

Authorised booking entity quarterly report

Form F5231 CFD V01 September 2018

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.

Authorised Booking Entity name:		
Trading Name:		
Booking Entity Authority Number:		
Quarterly Period:	From:	То:
	(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 accesses an electronic copy.

The electronic form can 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

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

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

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.

1. Affiliated Drivers

Authorised booking entities are required to report the details of all drivers who were affiliated with them during each quarter.

Who is an affiliated driver

An affiliated driver is a person who has an arrangement with an authorised booking entity under which the entity arranges bookings for the driver to provide booked hire services.

This includes affiliated drivers that did not provide any services during the quarter and any drivers that an entity 'subcontracted' bookings to, for example, to meet demand for a large event.

An affiliated driver is also a person who is an authorised booking entity and drives a vehicle to provide booked hire services.

Driver authorisation number

A driver's driver authorisation number is printed on the driver's Industry Authority Card issued by the department.

Start and end dates of affiliation

The start date for each driver's affiliation must be provided in each quarterly report. If a driver is affiliated for a more than one quarter, the original start date should be provided in each quarterly report.

If a driver's affiliation ends during a quarter, the end date must be reported. The driver's details do not then need to be included in subsequent reports, but the authorised booking entity must retain the driver's details for two years from the end date.

If a driver is affiliated throughout the reporting period, please do not include an end date in the column. It is not necessary to put the end date of the reporting period in the column if a driver is affiliated on an ongoing basis.

Driver authorisation number	Start date of affiliation (dd/mm/yyyy)	End date of affiliation (dd/mm/yyyy)

2. Available vehicles

Authorised booking entities are required to report the details of all vehicles that were available to be used to provide a booked hire service during each quarter.

Available vehicles

'Available vehicles' are taxis, limousines and booked hire vehicles that were available to be used during the quarter. This includes vehicles that were available but were not used to provide any services during the quarter.

Vehicle service licence number

The vehicle service licence number is the relevant taxi service licence number, limousine licence number, special purpose limousine number or booked hire service licence number for a vehicle.

The licence number is different to the vehicle registration number and can be found on the Taxi Service, Limousine or Booked Hire Service Licence for the vehicle.

For substitute taxis, which do not have licence numbers, please put 'Substitute Taxi' in the service licence column.

Start and end dates of availability

A start date for each vehicle's availability must be provided.

If a vehicle's availability ends during a quarter, the end date must be provided in the report. The vehicle's details do not then need to be included in subsequent reports, but the authorised booking entity must retain the vehicle's details for two years from the end date.

If a vehicle is available throughout the reporting period, please do not include an end date in the column. It is not necessary to put the end date of the reporting period in the column if a vehicle is available on an ongoing basis.

Vehicle registration number		Start date of availability	
		(dd/mm/yyyy)	(dd/mm/yyyy)

3. Taxi service areas where booked hire service trips are provided

For each quarter, authorised booking entities are required to report the areas in which booked hire trips they Booked hire trips include those provided using taxis, limousines and booked hire vehicles.

The areas are the relevant taxi service area in which a trip starts.

Completing the worksheet

Taxi service areas only need to be included in the report once, regardless of the number of trips that start in the area. For example, the Brisbane taxi service area is to be reported once whether 1 or 1,000 trips start in the area during the reporting period.

Please make sure taxi service areas are only listed once and remove any duplicates before ending the form to the Department of Transport and Main Roads.

Taxi Service areas

Taxi service area maps and descriptions are provided on the Transport and Main Roads website at: https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-fares-service-areas-and-maps

A list of the suburbs in each taxi service area is also available on the data keeping and reporting webpage at: https://personalisedtransport.tmr.qld.gov.au/data-requirements

Region	Taxi Service Area

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.

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