

Commercial Passenger Vehicle Industry Data Reporting Standards

Data Definitions User Guide

**17 January 2018
Version 6**

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1. Version Control

The table below provides a summary of the revisions to the Data Definitions User Guide for the Northern Territory Commercial Passenger Vehicle Compliance Database (CPVCD).

DD Version	Date	Action
1	20 April 2016	Implementation of the CPVCD across the Department of Infrastructure, Planning and Logistics. Distribution of the Data Definitions User Guide to Taxi Networks in the Darwin and Alice Springs regions.
2	26 August 2016	Expanding the Data Definitions to include a booking number, type of booking, date the booking was created, if a job was recalled and the job status. Removing the requirement to report on call and duress data which will be reported separately.
3	21 September 2016	Department name change to the Department of Infrastructure, Planning and Logistics. Also additional Job Status definitions added.
4	21 April 2017	Making the examples clearer in relation to removing the word 'hours' from all the date and time columns so it is only a numeric response. Also removing the reference to 'Null' when the column is to be left empty.
5	1 December 2017	Expanding the data reporting requirements to all point-to-point transport services operating within the Northern Territory.
6	17 January 2018	Updated the title and/or definitions for sections 5.15 and 5.16. Removed duplicate suburbs of Channel Island and Wickham from Palmerston.

2. Background

In 2016 and 2017 the Northern Territory Government undertook a review of the Commercial Passenger Vehicle (CPV) industry. The review's focus was to create a modern, safe, innovative CPV industry that meets the needs of a growing, diverse population and offers opportunities for drivers and operators to achieve growth in the industry in a competitive market environment.

There were a range of issues that identified the need for change, including:

- the need for a reliable and professional customer-focused service
- improved services to people living with disabilities
- improved safety for drivers and passengers
- addressing the service gap between demand and supply
- addressing service reliability
- addressing practices that result in poor customer service,
- facilitate Government's commitment to allow ridesharing transport services in the Northern Territory whilst levelling the playing field for existing CPV categories.

There is a need for flexibility in the provision of passenger transport services which meet community needs and expectations including positioning the regulatory model.

Currently minimal data is collected by Government from the CPV industry. Industry will now be required to provide a range of data to the Department of Infrastructure, Planning and Logistics.

3. File Format

The data is to be submitted in the specified comma separated value (.csv) format. Please contact the Information and Business Systems Division on 08 8924 7105 if you require further details about the file or field formats.

4. Errors and Warnings

Fatal errors and warnings appears when CPVCD data submitted by a network falls outside of the tolerances set.

Fatal tolerances are set at the point where any data is very unlikely to occur. This may be because it is legally inadmissible, numerically impossible or illogical. Occasionally, there are exceptions where the data is correct. In such cases, networks submitting the data are required to send an email to the Department of Infrastructure, Planning and Logistics explaining the circumstances.

Warnings appear when the data is at the extreme range of what is permissible or possible. The warnings are designed to alert the networks that the data should be checked for accuracy. If a network is satisfied that the data is accurate, they may finalise the data. Networks are not required to advise the Department of Infrastructure, Planning and Logistics about the warnings. However, it is likely that during the quality assurance process the warnings will be scrutinised for the likelihood of data being incorrect.

5. Data Definitions

Each of the fields, as described in Section 5 of this publication, is defined using a common format. The terms used in this format are explained below.

Field number and the title for each field

Description:

Specific explanations of information required.

Codes / Calculation:

A description of the data codes or how to calculate the data element is provided where applicable.

Remarks / Validation:

Advice to enable entities to detect and prevent common errors.

Field size:	Indicates the number of spaces the data can fill up in each record
Data format:	Individual data fields are defined as having one of the following data formats (see the separate entries in the glossary for definitions of each type): <ul style="list-style-type: none"> • Character • Date • Decimal (to no more than 2 decimal places) • Integer • Numeric
Period:	Indicates the period in which the data is captured (e.g. specific day and time, snapshot fortnight, current quarter, financial year to date).

Example:

An example is provided of the type of data required.



Important Note

Please refer to the glossary for a full explanation of the terms used in this document.

5.1 Booking Number

Field A – Booking Number

Description:

The booking number for the job received.

Codes / Calculation:

Entries may use numbers and or characters.

Format to consist of unlimited numbers and or characters.

Remarks / Validation:

Date Field size:	Unlimited
Data format:	Numeric and Characters
Period:	Not applicable

Example:

Booking Number
123456

5.2 Date / Time Booking Created

Field B - Date / Time Booking Created

Description:

Records the date and time the booking was created or entered into the booking system.

Codes / Calculation:

Date format to be set out as: DD/MM/YYYY

where: DD = Day MM = Month YYYY = Year

Time format to be set out as: 24 hour clock display i.e. 00:15

Remarks / Validation:

Date Field size:	Must use 8 characters
Data format:	Date
Period:	Actual date of logging

Time Field size:	Must use 4 characters
Data format:	Numeric
Period:	Actual time of logging

Example:

Date / Time Booking Created
01/02/2016 13:40

5.3 Booking Type

Field C – Booking Type

Description:

Records the type of booking made by a passenger.

Codes / Calculation:

Please use the following codes:

Hail/Rank A job that is hailed from the street and the passenger collected from a rank

ASAP A job requested for immediate pick up

Booked A job that is pre-booked for a future date and or time

Remarks / Validation:

Data will not be accepted if it is left blank.

Field size:	9 Characters
Data format:	Character
Period:	Not applicable

Example:

Booking Type
Hail/Rank

5.4 Date and Time of Pre-Booked Jobs

Field D – Pre-Book Date / Time

Description:

Records the date and time the passenger wants the pre-booked job to commence.

Codes / Calculation:

Date format to be set out as: DD/MM/YYYY

where: DD = Day MM = Month YYYY = Year

Time format to be set out as: HH:MM – 24 hour clock display i.e. 00:15

where: HH = Hours MM = Minutes

Remarks / Validation:

If the job is not classified as a pre-booked job the fields are to be left blank.

Date Field size:	Must use 8 characters
Data format:	Date
Period:	Actual date of logging

Time Field size:	Must use 4 characters
Data format:	Numeric
Period:	Actual time of logging

Example:

Pre-Book Date / Time
01/02/2018 13:40

5.5 CPV Number

Field E – CPV Number

Description:

Records the CPV vehicle number assigned to a current Commercial Vehicle Licence and operates under the network.

Codes / Calculation:

Format is to consist of letters and numbers corresponding to the type of CPV licence category.

Format to be either:

Taxi:	The word 'Taxi' followed by the taxi number i.e. TAXI 123
Multiple Purpose Taxi:	The word 'MPT' followed by the taxi number i.e. MPT 501
Substitute Taxi:	The word 'Sub' followed by the number i.e. SUB 455
Minibus:	The word 'MB' followed by the minibus number i.e. MB 1234
Substitute Minibus:	The word 'MB Sub' followed by the minibus number i.e. MB SUB 369
Private Hire Car:	The vehicle licence plate number i.e.
Ridesharing:	The vehicle licence plate number i.e. CA01AA

Remarks / Validation:

Data will not be accepted if it is left blank.

Field size:	Up to 5 characters and 3 numbers
Data format:	Character and numerical
Period:	Not applicable

Examples:

Taxi Number
TAXI 123
MPT 501
SUB 455

5.6 Commercial Passenger Vehicle Driver Identification Number

Field F – Driver ID

Description:

Records the driver’s Commercial Passenger Vehicle Identification (CPV ID) number.

Codes / Calculation:

Entries may only use numbers.

Format to consist of up to 6 numbers.

Remarks / Validation:

Data will not be accepted if it contains characters or if it is left blank.

Field size:	Up to 6 numbers
Data format:	Numerical
Period:	Not applicable

Example:

Driver ID
17893

5.7 Suburb the Passenger was Picked Up From

Field G – Pickup Suburb

Description:

Records the suburb the first passenger is picked up from.

Codes / Calculation:

Refer to Appendix A for a list of suburbs.

Remarks / Validation:

Format to consist of characters only.

Data will not be accepted if:

- the field is left blank; or
- data is not submitted in the prescribed text at Appendix A.

Field size:	Up to 20 characters may be used
Data format:	Character
Period:	Not applicable

Example:

Pickup Suburb
Nightcliff

5.8 Region the Passenger was Picked Up From

Field H – Pickup Region

Description:

Records the region the first passenger is picked up from.

Codes / Calculation:

Regions include:

- Alice Springs
- Darwin
- Katherine
- Nhulunbuy
- Palmerston
- Tennant Creek

Remarks / Validation:

The field is to consist of characters only.

Data will not be accepted if:

- the field is left blank; or
- data is not submitted in the prescribed text above.

Field size:	Up to 20 characters may be used
Data format:	Character
Period:	Not applicable

Example:

Pickup Region
Darwin

5.9 Type of CPV Used

Field I - CPV Type

Description:

This field indicates if a Standard or Multiple Purpose Vehicle (MPV) was used to perform the job. An MPV is a wheelchair accessible vehicle.

Codes / Calculation:

Standard Vehicle: Standard

Multiple Purpose Vehicle: MPV

Remarks / Validation:

Data will not be accepted if it is left blank.

Field size:	Up to 8 characters
Data format:	Character
Period:	Not applicable

Example:

Taxi Type
Standard

5.10 Date / Time the Job was Accepted by the Driver

Field J – Date / Time Job Accepted

Description:

Records the date and time when the driver accepted the booking. If there is no date and time recorded it is assumed it is a rank or hail job.

Codes / Calculation:

Date format to be set out as: DD/MM/YYYY

where: DD = Day MM = Month YYYY = Year

Time format to be set out as: HH:MM – 24 hour clock display i.e. 13:47

where: HH = Hours MM = Minutes

Remarks / Validation:

Date Field size:	Must use 8 characters
Data format:	Date
Period:	Actual date of logging

Time Field size:	Must use 4 characters
Data format:	Numeric
Period:	Actual time of logging

If there are no values for these fields, it is assumed that the job was a rank or hail job.

Example:

Date / Time Job Accepted
01/02/2016 13:47

5.11 Date / Time Passenger Collected

Field K – Date / Time of Pickup

Description:

Records the date and time the first passenger was collected. This will include rank and hail jobs. If there is a no show – i.e. the passenger was not at the pickup point – the column will be empty.

Codes / Calculation:

Date format to be set out as: DD/MM/YYYY

where: DD = Day MM = Month YYYY = Year

Time format to be set out as: HH:MM – 24 hour clock display i.e. 13:59

where: HH = Hours MM = Minutes

No show of passenger: Null (leave blank)

Remarks / Validation:

Date Field size:	Must use 8 characters
Data format:	Date
Period:	Actual date of logging

Time Field size:	Must use 4 characters
Data format:	Numeric
Period:	Actual time of logging

Examples:

Date / Time of Pickup
01/02/2016 13:59

5.12 Date / Time Job Completed

Field L – Date / Time Job Completed

Description:

Records the date and time the job was completed. If there is a no show – i.e. the passenger was not at the pickup point – the column will be empty.

Codes / Calculation:

Date format to be set out as: DD/MM/YYYY

where: DD = Day MM = Month YYYY = Year

Time format to be set out as: HH:MM – 24 hour clock display i.e. 00:15

where: HH = Hours MM = Minutes

No show of passenger: Null (leave blank)

Remarks / Validation:

Date Field size:	Must use 8 characters
Data format:	Date
Period:	Actual date of logging

Time Field size:	Must use 4 characters
Data format:	Numeric
Period:	Actual time of logging

Example:

Date / Time Job Completed
01/02/2016 14:23

5.13 Suburb the Passenger was Dropped Off

Field M – Drop-off Suburb

Description:

Records the suburb where the last passenger was dropped off.

Codes / Calculation:

Refer to Appendix A for a list of suburbs.

Remarks / Validation:

Format to consist of characters only.

Data will not be accepted if:

- the field is left blank; or
- data is not submitted in the prescribed text in Appendix A.

Field size:	Up to 20 characters may be used
Data format:	Character
Period:	Not applicable

Example:

Drop-off Suburb
Durack

5.14 Region the Passenger was Dropped Off

Field N – Drop-off Region

Description:

Records the region where the last passenger was dropped off.

Codes / Calculation:

Regions include:

- Alice Springs
- Darwin
- Katherine
- Nhulunbuy
- Palmerston
- Tennant Creek

Remarks / Validation:

Format to consist of characters only.

Data will not be accepted if:

- the field is left blank; or
- data is not submitted in the prescribed text above.

Field size:	Up to 20 characters may be used
Data format:	Character
Period:	Not applicable

Example:

Drop-off Region
Palmerston

5.15 Jobs Rejected by Drivers

Field O – Jobs Rejected

Description:

Records the number of times the job was flashed, passed over or rejected by a driver before it was accepted.

Codes / Calculation:

Entries may only use numbers.

Format to consist of up to 3 numbers.

Remarks / Validation:

Data will not be accepted if it does not contain a numeric character.

Field size:	Up to 3 numbers
Data format:	Numerical
Period:	Not applicable

Example:

Jobs Rejected
0

5.16 Number of Recalled Jobs by Drivers

Field P – Jobs Recalled

Description:

Records the number of times the job was assigned to a driver but simultaneously the driver receives another job. The job is then reallocated to another driver.

Codes / Calculation:

Entries may only use numbers.

Format to consist of up to 3 numbers.

Remarks / Validation:

Data will not be accepted if it does not contain a numeric character.

Field size:	Up to 3 numbers
Data format:	Numerical
Period:	Not applicable

Example:

Jobs Recalled
0

5.17 Job Status

Field Q – Job Status

Description:

Records the status of a job.

Codes / Calculation:

Please use the following codes where applicable:

Accepted	Booking has been accepted by a car/driver
Acknowledged	A job packet (details) was received
Assigned	A car / driver has been identified for a booking
Auto Discard	Job is discarded by the system if it was not dispatched to a car within set time (defined in system)
Cancelled	Job is cancelled by the customer
Completed	A job where the passenger has been picked up and dropped off (meter has been turned off)
No Car Available	There is no car available to undertake a booked job within set time (defined in system)
No job / No Show	No passenger was found at the job location
Pending Price	Booking is completed, however, the supervisor needs to authorise the fare
Picked Up	Customer has been picked – up (meter is on)
Replaced	Booking is replaced with a new booking
Stop	Booking is stopped from dispatching by Supervisor

Remarks / Validation:

Data will not be accepted if it is left blank.

Field size:	20 Characters
Data format:	Character
Period:	Not applicable

Example:

Job Status
Completed

Appendix A – Northern Territory Suburbs

Darwin

Alawa	Coconut Grove	Holmes	Marrara	The Gardens
Anula	Coonawarra	Jingili	Millner	The Narrows
Bayview	Darwin City	Karama	Moil	Tiwi
Berrimah	Darwin Harbour	Larrakeyah	Muirhead	Wagaman
Brinkin	East Point	Leanyer	Nakara	Wanguri
Buffalo Creek	Eaton	Lee Point	Nightcliff	Winnellie
Casuarina	Fannie Bay	Ludmilla	Parap	Woolner
Charles Darwin	Hidden Valley	Lyons	Rapid Creek	Wulagi
Charles Darwin	Hidden Valley	Malak	Stuart Park	

Palmerston

Archer	East Arm	Johnston	Pinelands	Yarrowonga
Bakewell	Elrundie	Marlow Lagoon	Rosebery	Zuccoli
Bellamack	Farrar	Mitchell	Tivendale	
Driver	Gray	Moulden	Wishart	
Durack	Gunn	Palmerston City	Woodroffe	

Litchfield

Acacia Hills	Coolalinga	Glyde Point	Hughes	Lloyd Creek
Bees Creek	Daly	Gunn Point	Humpty Doo	Manton
Berry Springs	Darwin River	Herbert	Knuckey Lagoon	Margaret River
Black Jungle	Fly Creek	Holtze	Koolpinyah	Marrakai
Blackmore	Freds Pass	Hotham	Lambells Lagoon	McMinns Lagoon
Channel Island	Girraween	Howard Springs	Livingstone	Micket Creek

Middle Point	Noonamah	Southport	Virginia	Wickham
Mount Bunday	Point Stuart	Tumbling Waters	Wak Wak	
Murrumujuk	Shoal Bay	Vernon Islands	Weddell	

Alice Springs

Alice Springs	Desert Springs	Ilparpa	Mount Liebig	Tanami
Amoonguna	East Side	Imanpa	Mount Zeil	The Gap
Anatye	Engawala	Irlpme	Mutitjulu	Ti Tree
Anmatjere	Finke	Kaltukatjara	Namatjira	Titjikala
Araluen	Flynn	Kilgariff	Nyirripi	Undoolya
Areyonga	Ghan	Kintore	Papunya	Wallace Rockhole
Arumbera	Gillen	Kunparrka	Petermann	White Gums
Atitjere	Gurindji	Lajamanu	Ross	Willowra
Braitling	Haasts Bluff	Lake Mackay	Sadadeen	Wilora
Burt Plain	Hale	Laramba	Sandover	Yuelamu
Chilla Well	Hart	Larapinta	Santa Teresa	Yuendumu
Ciccone	Hermannsburg	Mereenie	Simpson	
Connellan	Hugh	Mount Johns	Stuart	

Katherine

Binjari	Edith	Katherine	Lansdowne	Uralla
Claravale	Emungalan	Katherine East	Manbulloo	Venn
Cossack	Florina	Katherine South	Tindal	

Nhulunbuy

Anindilyakwa	Ramingining	Milingimbi	Milyakburra	
Angurugu	East Arnhem	Umbakumba	Yirrkala	
Gunyangara	Galiwinku	Gapuwiyak		

Appendix B – Glossary of Terms

Term	Description
Character	A single alphabetical letter, a numeric digit, or a space. Some characters cannot be used, including \ - ; : ' " * . An example of an acceptable 10-character data format would be "CPV ID 123".
Commercial Passenger Vehicle Identification Card	An ID card issued by the Department of Infrastructure, Planning and Logistics to a person who has been assessed as fit and proper to drive a CPV for hire or reward.
Commercial Vehicle Licence	A licence issued by the Northern Territory Government's Department of Infrastructure, Planning and Logistics to an approved person or entity to operate a commercial passenger vehicle for hire or reward.
Communications and Dispatch Network	Refer to the 'Network' definition.
CPV	Commercial Passenger Vehicle.
CPV ID Card	Commercial Passenger Vehicle Identification Card.
CPVCD	Commercial Passenger Vehicle Compliance Database.
Data Format	Individual data fields are defined as having one of the following data formats (see the separate entries in the glossary for definitions of each type): <ul style="list-style-type: none"> ● Character ● Date ● Decimal (to no more than 2 decimal places) ● Integer ● Numeric.
Date	The point of time at which a transaction or event has taken place. Dates must be entered in the format: DD/MM/YYYY where DD = Day MM = Month YYYY = Year e.g.: 01/02/2016
Decimal	A decimal number is a number that contains a fraction (x.s). 'x' is an integer and 's' indicates the number of digits in the fractional part of the number. Acceptable examples of data format Decimal (2.2) would be 37.50 and 75.00.
Director	Director means the Director of Commercial Passenger (Road) Transport appointed under the <i>Commercial Passenger (Road)</i>

Term	Description
	<i>Transport Act.</i>
Field Size	The number of spaces the data can fill up in each record.
Integer	An integer is a whole number. Where the value is a negative integer, the negative sign should appear immediately before the first digit. Where the value is a positive integer, no sign is required.
Network	A communications network for communicating with, controlling or co-ordinating commercial passenger vehicles used to carry passengers for hire or reward; or a dispatch network for accepting bookings for the use of commercial passenger vehicles for hire or reward or allocating commercial passenger vehicles for hire or reward on pre-booked journeys.
Numeric	A data format where each character is any of the numbers from 0-9.
Period	Indicates the period in which the data is captured (e.g. specific day and time, snapshot fortnight, current quarter, financial year to date).
Time	<p>The point of time at which a transaction or event has taken place. Times must be entered in the format:</p> <p>HH:MM</p> <p>where HH = Hours</p> <p>MM = Minutes</p> <p>e.g.: 13:02</p>