# Record sampling checklist

| **Record type** | **Must contain** | **Compliant (C) / Non-complaint (NC) / N/A** | **Officer comments** |
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|
| Driver Records (r57) | * Contains driver’s first and last name. |  |  |
| * Contains driver licence number. |  |
| * All drivers appear in the records. |  |
| * Are retained for 2 years after driver ceases to drive for the ODBS. |  |
| * Is in written form, legible, in English, and collatable into a document if needed. |  |
| Vehicle Records (r57) | * Contains vehicle licence number. |  |  |
| * All vehicles appear in the records. |  |
| * Retained for 2 years after vehicle ceases to be used. |  |
| * In written form, legible, in English, and collatable into a document if needed. |  |
| Association Arrangement Records (r59) | * Retain a copy of the arrangement that contains the name and contact details of both parties. |  |  |
| * Contains date on which the arrangement takes effect. |  |
| * Contains the date the arrangement ceases to have effect (if it ceases). |  |
| * Retained for 2 years after end of arrangement. |  |
| * In written form, legible, in English, and collatable into a document if needed. |  |
| Booking Records (r58) | * Each separate journey is designated a unique journey reference identifier no longer than 50 characters long. |  |  |
| * Contain the day and time at which the booking was taken or facilitated. |  |
| * Contain the day of the associated journey and the times it began and ended. |  |
| * Date records are kept in Date Month Year with leading zero form (DD/MM/YYYY) or a form that can easily be converted into Date Month Year form. |  |
| * Time of day records are kept in 24-hour digital form (HH24:MM) with accuracy to the nearest minute or a form that can easily be converted into 24-hour digital form with accuracy to the nearest minute. |  |
| * Contain the locations where the associated journey began and ended. |  |
| * Location records are kept in either:   + Global Positioning System (GPS) longitude and latitude coordinates in decimal degree form without height or depth and to an accuracy of 0,000 01 decimal degrees (within 1 metre linear resolution).   For example, the Bell Tower Perth would be shown as latitude -31.95892 and longitude 115.85824;  **OR**   * + Address form with an accuracy of street number, street name, suburb and postcode. |  |
| * Contain the full name and relevant driver authorisation number of the driver of the vehicle. |  |
| * Contain the vehicle licence number or interstate vehicle licence number of the vehicle. |  |
| * Vehicle registration plate records are to be kept in full and without truncation, additional prefixes or spaces (i.e. TAXI123 and not T123,   TAXI 123 or 123). |  |
| * Contain any contact details provided by the person who made the booking or to whose account the booking was charged. |  |
| * Contain the number of passengers carried who were seated in a wheelchair (if any). |  |
| * Contains the amount payable for the on-demand passenger transport service and the components of that amount. |  |
| * Are retained for 2 years after the booking request made |  |
| * Are in written form, legible, in English, and collatable into a document if needed. |  |
| Booking Records for Wheelchair Accessible Vehicles where booking not taken or facilitated (r58) | * Contain any contact details provided by the person making the request or through whose account the request is made. |  |  |
| * Contain the day and time of the request. |  |
| * Contain the on-demand passenger transport service for which a booking is requested. |  |
| * Are retained for 2 years after the booking request made. |  |
| * Are in written form, legible, in English, and collatable into a document if needed. |  |
| Complaint Records (r63) | * Contain details of each complaint made. |  |  |
| * Contain details of the resolution of each complaint. |  |
| * Are retained for 2 years after the complaint is made. |  |
| * Are in written form, legible, in English, and collatable into a document if needed. |  |
| Camera Authorisations (r113) | * A record of each authorisation is kept for 5 years from the date of authorisation. |  |  |
| Leviable Transaction Records (r163 and r164) | * Contain any components of the fare excluded from the levy. |  |  |
| * Contain components of the fare included in the levy. |  |
| * Contain the total levy fare. |  |
| * Contain the amount of levy. |  |
| * Contain the rates used if any (e.g. $4 per kilometre). |  |
| * Contain any contact details provided by the person making the request or through whose account the request is made. |  |
| * Contain the day and time of the request. |  |
| * Contain the on-demand passenger transport service for which a booking is requested. |  |
| * Are retained for 5 years after the leviable transaction |  |
| * Are written form, legible, in English, and collatable into a document if needed. |  |