



| January to March 2013                               |                       | Minimum Service Level (MSL) Data for Conventional Taxis |                       |               |  |
|---|-----------------------|---|-----------------------|---------------|--|
| Taxi Service Contract Area                          | MSL Target            | Peak  | MSL Target            | Off-Peak      |  |
| Brisbane Yellow Cabs<br>(incl. Caboolture)          | 85% within 18 minutes | 95.9%   | 85% within 10 minutes | 88.0%         |  |
|   | 95% within 30 minutes | 98.9%   | 95% within 20 minutes | 98.1%         |  |
| Brisbane Black and White Cabs<br>(incl. Caboolture) | 85% within 18 minutes | 96.0%   | 85% within 10 minutes | 85.8%         |  |
|   | 95% within 30 minutes | 99.1%   | 95% within 20 minutes | 97.5%         |  |
| Cairns Taxis Ltd                                    | 85% within 18 minutes | 99.0%   | 85% within 10 minutes | 94.3%         |  |
|   | 95% within 30 minutes | 99.9%   | 95% within 20 minutes | 99.2%         |  |
| Gold Coast Cabs                                     | 85% within 18 minutes | 96.7%   | 85% within 10 minutes | 97.8%         |  |
|   | 95% within 30 minutes | 98.3%   | 95% within 20 minutes | 98.9%         |  |
| Townsville Standard White                           | 85% within 18 minutes | 98.3%   | 85% within 10 minutes | 90.2%         |  |
|   | 95% within 30 minutes | 99.6%   | 95% within 20 minutes | 98.7%         |  |
| Sunshine Coast (Suncoast Cabs)                      | 85% within 18 minutes | 92.6%   | 85% within 10 minutes | 86.7%         |  |
|   | 95% within 30 minutes | 97.3%   | 95% within 20 minutes | 97.7%         |  |
| Toowoomba Yellow Cabs                               | 85% within 18 minutes | 95.4%   | 85% within 10 minutes | 78.3%         |  |
|   | 95% within 30 minutes | 98.8%   | 95% within 20 minutes | 96.2%         |  |
| Toowoomba Black and White Cabs                      | 85% within 18 minutes | 96.4%   | 85% within 10 minutes | 90.1%         |  |
|   | 95% within 30 minutes | 99.2%   | 95% within 20 minutes | 98.9%         |  |
| Mackay Taxis  | 85% within 18 minutes | 98.0%   | 85% within 10 minutes | 98.8%         |  |
|   | 95% within 30 minutes | 99.1%   | 95% within 20 minutes | 99.6%         |  |
| Ipswich Yellow Cabs                                 | 85% within 18 minutes | 94.2%   | 85% within 10 minutes | 80.5%         |  |
|   | 95% within 30 minutes | 98.7%   | 95% within 20 minutes | 96.2%         |  |
| Rockhampton Cabs                                    | 85% within 18 minutes | 98.0%   | 85% within 10 minutes | 91.5%         |  |
|   | 95% within 30 minutes | 99.6%   | 95% within 20 minutes | 98.4%         |  |
| Mt Isa United Cabs                                  | 85% within 18 minutes | 97.1%   | 85% within 10 minutes | 92.3%         |  |
|   | 95% within 30 minutes | 98.9%   | 95% within 20 minutes | 98.4%         |  |
| Redcliffe Yellow Cabs                               | 85% within 18 minutes | 73.8%   | 85% within 10 minutes | 53.5%         |  |
|   | 95% within 30 minutes | 88.5%   | 95% within 20 minutes | 82.7%         |  |
| Redcliffe Black and White Cabs                      | 85% within 18 minutes | 95.1%   | 85% within 10 minutes | 84.5%         |  |
|   | 95% within 30 minutes | 98.6%   | 95% within 20 minutes | 96.7%         |  |
| Bundaberg Cab Co                                    | 85% within 18 minutes | 96.5%   | 85% within 10 minutes | 89.3%         |  |
|   | 95% within 30 minutes | 98.7%   | 95% within 20 minutes | 97.1%         |  |
| Gladstone Blue and White                            | 85% within 18 minutes | 88.5%   | 85% within 10 minutes | 78.4%         |  |
|   | 95% within 30 minutes | 95.0%   | 95% within 20 minutes | 92.6%         |  |
| Maryborough Black and White Cabs                    | 85% within 18 minutes | 97.7%   | 85% within 10 minutes | 90.7%         |  |
|   | 95% within 30 minutes | 99.5%   | 95% within 20 minutes | 98.5%         |  |
| Hervey Bay Taxis                                    | 85% within 18 minutes | 97.2%   | 85% within 10 minutes | 95.0%         |  |
|   | 95% within 30 minutes | 98.6%   | 95% within 20 minutes | 96.8%         |  |
| Gympie Golden Cabs                                  | 85% within 18 minutes | 98.4%   | 85% within 10 minutes | 86.3%         |  |
|   | 95% within 30 minutes | 99.8%   | 95% within 20 minutes | 96.1%         |  |
| Innisfail Taxis                                     | 85% within 18 minutes | 99.5%   | 85% within 10 minutes | 95.0%         |  |
|   | 95% within 30 minutes | 99.8%   | 95% within 20 minutes | 99.2%         |  |
| Yeppoon (Capricorn Coast)                           | 85% within 18 minutes | 87.3%   | 85% within 10 minutes | 81.3%         |  |
|   | 95% within 30 minutes | 94.2%   | 95% within 20 minutes | 94.6%         |  |
| Warwick Cab Co                                      | 85% within 18 minutes | 96.5%   | 85% within 10 minutes | 81.7%         |  |
|   | 95% within 30 minutes | 99.2%   | 95% within 20 minutes | 96.7%         |  |
| Bribie Island                                       | 85% within 18 minutes | Not available   | 85% within 10 minutes | Not available |  |
|   | 95% within 30 minutes | Not available   | 95% within 20 minutes | Not available |  |
| <b>Total Average Waiting Times</b>                  | 85% within 18 minutes | 94.9%   | 85% within 10 minutes | 86.8%         |  |
|   | 95% within 30 minutes | 98.2%   | 95% within 20 minutes | 96.8%         |  |