



## Authorised booking entity quarterly report

Authorised booking entities are required to use this form to report their quarterly information to the Department of Transport and Main Roads as required under the *Transport Operations (Passenger Transport) Regulation 2018*.

Authorised booking entities are required to provide their completed form to the department within 28 days of the end of each quarter of the financial year. The quarterly due dates are: 28 January, 28 April, 28 July and 28 October.

<b>Authorised Booking Entity name:</b>		
<b>Trading Name:</b>		
<b>Booking Entity Authority Number:</b>		
<b>Quarterly Period:</b>	<b>From:</b>	<b>To:</b>
	(dd/mm/yyyy)	(dd/mm/yyyy)

### **Using this form**

This form is provided in paper form for authorised booking entities that five or less vehicles in their fleet and do not have access to a computer on which they can access an electronic copy.

The electronic form can be downloaded from:

<https://personalisedtransport.tmr.qld.gov.au/data-requirements>

An electronic version that can be used on Macs, iPhones and iPads and other mobile devices can also be obtained by contacting:

[personalised.transport@tmr.qld.gov.au](mailto:personalised.transport@tmr.qld.gov.au)

### **Completing the form**

Please complete the details in the grey box above and then fill in the required information on the pages in this report. To help you fill out the report, further information is provided on each worksheet.

### **Sending the completed report to the Department of Transport and Main Roads**

When you have completed the form, please mail it to Personalised Transport Policy, TransLink Division, Department of Transport and Main Roads, GPO Box 50, Brisbane Qld 4001.

Alternatively, you can scan your completed form and e-mail it to:

[PT\\_Data\\_Reporting@tmr.qld.gov.au](mailto:PT_Data_Reporting@tmr.qld.gov.au)

Incomplete forms will be returned to authorised booking entities.

### **Further information**

For further information or assistance with this form, please contact:

[personalised.transport@tmr.qld.gov.au](mailto:personalised.transport@tmr.qld.gov.au)

### **Privacy Statement**

The Department of Transport and Main Roads (TMR) is collecting information on this form under the authority of the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) and the *Transport Operations (Passenger Transport) Regulation 2018* (TOPTR). TMR is collecting the information for the purposes of: monitoring service performance, demand and changes in the personalised transport industry; undertaking evidence-based analysis of industry performance and sustainability; monitoring the effects of the personalised transport reform framework; and assisting the Chief Executive to comply with obligations relating to the development, operation and funding of public passenger transport. Aggregated industry information may be published on the department's website. Some of this information may also be disclosed to relevant government agencies. Entity specific information will not be disclosed to any other third party without your consent unless the disclosure is authorised or required by law.







#### 4. Wait times for trips

All authorised booking entities are required to report summary information about the wait times for the booked hire trips they arrange. This includes trips provided in taxis, limousines and booked hire vehicles.

##### **Relevant trips**

The information reported in this worksheet is for all trips that are not provided to members of the Taxi Subsidy Scheme (TSS) or provided to a passenger using a wheelchair. Wait time information for these trips is to be reported separately in worksheet 5.

##### **Calculating wait times**

The wait time is the time that a passenger waits for a booked vehicle to arrive.

Authorised booking entities are required to keep information about the days and times bookings are made and the days and times journeys start. This information is used to calculate the wait time information that is reported.

Wait times for trips are determined by the nature of the booking:

- If a booking is made for an immediate pick-up, the wait time is the time between when the booking is made and the time the trip starts
- If a booking is made for the vehicle to arrive at a certain time, the wait time is the difference between the booked time and the time the trip starts.
- The information for each trip is used to calculate the average wait time and percentage of trips with a wait time of more than 20 minutes.

	Time/ Percentage
Average wait time (in minutes)	
Percentage of trips with a wait time of more than 20 minutes (%)	

## 5. Wait times for trips for passengers using wheelchairs and Taxi Subsidy Scheme members

Authorised booking entities that arrange bookings for booked hire services provided using a taxi must separately report summary information about wait times for certain trips. These are trips provided to passengers using wheelchairs and members of the Taxi Subsidy Scheme (TSS).

### Relevant trips

The information reported in this worksheet must not include information about trips provided in a wheelchair accessible taxi (WAT) for passengers who do not use a wheelchair - for example, someone who simply requests a taxi. Information about other trips provided in a WAT is to be included in the information reported in worksheet 4.

The information reported in this workbook must include information about trips provided to TSS members in all types of taxis, including WATs.

### Calculating wait times

The wait time is the time that a passenger waits for a booked vehicle to arrive.

Authorised booking entities are required to keep information about the days and times bookings are made and the days and times journeys start. This information is used to calculate the wait time information that is reported.

Wait times for trips are determined by the nature of the booking:

- If a booking is made for an immediate pick-up, the wait time is the time between when the booking is made and the time the trip starts
- If a booking is made for the vehicle to arrive at a certain time, the wait time is the difference between the booked time and the time the trip starts.
- The information for each trip is used to calculate the average wait time and percentage of trips with a wait time of more than 20 minutes.

	Time/ Percentage
Average wait time (in minutes)	
Percentage of trips with a wait time of more than 20 minutes (%)	