**Taxi Key Performance Indicator Standards**

**as at February 2016**

| **Key Performance Indicator** | **Measure** | **Comment** |
| --- | --- | --- |
| **Quality of Service Standards** |
| Call Answer Rate(Percentage of calls answered by the communications and dispatch system) | **Standard & MPT*** 80% of calls answered within 30 seconds
* 20% of calls answered within 60 seconds
 | **Network responsibility**Address complaints of networks not answering calls or taking a long time to answer. |
| Cater Rate(Percentage of calls dispatched that are successfully matched with CPVs) | **Standard & MPT*** Right of refusal for any booked job is removed, therefore all jobs to be accepted and completed
 | **Network and Driver responsibility**Address drivers who are rejecting jobs. |
| Passenger waiting time for CPV to arrive(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)**Peak times***Darwin*Mon to Thurs – 10 am to 2 pm * 4 pm to 7 pm

Fri to Sat – 24 hour periodMon to Sun\* – 10 am to 4 pm  – 11 pm to 7 am*Alice Springs*Mon to Sun\* – 10 am to 1 pm  – 4 pm to 5:30 pmSat to Sun – 2 am to 4 am\*Airport peak times.**Off-peak times**All other times. | **Standard & MPT*** Darwin CBD – 80% of passengers picked up in 5 mins or less, 20% of passengers picked up in 10 mins or less
* 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
* Alice Springs – 80% of customers picked up in 5 mins or less, 20% of customers picked up in 10 mins
* Alice Springs – 80% of customers picked up in 5 mins or less, 20% of customers picked up in 10 mins or less

**Pre-booked trips:*** 90% of pre-booked jobs arrived within 5 mins of booked time
 | **Network and Driver responsibility**Shows when booking is accepted and how long it takes for a CPV to arrive i.e. passenger waiting time for a taxi. |
| **Taxi Availability Standards** |
| Percentage of taxis on the road(Ensure there are enough taxis on the road to meet demand) | **Standard & MPT****Peak Times*** 90% of vehicles on road for a month

**Off-Peak Times*** 60% of vehicles on road for a month
 | **Network and Operator responsibility** |
| **Operational Levels – Network Reporting Requirements** |
| Number of drivers active on the network(report as required) | * Number of drivers actively working
 |  |
| Number of jobs received | * Number of jobs received by hour for each day
 | 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) | * Number of no shows recorded
* Number of meter flashes by drivers
 | 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) | **Darwin*** Minimum 30 jobs per month

**Alice Springs*** Minimum 40 jobs per month
 | **Network and Driver responsibility**No jobs are to be rejected and are subject to the passenger waiting time KPI criteria. |
| Jobs assigned by suburb | * List number of job requests from pick-up points by suburb
 | Determine trends of taxi usage.Help determine taxi rank requirements i.e. infrastructure upgrades or new ranks. |
| Safety | **Driver Safety*** Number of duress alarms activated
* Number of incidents that require police or ambulance intervention

**Passenger Safety*** Number of serious complaints:
* Inappropriate comments and / or suggestions
* Unwanted physical contact
* Disorderly or discourteous behaviour
 | Record safety issues from a driver and passenger perspective. |
| Complaint Management**High Priority**Where there is reasonable belief that a law is being contravened or there is an immediate safety risk.**Medium Priority**Where a situation is likely to change in the near future that will affect an outcome, i.e. loss of potential evidence.**Low Priority**Where records are required for statistical or audit purposes. | * High Priority – within 24 hours
* Medium Priority – within 48 hours
* Low Priority – within 14 days
 | **Network and Operator responsibility**Ensure complaints are actioned in a timely manner. |