

# Taxi Key Performance Indicator Standards

## as at February 2016

Key Performance Indicator	Measure	Comment
<b>Quality of Service Standards</b>		
<p><b>Call Answer Rate</b> (Percentage of calls answered by the communications and dispatch system)</p>	<p><b><u>Standard &amp; MPT</u></b></p> <ul style="list-style-type: none"> <li>■ 80% of calls answered within 30 seconds</li> <li>■ 20% of calls answered within 60 seconds</li> </ul>	<p><b>Network responsibility</b> Address complaints of networks not answering calls or taking a long time to answer.</p>
<p><b>Cater Rate</b> (Percentage of calls dispatched that are successfully matched with CPVs)</p>	<p><b><u>Standard &amp; MPT</u></b></p> <ul style="list-style-type: none"> <li>■ Right of refusal for any booked job is removed, therefore all jobs to be accepted and completed</li> </ul>	<p><b>Network and Driver responsibility</b> Address drivers who are rejecting jobs.</p>
<p><b>Passenger waiting time for CPV to arrive</b> (The pick-up time is the time from when the booking is required by the customer to the time the CPV turns its meter 'on' or equivalent)</p> <p><b>Peak times</b></p> <p><i>Darwin</i></p> <p>Mon to Thurs – 10 am to 2 pm – 4 pm to 7 pm</p> <p>Fri to Sat – 24 hour period</p> <p>Mon to Sun* – 10 am to 4 pm – 11 pm to 7 am</p> <p><i>Alice Springs</i></p> <p>Mon to Sun* – 10 am to 1 pm – 4 pm to 5:30 pm</p> <p>Sat to Sun – 2 am to 4 am</p> <p>*Airport peak times.</p> <p><b>Off-peak times</b> All other times.</p>	<p><b><u>Standard &amp; MPT</u></b></p> <ul style="list-style-type: none"> <li>■ Darwin CBD – 80% of passengers picked up in 5 mins or less, 20% of passengers picked up in 10 mins or less</li> <li>■ Greater Darwin area (including northern suburbs, Palmerston) – 80% of passengers picked up in 10 mins or less, 20% picked up in 15 mins or less</li> <li>■ Alice Springs – 80% of customers picked up in 5 mins or less, 20% of customers picked up in 10 mins</li> <li>■ Alice Springs – 80% of customers picked up in 5 mins or less, 20% of customers picked up in 10 mins or less</li> </ul> <p><b><u>Pre-booked trips:</u></b></p> <ul style="list-style-type: none"> <li>■ 90% of pre-booked jobs arrived within 5 mins of booked time</li> </ul>	<p><b>Network and Driver responsibility</b> Shows when booking is accepted and how long it takes for a CPV to arrive i.e. passenger waiting time for a taxi.</p>
<b>Taxi Availability Standards</b>		
<p><b>Percentage of taxis on the road</b> (Ensure there are enough taxis on the road to meet demand)</p>	<p><b><u>Standard &amp; MPT</u></b></p> <p><b>Peak Times</b></p> <ul style="list-style-type: none"> <li>■ 90% of vehicles on road for a month</li> </ul> <p><b>Off-Peak Times</b></p> <ul style="list-style-type: none"> <li>■ 60% of vehicles on road for a month</li> </ul>	<p><b>Network and Operator responsibility</b></p>

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<b>Operational Levels – Network Reporting Requirements</b>		
Number of drivers active on the network (report as required)	<ul style="list-style-type: none"> <li>Number of drivers actively working</li> </ul>	
Number of jobs received	<ul style="list-style-type: none"> <li>Number of jobs received by hour for each day</li> </ul>	Determine peak and off-peak times.
Number of ‘no shows’ (The number of booking requests in the month where the customer is not at the booking address when the CPV arrives)	<ul style="list-style-type: none"> <li>Number of no shows recorded</li> <li>Number of meter flashes by drivers</li> </ul>	Remove the meter flashes to indicate a job has been completed. Networks to audit and action if this occurs.
Number of dispatched jobs completed by each MPT taxi per month (Average number of MPT jobs are based on 2014 reported network issued jobs)	<p><b>Darwin</b></p> <ul style="list-style-type: none"> <li>Minimum 30 jobs per month</li> </ul> <p><b>Alice Springs</b></p> <ul style="list-style-type: none"> <li>Minimum 40 jobs per month</li> </ul>	<p><b>Network and Driver responsibility</b></p> <p>No jobs are to be rejected and are subject to the passenger waiting time KPI criteria.</p>
Jobs assigned by suburb	<ul style="list-style-type: none"> <li>List number of job requests from pick-up points by suburb</li> </ul>	Determine trends of taxi usage. Help determine taxi rank requirements i.e. infrastructure upgrades or new ranks.
Safety	<p><b>Driver Safety</b></p> <ul style="list-style-type: none"> <li>Number of duress alarms activated</li> <li>Number of incidents that require police or ambulance intervention</li> </ul> <p><b>Passenger Safety</b></p> <ul style="list-style-type: none"> <li>Number of serious complaints: <ul style="list-style-type: none"> <li>Inappropriate comments and / or suggestions</li> <li>Unwanted physical contact</li> <li>Disorderly or discourteous behaviour</li> </ul> </li> </ul>	Record safety issues from a driver and passenger perspective.
<p><b>Complaint Management</b></p> <p><b>High Priority</b> Where there is reasonable belief that a law is being contravened or there is an immediate safety risk.</p> <p><b>Medium Priority</b> Where a situation is likely to change in the near future that will affect an outcome, i.e. loss of potential evidence.</p> <p><b>Low Priority</b> Where records are required for statistical or audit purposes.</p>	<ul style="list-style-type: none"> <li>High Priority – within 24 hours</li> <li>Medium Priority – within 48 hours</li> <li>Low Priority – within 14 days</li> </ul>	<p><b>Network and Operator responsibility</b></p> <p>Ensure complaints are actioned in a timely manner.</p>