continued, enabling Peak Period plates to service the early morning spike in demand.
- DPI continued a compliance focus on ensuring that taxis were all operating on Friday and Saturday nights.

### **General:**

- The Minister approved a 0.97 taxi fare increase on 10 December 2009.

### 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 TDS 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

When compared to the same quarter last year:

- Overall the number of completed TDS jobs per hour is similar to those of 2007 except for December where the numbers increased to be similar to 2008.
- Demand in the peak in November and December increased to new record highs. The increase in the peak is entirely due to an increase in ASAP jobs.
- Demand in the off-peak decreased.
- The proportion of jobs in the outer suburbs has increased from about 10% in 2005 to over 14% in this quarter.

#### Wheelchair Taxi Services

The information below must be used with caution as it may reflect a change in the proportion of private jobs.

When compared to the same quarter last year:

- Overall, the number of completed TDS wheelchair jobs per hour decreased. This level is the lowest recorded.
- Similarly to demand for conventional jobs, demand for wheelchair jobs in the decreased off-peak, but increased demand in the peak.
- Over 2009 peak jobs made up less than 4% of wheelchair TDS jobs.
- The average number of conventional jobs per 24 hours undertaken by MPTs has increased to record highs. However the number of wheelchair jobs has decreased to record lows.
- The ratio of wheelchair jobs to standard jobs for MPTs has decreased below last year's record low.

## 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.

The data issues with telephone data were minor and had little effect on the measures.

### **Conventional Taxi Services**

- The percentage of calls answered within 15 seconds improved significantly and was within the high standard except in December. There was also a large drop in the number of calls with long waiting times.
- Note that December includes New Year's Eve which is excluded from performance standards where possible. Only monthly telephone data is available so New Year's Eve has not been excluded from these figures.
- The percentage of telephone calls that failed to get through dropped very significantly and is well within the high standard.

### **Wheelchair Taxi Services**

- Total industry data for wheelchair taxis is still not available.

## 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 JNC performance improved significantly in all categories particularly in the off-peak.
- Job not covered proportions are still higher in the Peak than in the Off-Peak.
- Job not covered proportions are significantly higher in Outer suburbs than in Inner and Middle suburbs. Performance has improved significantly in both areas.

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

- Compared with the same quarter last year the performance improved significantly in all categories.

## 6 Taxi Waiting Times

---

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 better than the same quarter last year.
- For short time intervals, the performance was better than the high standard for ASAP jobs and close to the high standard for booked jobs. In the long time intervals the performance was worse than the high standard in all categories, but has improved.
- The performance for booked jobs in the peak is somewhat worse than for other categories and has shown less improvement than the other categories.

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

- Performance is still well below the standard in all categories.
- Performance improved in all categories as compared to last year.

## 7 Complaint Handling

---

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 has been reported on a quarterly basis throughout the life of the monitoring program, as an important indicator of the customer experience. However, in the preparation of the Q4 2009 report (the current report), a possible inconsistency in the definition of the data extraction process used by the Department was uncovered. The serious complaints data will be unavailable until this issue can be resolved.

Results for the September quarter 2009 show (*refer Table 8 and Table 9 and Graph 4*):

- *Response within 3 days* (High Standard: 95%) was at 89% - just below the standard for the fifth quarter.
- *Substantial progress within 14 / 21 days* (High Standard: 95%) was at 83% - the highest it has been since early 2004 and for the first time since then approaching the standard.
- *Responsiveness* (High Standard: 95%) was at 64% - still a long way from the standard, but following a similar upwards trajectory and also at a post-2004 high.
- Of the secondary performance measures, *being 'taken seriously'* declined slightly. *'Being informed about progress'* remains the best of the secondary measures at 80% (having exceeded 80% now for six consecutive quarters). *'Being informed of a timeline'* at 61% is still far above the lamentable levels it sat at until improvements began in 2006.

## 8 Driver Safety

---

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.

Refer **Graph 5**

- The total number of security activations fluctuates substantially, with the last few quarters having been particularly unstable. Despite a drop in total numbers from the previous quarter, Q4 2009 still saw an historically high number of activations. The 4-period moving average suggests that the current period has the highest average number of activations that have been seen.

## 9 Reasons for Not Achieving Targets

---

There are a number of indicators presented in this quarterly report that relates to the timeliness of services in the taxi industry. The DPI, 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 continues to improve. Therefore the number of passengers that are able to get a taxi after having ordered one through a Taxi Dispatch Service provider has increased significantly. However the level of JNC continues to fail to meet the standard and the level of JNC in the outer suburbs is of particular concern.

Waiting time performance showed an overall improvement when compared to the same quarter last year and has improved throughout 2009. However, waiting time performance continues to fail to meet the standard for pre-booked jobs.

The DPI'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 2009. For example several initiatives to strengthen Metropolitan Rank Infrastructure have been implemented:

- The six month trial of the Taxi Marshalls initiative was implemented on 28 May 2009.
- The Secure Taxi Rank Extension Trial was implemented on 19 June 2009.
- Northbridge Milligan Street Secure Taxi Rank commenced dual-sided operation on. This has been well received by the public and taxi drivers and appears to be having a positive impact on the efficiency of the rank.
- The development of a National Taxi Driver Competency training course and a National Minimum English Standard.
- In addition, the recently re-established Taxi Industry Board and the Taxi Industry Board Reference Group will provide strategic advice for improvements within the taxi industry.

## 10 Supporting Graphs and Tables

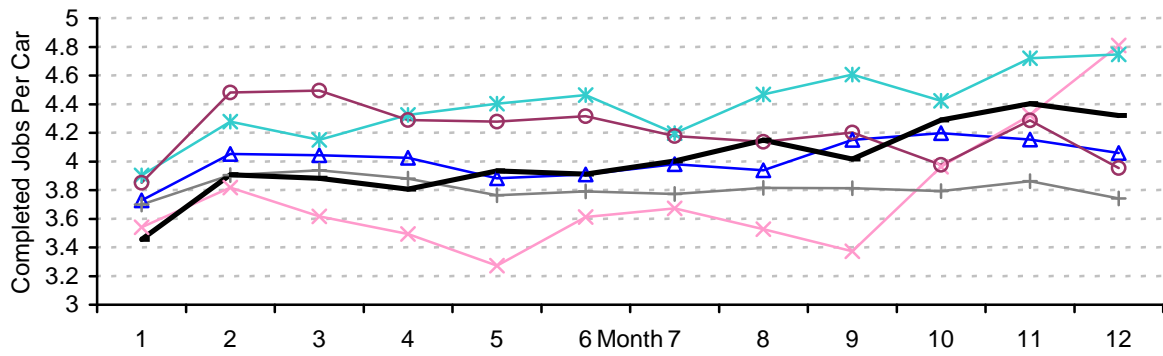
Table 1 Industry and Driver Viability

### Completed Jobs Per Hour

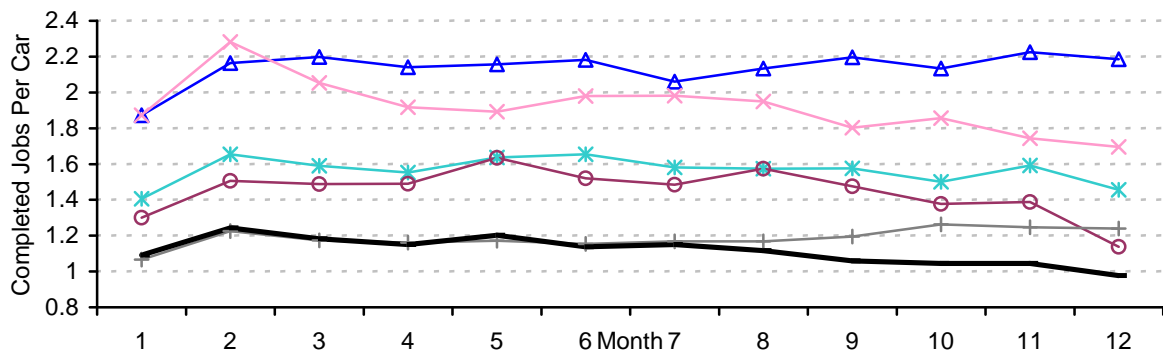
Month	Conventional Taxi				Wheelchair Taxi			
	Booked		ASAP		Booked		ASAP	
	Peak	Off peak	Peak	Off peak	Peak	Off peak	Peak	Off peak
2007/10	72	85	699	397	0.6	3.0	0.5	2.4
2007/11	79	90	721	421	0.6	3.1	0.8	2.4
2007/12	84	80	669	410	0.5	2.6	0.7	2.0
2008/01	54	68	609	356	0.4	2.2	0.6	2.0
2008/02	64	86	704	398	0.6	2.7	0.6	2.2
2008/03	63	85	672	395	0.4	2.6	0.7	2.2
2008/04	69	88	703	394	0.3	2.4	0.6	2.2
2008/05	73	89	740	389	0.6	2.6	0.6	2.2
2008/06	68	86	730	383	0.4	2.5	0.5	2.0
2008/07	75	88	755	394	0.3	2.6	0.6	2.0
2008/08	76	89	778	388	0.3	2.6	0.5	2.2
2008/09	71	91	766	398	0.5	2.6	0.6	2.1
2008/10	74	93	792	404	0.4	2.8	0.6	2.2
2008/11	76	92	752	409	0.5	2.9	0.6	2.1
2008/12	88	83	754	421	0.6	2.9	0.7	2.0
2009/01	52	69	611	350	0.4	2.3	0.7	2.2
2009/02	66	83	719	374	0.7	2.9	0.7	2.2
2009/03	63	86	735	378	0.3	2.8	0.5	2.1
2009/04	63	81	695	357	0.4	3.0	0.4	2.0
2009/05	69	82	757	353	0.5	3.1	0.5	2.1
2009/06	64	82	711	335	0.5	2.8	0.5	1.9
2009/07	65	81	776	352	0.5	2.8	0.5	2.1
2009/08	70	82	800	362	0.5	2.8	0.5	2.1
2009/09	66	85	788	368	0.5	2.6	0.4	2.0
2009/10	67	84	779	359	0.7	2.6	0.6	2.0
2009/11	71	88	814	387	0.6	2.5	0.5	2.0
2009/12	83	82	816	406	0.8	2.4	0.6	1.9

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

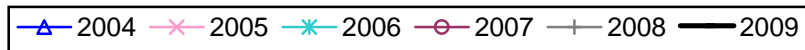
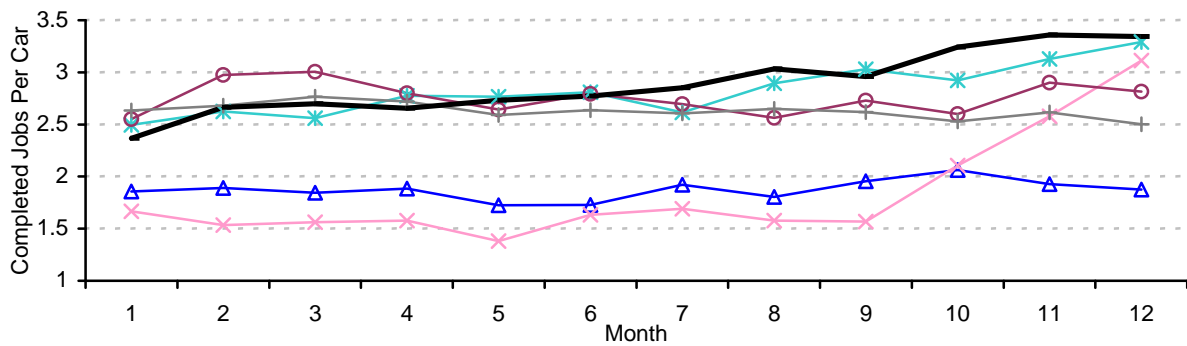
**Multi-purpose taxis**



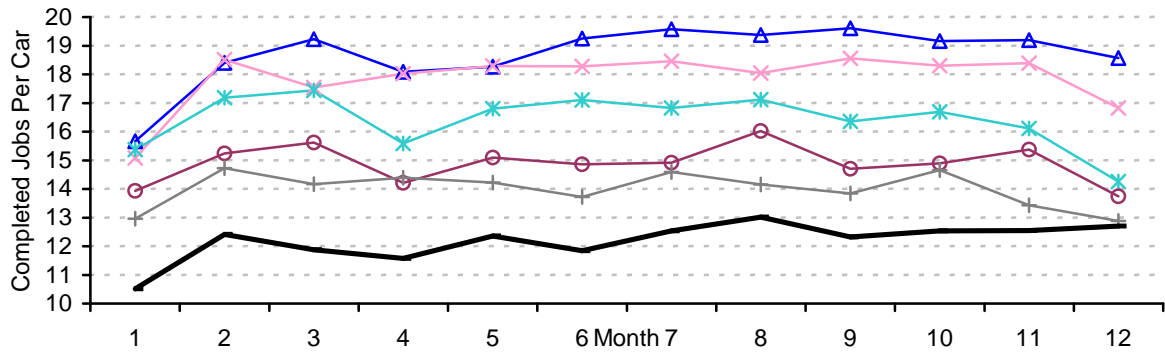
**Multi-purpose taxi - Wheelchair Jobs**



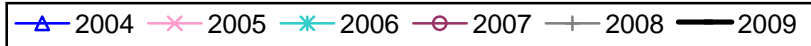
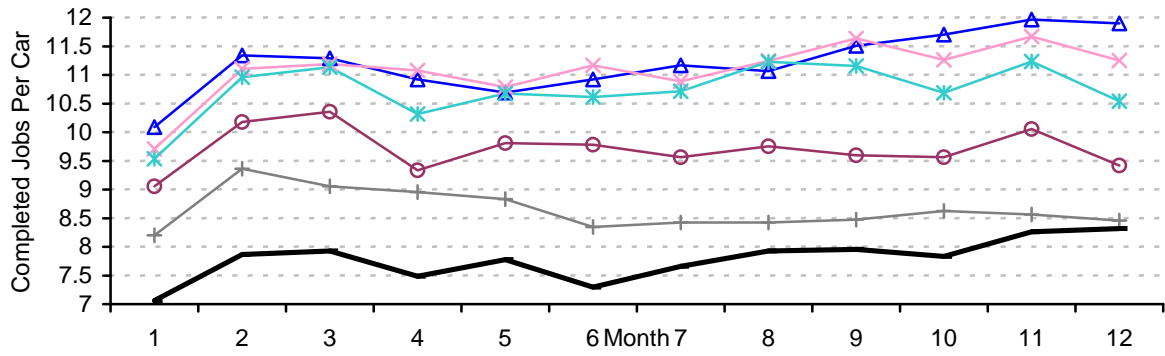
**Multi-purpose taxi - Conventional Jobs**



### Peak period Restricted tax



### Standard tax



**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		
2007/10	47%	24%	29.2%	527,789	493,733
2007/11	53%	20%	27.0%	615,856	513,550
2007/12	56%	19%	25.1%	616,165	520,300
2008/01	67%	19%	14.1%	480,426	417,817
2008/02	58%	22%	19.7%	532,532	458,130
2008/03	44%	26%	30.1%	405,425	484,896
2008/04	55%	22%	23.6%	534,831	464,432
2008/05	62%	21%	16.9%	553,650	482,294
2008/06	68%	18%	14.4%	515,859	454,445
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%	567,648	512,090
2009/01	71%	18%	11.2%	462,707	419,159
2009/02	68%	17%	14.6%	453,741	418,953
2009/03	69%	17%	14.2%	513,298	470,101
2009/04	74%	16%	9.9%	470,743	429,987
2009/05	77%	14%	8.4%	517,616	468,733
2009/06	83%	11%	5.3%	464,569	419,274
2009/07	83%	11%	5.4%	511,272	460,745
2009/08	77%	14%	9.1%	533,932	480,999
2009/09	73%	16%	10.7%	511,040	464,615
2009/10	77%	14%	9.0%	526,084	478,028
2009/11	76%	14%	10.0%	548,126	490,283
2009/12	68%	15%	16.3%	586,860	522,137
<b>Peak High Standard</b>	<b>&gt;75%</b>	<b>&lt;25%</b>	<b>&lt;3.0%</b>		

**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 (%)		
2007/10	632,607	2.35	7.16	2.45	9.61
2007/11	687,652	2.10	7.33	1.00	8.34
2007/12	692,085	2.06	6.45	2.56	9.01
2008/01	512,389	1.86	3.93	0.44	4.36
2008/02	576,479	2.02	5.29	0.30	5.59
2008/03	461,546	3.00	8.61	0.52	9.13
2008/04	585,729	2.25	6.07	0.37	6.43
2008/05	595,400	2.02	4.65	0.33	4.98
2008/06	550,746	2.29	3.84	0.19	4.03
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	502,722	2.40	3.22	2.34	5.56
2009/02	487,260	2.58	4.01	0.29	4.30
2009/03	551,620	2.42	3.91	0.41	4.32
2009/04	496,154	2.21	2.89	0.02	2.91
2009/05	541,071	2.04	2.28	0.01	2.29
2009/06	479,580	1.60	1.49	0.04	1.53
2009/07	528,405	1.62	1.61	0.01	1.62
2009/08	558,686	1.99	2.44	0.00	2.44
2009/09	538,683	2.21	2.88	0.04	2.92
2009/10	550,699	1.93	2.47	0.07	2.54
2009/11	576,089	2.03	2.80	0.03	2.83
2009/12	628,816	2.40	4.22	0.04	4.27
<b>High Peak Std</b>					<b>&lt;=7</b>

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 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009	
Peak	ASAP	3.49	1.73	1.25	1.34	2.41	7,372	305,709	≤1.0
	Booked	2.07	1.21	0.94	0.96	1.65	444	26,865	
	Total	3.36	1.68	1.22	1.31	<b>2.35</b>	7,816	332,574	
OP	ASAP	1.60	1.07	0.74	0.62	0.62	4,607	749,004	≤0.3
	Booked	0.70	0.42	0.34	0.19	0.20	312	154,299	
	Total	1.44	0.96	0.67	0.55	<b>0.54</b>	4,919	903,303	

**Outer Suburbs**

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009	
Peak	ASAP	7.21	4.92	4.09	4.14	5.07	3,131	61,737	≤2.0
	Booked	4.44	3.41	2.32	2.60	2.73	204	7,478	
	Total	6.84	4.76	3.90	3.98	<b>4.82</b>	3,335	69,215	
OP	ASAP	5.22	3.51	2.67	2.57	2.62	2,812	107,322	≤0.5
	Booked	0.94	0.64	0.51	0.46	0.51	168	32,920	
	Total	4.13	2.77	2.11	2.06	<b>2.12</b>	2,980	140,242	

**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 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009	
Peak	ASAP	17.44	10.38	11.59	10.96	7.51	19	253	≤1.0
	Booked	3.41	1.19	1.10	0.39	2.78	9	324	
	Total	10.99	6.09	5.64	5.27	<b>4.85</b>	28	577	
OP	ASAP	7.11	4.43	2.55	2.34	3.37	137	4,062	≤0.3
	Booked	2.61	1.66	1.01	0.95	1.37	73	5,327	
	Total	4.52	2.91	1.62	1.54	<b>2.24</b>	210	9,389	

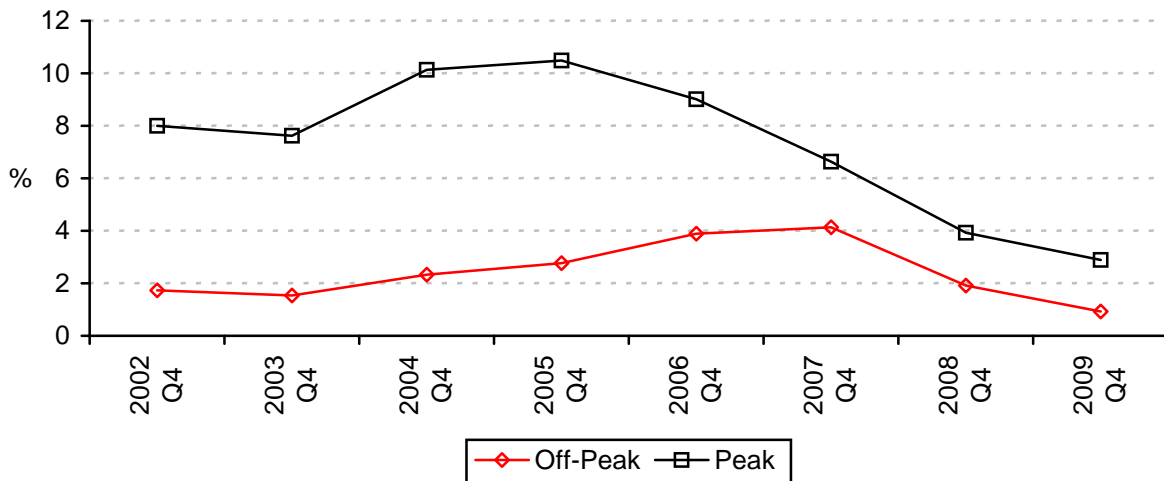
**Outer Suburbs**

Time	Booking	Pct of Jobs Not Covered					Jobs Not Covered	Total jobs	High Stan'd %
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009	
Peak	ASAP	#	#	#	#	#	1	13	≤2.0
	Booked	#	#	#	#	#	3	45	
	Total	#	#	#	#	#	4	58	
OP	ASAP	21.18	14.04	10.48	9.59	7.63	19	249	≤0.5
	Booked	4.94	2.63	1.30	1.87	4.54	39	859	
	Total	8.16	5.14	3.00	3.37	<b>5.23</b>	58	1,108	

# too few jobs for accurate figures.

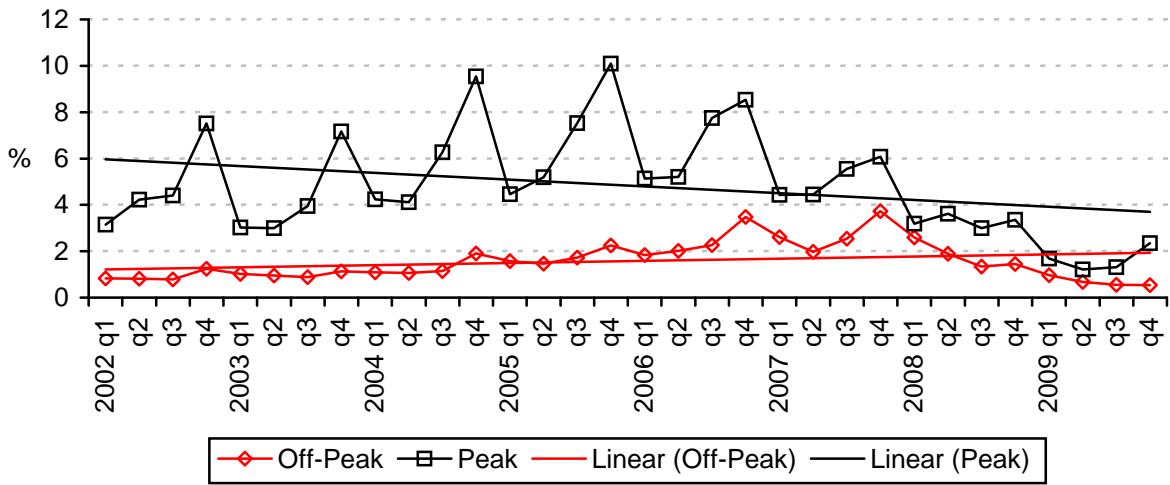
Radial Distance (km)	Suburb Classification
0-6km	Inner suburb
7-15km	Middle suburb
16km+	Outer suburb

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

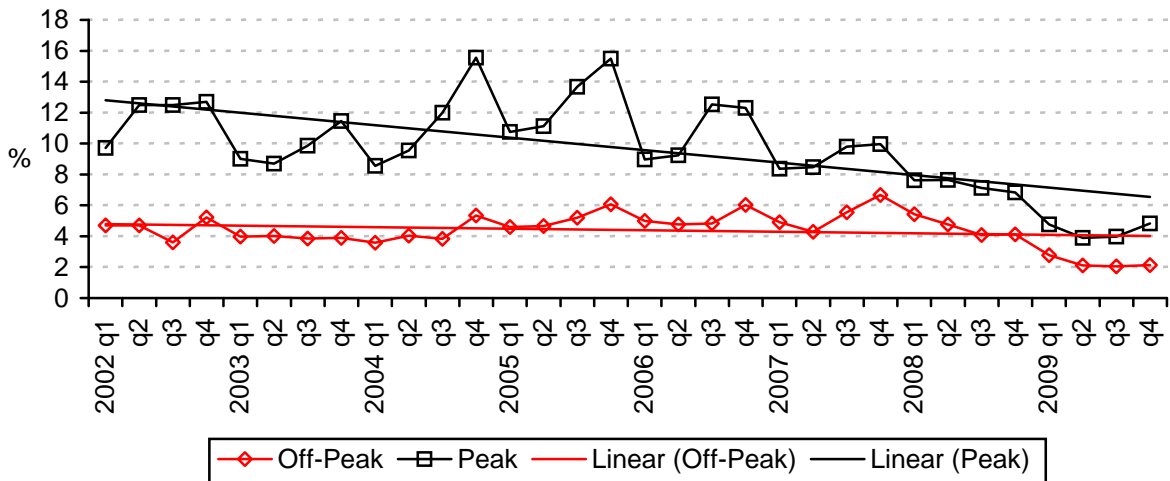


**Graph 3 Jobs Not Covered - Comparison of Inner/Middle & Outer suburbs**

**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 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009 (2008)
Book- ed	Peak	0-5	≥85	80.5	84.7	85.1	83.2	<b>80.9</b>	19,865	24,553
		6-10	<15	9.9	8.2	7.8	8.9	<b>9.5</b>	2,325	(26,526)
		11-15	<1	4.4	3.4	3.5	3.7	<b>4.3</b>	1,056	
		>15	<0.5	5.3	3.7	3.6	4.3	<b>5.3</b>	1,307	
OP	OP	0-5	≥90	85.6	88.0	89.0	88.8	<b>88.6</b>	135,619	153,056
		6-10	<10	8.3	7.1	6.8	7.0	<b>7.0</b>	10,771	(162,643)
		11-15	<0.5	3.1	2.5	2.2	2.2	<b>2.3</b>	3,471	
		>15	<0.1	3.1	2.4	2.0	2.0	<b>2.1</b>	3,195	
ASAP	Peak	0-20	≥90	93.5	95.5	95.8	95.2	<b>94.1</b>	252,271	268,149
		21-30	<10	4.4	3.1	3.0	3.4	<b>4.0</b>	10,648	(256,855)
		31-45	<0.5	1.6	1.0	1.0	1.1	<b>1.5</b>	3,899	
		>45	<0.1	0.6	0.3	0.3	0.3	<b>0.5</b>	1,331	
OP	OP	0-15	≥90	89.9	91.9	92.6	92.5	<b>92.0</b>	633,764	688,886
		16-30	<10	8.6	7.0	6.5	6.6	<b>7.0</b>	48,285	(739,513)
		31-45	<0.2	1.1	0.8	0.7	0.7	<b>0.7</b>	4,985	
		>45	<0.1	0.4	0.3	0.2	0.3	<b>0.3</b>	1,852	

**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 2008	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Q4 2009	Q4 2009 (2008)
Book- ed	Peak	0-5	≥85	43.2	51.2	54.8	51.1	<b>54.0</b>	95	176
		6-10	<15	9.6	8.7	10.5	9.2	<b>11.4</b>	20	(146)
		11-15	<1	13.0	9.4	12.1	9.2	<b>10.2</b>	18	
		>15	<0.5	34.2	30.7	22.6	30.5	<b>24.4</b>	43	
OP	OP	0-5	≥85	60.4	65.2	67.6	67.6	<b>63.6</b>	2,104	3,307
		6-10	<15	10.7	9.7	9.9	10.4	<b>9.6</b>	316	(3,956)
		11-15	<1	6.6	6.5	6.5	6.4	<b>7.2</b>	239	
		>15	<0.5	22.3	18.6	16.0	15.5	<b>19.6</b>	648	
ASAP	Peak	0-20	≥90	41.3	46.7	55.1	53.7	<b>50.5</b>	93	184
		21-30	<10	21.9	19.5	16.3	22.6	<b>20.1</b>	37	(201)
		31-45	<0.5	11.9	16.4	17.0	14.0	<b>14.1</b>	26	
		>45	<0.1	24.9	17.4	11.6	9.8	<b>15.2</b>	28	
OP	OP	0-20	≥90	53.5	59.8	60.7	59.3	<b>58.8</b>	2,047	3,483
		21-30	<10	18.7	19.1	19.7	21.0	<b>19.9</b>	693	(3,793)
		31-45	<0.5	15.7	12.7	12.0	12.5	<b>12.6</b>	438	
		>45	<0.1	12.1	8.4	7.6	7.2	<b>8.8</b>	305	

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

Source: Passenger Services

Results need to be recalculated due to data extraction inconsistency.

**Graph 4 Passenger Safety - Serious Complaints**

Chart to be re-instated once data is confirmed

**Table 9 Performance in Complaints Handling**

Customer Service Standards	Q3 2008	Q4 2008	Q1 2009	Q2 2009	Q3 2009	Standard
<b>Responses by 3 days</b>						G-95%, A-90%
All	86% (79/92)	89% (74/83)	81% (68/84)	86% (95/111)	89% (92/103)	
<b>Substantial Progress within 14/21* days</b>						G-95%, A-90%
All	81% (75/93)	77% (64/83)	73% (62/85)	72% (81/112)	83% (85/103)	
<b>Industry Responsive?</b>						G- 95% 4 or 5 / 5
All	59% (54/93)	54% (45/83)	52% (43/83)	58% (64/111)	64% (70/103)	A – 90%

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**

