Record keeping requirements and recommendations

On-demand booking services

# Introduction

On-demand booking services (ODBSs) are required by the [*Transport (Road Passenger Services) Regulations 2020*](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_s52106.html) (the Regulations), to keep specified records for a defined period of time. ODBSs must be able to provide these records to the Department of Transport and Major Infrastructure (DTMI) upon request.

All records must be:

* written in English;
* legible, clear and accurate;
* in document form (that is, able to be displayed in a physical, printed form) or a form that can easily be converted into document form; and
* collated or able to be collated so that all records can be viewed together if requested.

DTMI encourages ODBSs to collect and maintain their records in an electronic format.

For more information about ODBS record keeping requirements, visit [Record keeping for ODBSs](https://transport.wa.gov.au/on-demand-transport/booking-services/responsibilities/record-keeping-odbs).

## Purpose of this document

This document provides a checklist for ODBSs to assess their record keeping processes, helping to ensure you keep compliant records in a suitable format. This checklist includes:

* an outline of the records that all ODBSs must keep, including the relevant regulation number;
* formatting advice for ODBSs and electronic dispatch service providers;
* a section to say whether your processes contain or do not contain these elements, or whether that is not applicable to your business; and
* space for your additional comments.

Note: ODBSs doing rank or hail (taxi) work must meet additional record keeping requirements for Passenger Transport Subsidy Scheme (PTSS) journeys, and must electronically submit aggregated PTSS journey data to DTMI each month via DoTDirect, using the provided CSV template. Visit [Journey data submissions](https://www.transport.wa.gov.au/on-demand-transport/passenger-transport-subsidy-scheme/odbs/journey-data-submissions) for more information.

# Required records and formatting recommendations

## Driver and vehicle records (r57)

|  |  |  |
| --- | --- | --- |
| Requirements | ✓ / X / N/A | Comments |
| Driver’s first and last names. |  |  |
| Driver’s relevant driver authorisation number. |  |  |
| Ensure all drivers you have dispatched work to are included in the records. |  |  |
| All vehicle licence numbers and interstate vehicle licence numbers. |  |  |
| Ensure all vehicles you have dispatched work to are included in the records. |  |  |
| Retain records for two years after the driver or vehicle ceases to operate for the ODBS. |  |  |
| **Recommendations** | **✓ / X / N/A** | **Comments** |
| Vehicle registration plates are recorded as a full number, without prefixes, spaces or abbreviations separating letters and numbers.  For example, TAXI123 or CVL1234. |  |  |

## Booking records (r58)

| Requirements | ✓ / X / N/A | Comments |
| --- | --- | --- |
| Day and time the booking was taken or facilitated. |  |  |
| Date of the journey and the times it began and ended. |  |  |
| Locations where the journey began and ended. |  |  |
| Driver’s first and last name. |  |  |
| Driver’s relevant driver authorisation number. |  |  |
| Vehicle licence number or interstate vehicle licence number of the vehicle. |  |  |
| Any contact details provided by the person who made the booking or to whose account the booking was charged. |  |  |
| Number of passengers carried who were seated in a wheelchair (if any). |  |  |
| Note if the vehicle was a fully electric vehicle. |  |  |
| The amount payable for the on-demand passenger transport service and the components of that amount. |  |  |
| If the booking was referred to another provider, you must keep a record of the name of that provider and the day and time of the referral. |  |  |

| Recommendations | ✓ / X / N/A | Comments |
| --- | --- | --- |
| Individual journeys are designated a unique booking reference number, that is no longer than 50 characters long. |  |  |
| Booking and journey date records are kept in Date / Month / Year. This may be formatted as DD/MM/YYYY, D/MM/YYYY, or D/M/YYYY.  For example, 01/01/2025, 1/01/2025, or 1/1/2025. |  |  |
| The time of day for booking and journey records are kept in 24-hour digital form, accurate to the nearest minute. This may be formatted as HH:MM or HH:MM:SS  For example, 15:24 or 15:24:16. |  |  |
| Journey location records are kept in either:   * Global Positioning System (GPS) coordinates, latitude and longitude should be measure in decimal degrees to 3 digits of precision.   For example, the Bell Tower Perth would be shown as latitude -31.959 and longitude 115.858; or   * address form, with precise street number, street name, suburb and postcode.   For example, 140 William Street | Perth | 6000. |  |  |
| Vehicle registration plates are recorded as a full number, without prefixes, spaces or abbreviations separating letters and numbers.  For example, TAXI123 or CVL1234. |  |  |
| The amount of the fare paid are recorded, along with the components of that fare. For example: $6.50 flag fall, $1.60 call out fee, $18.30 per/km; or $26.40 total fare paid. |  |  |

## Records for wheelchair accessible vehicle requests, where the booking is not taken or facilitated (r58)

|  |  |  |
| --- | --- | --- |
| Requirements | ✓ / X / N/A | Comments |
| Any contact details provided by the person making the request or through whose account the request is made. |  |  |
| Day and time of the request. |  |  |
| On-demand passenger transport service for which a booking is requested. |  |  |
| Retain records for two years after the booking request made. |  |  |
| **Recommendations** | **✓ / X / N/A** | **Comments** |
| Individual bookings are designated a unique booking reference number, that is no longer than 50 characters long. |  |  |
| Booking date records are kept in Date / Month / Year. This may be formatted as DD/MM/YYYY, D/MM/YYYY, or D/M/YYYY.  For example, 01/01/2025, 1/01/2025, or 1/1/2025. |  |  |
| The time of day for booking records are kept in 24-hour digital form, accurate to the nearest minute. This may be formatted as HH:MM or HH:MM:SS  For example, 15:24 or 15:24:16. |  |  |

## Association arrangement records (r59)

| Requirements | ✓ / X / N/A | | Comments |
| --- | --- | --- | --- |
| A copy of the association arrangement. |  | |  |
| Date on which the arrangement takes effect. |  | |  |
| Name and contact details of both parties involved. |  | |  |
| Date the arrangement ceases to have effect (if it ceases). |  | |  |
| Retain records for two years after end of arrangement. |  | |  |
| **Recommendations** | | **✓ / X / N/A** | **Comments** |
| Records of the date the arrangement takes effect and ceases to have effect are kept in Date / Month / Year. This may be formatted as DD/MM/YYYY, D/MM/YYYY, or D/M/YYYY.  For example, 01/01/2025, 1/01/2025, or 1/1/2025. |  | |  |

## Complaint records (r63)

|  |  |  |
| --- | --- | --- |
| Requirements | ✓ / X / N/A | Comments |
| Details of each complaint made. |  |  |
| Details of the resolution of each complaint. |  |  |

## Approvals of persons to carry out camera surveillance unit (CSU) functions (r113)

|  |  |  |
| --- | --- | --- |
| Requirements | ✓ / X / N/A | Comments |
| Records kept of each person authorised to carry out CSU functions. |  |  |
| Retain records for five years from the date of authorisation. |  |  |