**Taxi Key Performance Indicator Standards**

**as at February 2016**

| **Key Performance Indicator** | **Measure** | **Comment** |
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| **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 period  Mon 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 pm  Sat 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. |