Australian Capital Territory

Road Transport (Public Passenger Services) Approval of Taxi Network Performance Standards

Disallowable Instrument DI 2002-12

made under the

Road Transport (Public Passenger Services) Regulations 2002, r 81(1) Taxi network performance standards

In pursuance of sub-regulation 81(1) of the *Road Transport (Public Passenger Services) Regulations 2002* I, Alan Geoffrey Thompson, the person for the time being performing the duties of the Government Service Office which includes the function of the Road Transport Authority hereby approve the Taxi Network Performance Standards set out in the Schedule.

The Taxi Network Performance Standards, referred to in the Schedule, commence as from 01 March 2002.

ALAN GEOFFREY THOMPSON Road Transport Authority 25 February 2002 PAGE ONE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

AUSTRALIAN CAPITAL TERRITORY

TAXI NETWORK PERFORMANCE STANDARDS

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DEFINITIONS

DEFINITIONS

Accredited Taxi Network Provider	means a taxi network that has been accredited under the Road Transport (Public Passenger Services) Regulations 2002 to operate a taxi network
Accredited Taxi Service Operator	means the person who is accredited under the Road Transport (Public Passenger Services) Regulations 2002 to operate a taxi service
Affiliated	in relation to an accredited taxi service operator, means affiliated with an accredited taxi network
Application	means the application for approval as an Accredited Taxi Network
Authority	means the Road Transport Authority as defined under the Road Transport (General) Act 1999
Restricted Taxi	means a vehicle (other than a bus) that stands or plies for hire for the transport of passengers along a road or road related area and that is licensed under the Road Transport (Public Passenger Services) Regulations 2002 as a restricted taxi
Тахі	means a vehicle (other than a bus) that stands or plies for hire for the transport of passengers along a road or road related area

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Taxi Booking Service	is a service provided by or for an accredited taxi network provider that:
	(a) accepts bookings for taxis from people; and
	(b) sends messages about bookings to taxi drivers by electromagnetic energy equipment in taxis that can receive such messages
Taxi Driver	means the person driving the taxi if the person holds a public vehicle licence authorising the person to drive the taxi for hire or reward
Taxi Network	means an entity that provides taxi related services to affiliated accredited taxi service operators, including providing (directly or through another entity) a taxi booking service for the network
Taxi Service	is a public passenger service operated using one or more taxis (including restricted taxis)
Wheelchair Accessible Taxi	means a taxi with wheelchair access

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AUSTRALIAN CAPITAL TERRITORY

TAXI NETWORK PERFORMANCE STANDARDS

Introduction

The *Road Transport (Public Passenger Services) Act 2001* and regulations made under it permit the Road Transport Authority to approve Performance Standards pursuant to regulation 81 of the *Road Transport (Public Passenger Services) Regulations 2002.*

The Standards made under the regulations apply to all accredited taxi network providers that provide services, including a booking service, to accredited taxi service operators and taxi drivers who are affiliated to an Accredited Taxi Network Provider.

If the Accredited Taxi Network Provider does not continue to meet the Performance Standards the Authority may direct training be undertaken, impose or amend a condition of accreditation, order that a penalty be paid, issue a reprimand, and/or suspend or cancel the Taxi Network Provider Accreditation.

An Accredited Taxi Network Provider must meet the performance standards for:

- (a) waiting times for a particular kind of taxi service where the taxi is licensed to operate pursuant to regulation 82(a) of the *Road Transport (Public Passenger Services) Regulations 2002*; and/or
- (b) waiting times for a particular kind of taxi service where the taxi is licensed to operate as a restricted taxi pursuant to regulation 82(b) of the *Road Transport* (*Public Passenger Services*) *Regulations 2002* that is by virtue of the licence categorised as a wheelchair accessible taxi.

An Accredited Taxi Network Provider must provide the Authority with Monthly Performance Reports in the required format. Separate reports are required for standard taxi services and wheelchair accessible taxi services, where an Accredited Taxi Network Provider holds both types of accreditation.

All taxi hirings, including peak period hirings, must be included as part of the statistics. Hirings at ranks are not assessable.

The required format for reports is set by the Authority. Parts D & E of the report must be provided in Excel format. Electronic spreadsheets are available on request to the Authority.

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An Accredited Taxi Network Provider's monthly statistics and performance must be independently audited and reconciled with the reports provided to the Authority, on an annual basis to coincide with the end of each financial year.

Results from Performance Measures by Accredited Taxi Network Providers will be published by the Authority on a quarterly basis.

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TAXI NETWORK PERFORMANCE STANDARDS

To retain Taxi Network Provider Accreditation the following Standards must be attained.

1. Standards Relating to Performance

1.1 An Accredited Taxi Network Provider must meet or exceed the following performance standards set by the Authority:

Peak Periods (1500 – 1800 hours Monday Friday)

- 85% of all hirers experience a maximum waiting time of no more than 18 minutes
- 95% of all hirers experience a maximum waiting time of no more than 30 minutes
- 85% of hirers requesting a wheel chair accessible taxi experience a maximum waiting time of no more than 18 minutes
- 95% of hirers requesting a wheelchair accessible taxi experience a maximum waiting time of no more than 30 minutes

At all other times

- 85% of all hirers experience a maximum waiting time of no more than 10 minutes
- 95% of all hirers experience a maximum waiting time of no more than 20 minutes
- 85% of hirers requesting a wheel chair accessible taxi experience a maximum waiting time of no more than 10 minutes
- 95% of hirers requesting a wheelchair accessible taxi experience a maximum waiting time of no more than 20 minutes
- 1.2 The maximum waiting time for a person who requests a taxi as soon as possible by telephone is measured from the time when the person ends the telephone conversation with the taxi network to the time at which the taxi driver notifies the arrival of the taxi at the place requested by the hirer.
- 1.3 The maximum waiting time for a person who requests a taxi at a specified time is measured by the time elapsed from the time specified to the time at which the taxi driver notifies the arrival of the taxi at the place requested by the hirer.
- 1.4 An Accredited Taxi Network Provider must not have more than 40% of hirers experiencing a waiting time greater than ten (10) minutes within the network's area, or any zone of that area, at any time.

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1.5 Notwithstanding the minimum performance standards in clause 1.1 an Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must by May 2005 ensure that the network achieves response times at least equal to the actual performance in standard taxi hirings.

2 Standards Relating to Performance Reporting

- 2.1 A reporting period is calculated over a one (1) month period coinciding with a calender year, unless otherwise requested by the Road Transport Authority.
- 2.2 An Accredited Taxi Network Provider must measure and report on the number of all taxi hirings (excluding rank hirings) for the following waiting times:
 - less than 5 minutes
 - between 5 and 10 minutes
 - between 10 and 15 minutes
 - between 15 and 20 minutes
 - between 20 and 30 minutes
 - between 30 and 60 minutes
 - more than 60 minutes
- 2.3 The number of all standard taxi hirings (excluding rank hirings) per hour by the formula provided in clause 2.2 must be measured each hour over a 24 hour period so as to enable the identification of peak periods by the Authority.
- 2.4 The number of all wheelchair accessible taxi hirings (excluding rank hirings) per hour by the formula provided in clause 2.2 must be measured each hour over a 24 hour period so as to enable the identification of peak periods by the Authority.
- 2.5 An Accredited Taxi Network Provider must measure and report against the specified Standard for the following:

Peak Periods

- Hirers experiencing a maximum waiting time of no more than 18 minutes : Hirings _____ = ____ %/85%
- Hirers experiencing a maximum waiting time of no more than 30 minutes : Hirings ______ = _____ %/95%

All other times

- Hirers experiencing a maximum waiting time of no more than 10 minutes : Hirings _____ = ____ %/85%
- Hirers experiencing a maximum waiting time of no more than 20 minutes : Hirings _____ = ____ %/95%

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2.6 An Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must also separately measure and report against the specified Standard for the following:

Peak Periods

- Hirers experiencing a maximum waiting time of no more than 18 minutes : Hirings ______ = _____ %/85%
- Hirers experiencing a maximum waiting time of no more than 30 minutes : Hirings ______ = _____ %/95%

All other times

- Hirers experiencing a maximum waiting time of no more than 10 minutes : Hirings ______ = ____ %/85%
- Hirers experiencing a maximum waiting time of no more than 20 minutes : Hirings ______ = _____ %/95%
- 2.7 In reporting under this Standard an Accredited Taxi Network Provider must give full details including time, locations and pick-up point for any hirers who have waited sixty (60) minutes or more.
- 2.8 Any booking of a wheelchair accessible taxi which exceeds a sixty (60) minute wait must be reported separately at the end of each calendar month and be identified by:
 - the location
 - time
 - length of wait
 - reason for the wait
 - WATs that did not attend
- 2.9 An Accredited Taxi Network that provides services to wheelchair accessible taxis must also measure for each wheelchair accessible taxi (WAT):
 - the number of allocated school hirings
 - WATs hirings effected by radio
 - standard hirings
 - high occupancy hirings

Each criteria must be represented as an individual total for each wheelchair accessible taxi and compared against their overall total number of hirings on a percentage basis.

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- 2.10 An Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must advise at the end of the reporting period if any WAT that is affiliated with the network was not available for hire during the period. If the WAT was not available for more than a twenty-four (24) hour period, the reasons why it was not available must also be provided.
- 2.11 The Accredited Taxi Network Provider must ensure that the monthly reports on performance criteria are independently audited, and reconciled with the reports provided to the Authority, on an annual basis to coincide with the end of each financial year.

3 Standards Relating to Production of Reports

- 3.1 An Accredited Taxi Network Provider must:
 - submit monthly statistical reports to the Authority within fourteen (14) days from the end of the reporting period, unless otherwise agreed to by the Authority;
 - (2) provide within fourteen (14) days from the end of any calendar month, reports on hirings that experience a wait of sixty (60) minutes or more as detailed in the Performance Reporting Standards;
 - (3) monthly statistical reports must be submitted electronically to taxiservices@act.gov.au ;
 - (4) monthly statistical reports must comply with the "Standards for Report Formatting"; and
 - (5) within two (2) calendar months from the end of the annual financial year lodge with the Authority the report of an independent auditor of an audit conducted of the network's monthly statistics and performance.

4 Standards relating to Report Formatting

- 4.1 An Accredited Taxi Network Provider must submit the monthly performance report for standard taxi services for:
 - (1) Part A Waiting Times;
 - (2) Part B Performance Against Standards;
 - (3) Part C Details of Each Sixty Minute or More Wait; and
 - (4) Part D 24 Hour Hiring Waiting Time.

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- 4.2 An Accredited Taxi Network Provider must submit the monthly performance report for wheelchair accessible taxi services for:
 - (1) Part A Waiting Times;
 - (2) Part B Performance Against Standards;
 - (3) Part C Details of Each Sixty Minute or More Wait;
 - (4) Part D 24 Hour Hiring Waiting Time; and
 - (5) Part E WATS Report.
- 4.3 For standard taxis services and wheelchair accessible services an Accredited Taxi Network Provider must submit Parts A, B & C in format provided at Annexure A to this Standard.
- 4.4 The EXCEL formulas that should be used for Part D 24 Hour Waiting Time (standard and wheelchair accessible taxis) and Part E WATS Report (wheelchair accessible taxis only) are provided at Annexure B to this Standard.
- 4.5 For standard taxis and wheelchair accessible taxi services an Accredited Taxi Network Provider must submit Part D 24 Hour Waiting Time, in the required EXCEL format provided as Annexure C to this Standard. A separate report is required for each type of taxi service operated.
- 4.6 For wheelchair accessible services an Accredited Taxi Network Provider must submit Part E WATS Report in the required EXCEL format as provided as Annexure D to this Standard.

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Annexure A MONTHLY PERFORMANCE REPORT [MONTH – 200_]

STANDARD TAXIS

PART A – WAITING TIMES

All taxi hirings including peak periods - (excluding rank hirings)

WAITING TIME	HIRINGS
Less than 5 minutes	
Between 5 and 10 minutes	
Between 10 and 15 minutes	
Between 15 and 20 minutes	
Between 20 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

PART B – PERFORMANCE AGAINST STANDARDS <u>Peak Periods</u>

- 1. Hirers experiencing a maximum waiting time of no more than 18 minutes: Hirings_____ = ____%/85%
- 2. Hirers experiencing a maximum waiting time of no more than 30 minutes: Hirings_____ = ____%/95%

All Other Times

- 1. Hirers experiencing a maximum waiting time of no more than 10 minutes: Hirings_____ = ____%/85%
- 2. Hirers experiencing a maximum waiting time of no more than 20 minutes: Hirings_____ = ____%/95%

PART C - DETAILS OF EACH SIXTY MINUTE OR MORE WAIT

Time requested _____ Time hiring collected _____

Location/Pick up Point _____

(60 minute wait report must be completed for each incident)

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MONTHLY PERFORMANCE REPORT [MONTH – 200_]

WHEELCHAIR ACCESSIBLE TAXIS

PART A – WAITING TIMES

All WAT hirings including peak periods - (excluding rank hirings)

WAITING TIME	HIRINGS
Less than 5 minutes	
Between 5 and 10 minutes	
Between 10 and 15 minutes	
Between 15 and 20 minutes	
Between 20 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

PART B – PERFORMANCE AGAINST STANDARDS <u>Peak Periods</u>

- 1. Hirers experiencing a maximum waiting time of no more than 18 minutes: Hirings_____ = ____%/85%
- 2. Hirers experiencing a maximum waiting time of no more than 30 minutes: Hirings_____ = ____%/95%

All Other Times

- 1. Hirers experiencing a maximum waiting time of no more than 10 minutes: Hirings_____ = ____%/85%
- 2. Hirers experiencing a maximum waiting time of no more than 20 minutes: Hirings_____ = ____%/95%

PART C - DETAILS OF EACH SIXTY MINUTE OR MORE WAIT

Time requested	Time hiring collected	
Location/Pick up Point		
Reason		
WATs that did not attend		
Reason why other WATs did not attend		

(60 minute wait report must be completed for each incident)

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ANNEXURE B – EXCEL FORMULAS

24 Hour Waiting Time

Total Column	Row	Formula
B2	00-01 am	=SUM(C2+E2+G2+I2+K2+M2)
B3	01-02	=SUM(C3+E3+G3+I3+K3+M3)
B4	02-03	=SUM(C4+E4+G4+I4+K4+M4)
B5	03-04	=SUM(C5+E5+G5+I5+K5+M5)
B6	04-05	=SUM(C6+E6+G6+I6+K6+M6)
B7	05-06	=SUM(C7+E7+G7+I7+K7+M7)
B8	06-07	=SUM(C8+E8+G8+I8+K8+M8)
B9	07-08	=SUM(C9+E9+G9+I9+K9+M9)
B10	08-09	=SUM(C10+E10+G10+I10+K10+M10)
B11	09-10	=SUM(C11+E11+G11+I11+K11+M11)
B12	10-11	=SUM(C12+E12+G12+I12+K12+M12)
B13	11-12	=SUM(C13+E13+G13+I13+K13+M13)
B14	12-01	=SUM(C14+E14+G14+I14+K14+M14)
B15	01-02	=SUM(C15+E15+G15+I15+K15+M15)
B16	02-03	=SUM(C16+E16+G16+I16+K16+M16)
B17	03-04	=SUM(C17+E17+G17+I17+K17+M17)
B18	04-05	=SUM(C18+E18+G18+I18+K18+M18)
B19	05-06	=SUM(C19+E19+G19+I19+K19+M19)
B20	06-07	=SUM(C20+E20+G20+I20+K20+M20)
B21	07-08	=SUM(C21+E21+G21+I21+K21+M21)
B22	08-09	=SUM(C22+E22+G22+I22+K22+M22)
B23	09-10	=SUM(C23+E23+G23+I23+K23+M23)
B24	10-11	=SUM(C24+E24+G24+I24+K24+M24)
B25	11-12	=SUM(C25+E25+G25+I25+K25+M25)
B26	total	=SUM(C26+E26+G26+I26+K26+M26)

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< 10 %	Row	Formula
D2	00-01 am	=C2/B2
D3	01-02	=C3/B3
D4	02-03	=C4/B4
D5	03-04	=C5/B5
D6	04-05	=C6/B6
D7	05-06	=C7/B7
D8	06-07	=C8/B8
D9	07-08	=C9/B9
D10	08-09	=C10/B10
D11	09-10	=C11/B11
D12	10-11	=C12/B12
D13	11-12	=C13/B13
D14	12-01	=C14/B14
D15	01-02	=C15/B15
D16	02-03	=C16/B16
D17	03-04	=C17/B17
D18	04-05	=C18/B18
D19	05-06	=C19/B19
D20	06-07	=C20/B20
D21	07-08	=C21/B21
D22	08-09	=C22/B22
D23	09-10	=C23/B23
D24	10-11	=C24/B24
D25	11-12	=C25/B25
D26	total	=C26/B26

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>10 <18%	Row	Formula
F2	00-01 am	=E2/B2
F3	01-02	=E3/B3
F4	02-03	=E4/B4
F5	03-04	=E5/B5
F6	04-05	=E6/B6
F7	05-06	=E7/B7
F8	06-07	=E8/B8
F9	07-08	=E9/B9
F10	08-09	=E10/B10
F11	09-10	=E11/B11
F12	10-11	=E12/B12
F13	11-12	=E13/B13
F14	12-01	=E14/B14
F15	01-02	=E15/B15
F16	02-03	=E16/B16
F17	03-04	=E17/B17
F18	04-05	=E18/B18
F19	05-06	=E19/B19
F20	06-07	=E20/B20
F21	07-08	=E21/B21
F22	08-09	=E22/B22
F23	09-10	=E23/B23
F24	10-11	=E24/B24
F25	11-12	=E25/B25
F26	total	=E26/B26

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>18 <20 %	Row	Formula
H2	00-01 am	=G2/B2
H3	01-02	=G3/B3
H4	02-03	=G4/B4
Н5	03-04	=G5/B5
H6	04-05	=G6/B6
H7	05-06	=G7/B7
H8	06-07	=G8/B8
Н9	07-08	=G9/B9
H10	08-09	=G10/B10
H11	09-10	=G11/B11
H12	10-11	=G12/B12
H13	11-12	=G13/B13
H14	12-01	=G14/B14
H15	01-02	=G15/B15
H16	02-03	=G16/B16
H17	03-04	=G17/B17
H18	04-05	=G18/B18
H19	05-06	=G19/B19
H20	06-07	=G20/B20
H21	07-08	=G21/B21
H22	08-09	=G22/B22
H23	09-10	=G23/B23
H24	10-11	=G24/B24
H25	11-12	=G25/B25
H26	total	=G26/B26

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> 20 < 30%	Row	Formula
J2	00-01 am	=I2/B2
J3	01-02	=I3/B3
J4	02-03	=I4/B4
J5	03-04	=I5/B5
J6	04-05	=I6/B6
J7	05-06	=I7/B7
J8	06-07	=I8/B8
J9	07-08	=I9/B9
J10	08-09	=I10/B10
J11	09-10	=I11/B11
J12	10-11	=I12/B12
J13	11-12	=I13/B13
J14	12-01	=I14/B14
J15	01-02	=I15/B15
J16	02-03	=I16/B16
J17	03-04	=I17/B17
J18	04-05	=I18/B18
J19	05-06	=I19/B19
J20	06-07	=I20/B20
J21	07-08	=I21/B21
J22	08-09	=I22/B22
J23	09-10	=I23/B23
J24	10-11	=I24/B24
J25	11-12	=I25/B25
J26	total	=I26/B26

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> 30 < 60%	Row	Formula
L2	00-01 am	=K2/B2
L3	01-02	=K3/B3
L4	02-03	=K4/B4
L5	03-04	=K5/B5
L6	04-05	=K6/B6
L7	05-06	=K7/B7
L8	06-07	=K8/B8
L9	07-08	=K9/B9
L10	08-09	=K10/B10
L11	09-10	=K11/B11
L12	10-11	=K12/B12
L13	11-12	=K13/B13
L14	12-01	=K14/B14
L15	01-02	=K15/B15
L16	02-03	=K16/B16
L17	03-04	=K17/B17
L18	04-05	=K18/B18
L19	05-06	=K19/B19
L20	06-07	=K20/B20
L21	07-08	=K21/B21
L22	08-09	=K22/B22
L23	09-10	=K23/B23
L24	10-11	=K24/B24
L25	11-12	=K25/B25
L26	total	=K26/B26

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> HOUR %	Row	Formula
N2	00-01 am	=M2/B2
N3	01-02	=M3/B3
N4	02-03	=M4/B4
N5	03-04	=M5/B5
N6	04-05	=M6/B6
N7	05-06	=M7/B7
N8	06-07	=M8/B8
N9	07-08	=M9/B9
N10	08-09	=M10/B10
N11	09-10	=M11/B11
N12	10-11	=M12/B12
N13	11-12	=M13/B13
N14	12-01	=M14/B14
N15	01-02	=M15/B15
N16	02-03	=M16/B16
N17	03-04	=M17/B17
N18	04-05	=M18/B18
N19	05-06	=M19/B19
N20	06-07	=M20/B20
N21	07-08	=M21/B21
N22	08-09	=M22/B22
N23	09-10	=M23/B23
N24	10-11	=M24/B24
N25	11-12	=M25/B25
N26	total	=M26/B26

AT.... Road Transport Authority Initials

PAGE TWENTY-ONE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

> 30	Row	Formula
02	00-01 am	=SUM(K2+M2)
03	01-02	=SUM(K3+M3)
04	02-03	=SUM(K4+M4)
05	03-04	=SUM(K5+M5)
06	04-05	=SUM(K6+M6)
07	05-06	=SUM(K7+M7)
08	06-07	=SUM(K8+M8)
09	07-08	=SUM(K9+M9)
O10	08-09	=SUM(K10+M10)
011	09-10	=SUM(K11+M11)
012	10-11	=SUM(K12+M12)
013	11-12	=SUM(K13+M13)
014	12-01	=SUM(K14+M14)
015	01-02	=SUM(K15+M15)
016	02-03	=SUM(K16+M16)
017	03-04	=SUM(K17+M17)
O18	04-05	=SUM(K18+M18)
O19	05-06	=SUM(K19+M19)
O20	06-07	=SUM(K20+M20)
O21	07-08	=SUM(K21+M21)
O22	08-09	=SUM(K22+M22)
O23	09-10	=SUM(K23+M23)
O24	10-11	=SUM(K24+M24)
025	11-12	=SUM(K25+M25)
O26	total	=SUM(K26+M26)

PAGE TWENTY-TWO OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

> 30 %	Row	Formula
P2	00-01 am	=O2/B2
P3	01-02	=O3/B3
P4	02-03	=O4/B4
P5	03-04	=O5/B5
P6	04-05	=O6/B6
P7	05-06	=O7/B7
P8	06-07	=O8/B8
P9	07-08	=O9/B9
P10	08-09	=O10/B10
P11	09-10	=O11/B11
P12	10-11	=O12/B12
P13	11-12	=O13/B13
P14	12-01	=O14/B14
P15	01-02	=O15/B15
P16	02-03	=O16/B16
P17	03-04	=O17/B17
P18	04-05	=O18/B18
P19	05-06	=O19/B19
P20	06-07	=O20/B20
P21	07-08	=O21/B21
P22	08-09	=O22/B22
P23	09-10	=O23/B23
P24	10-11	=O24/B24
P25	11-12	=O25/B25
P26	total	=O26/B26

PAGE TWENTY-THREE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

WATS REPORT

TOTAL	Row	Formula
C2	900	=SUM(D2+F2+J2+L2)
C3	901	= SUM(D3+F3+J3+L3)
C4	902	=SUM(D4+F4+J4+L4)
C5	903	=SUM(D5+F5+J5+L5)
C6	904	=SUM(D6+F6+J6+L6)
C7	905	= SUM(D7+F7+J7+L7)
C8	906	= SUM(D8+F8+J8+L8)
С9	907	=SUM(D9+F9+J9+L9)
C10	908	=SUM(D10+F10+J10+L10)
C11	909	=SUM(D11+F11+J11+L11)
C12	910	=SUM(D12+F12+J12+L12)
C13	911	=SUM(D13+F13+J13+L13)
C14	912	=SUM(D14+F14+J14+L14)
C15	913	=SUM(D15+F15+J15+L15)
C16	914	=SUM(D16+F16+J16+L16)
C17	915	=SUM(D17+F17+J17+L17)
C18	916	=SUM(D18+F18+J18+L18)
C19	917	=SUM(D19+F19+J19+L19)
C20	918	=SUM(D20+F20+J20+L20)
C21	919	=SUM(D21+F21+J21+L21)
C22	920	=SUM(D22+F22+J22+L22)
C23	921	=SUM(D23+F23+J23+L23)
C24	922	=SUM(D24+F24+J24+L24)
C25	923	=SUM(D25+F25+J25+L25)
C26	924	=SUM(D26+F26+J26+L26)
C27	925	=SUM(D27+F27+J27+L27)
C28	total	=SUM(C2:C27)

PAGE TWENTY-FOUR OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

SCHOOL %	Row	Formula
E2	900	=D2/C2
E3	901	=D3/C3
E4	902	=D4/C4
E5	903	=D5/C5
E6	904	=D6/C6
E7	905	=D7/C7
E8	906	=D8/C8
E9	907	=D9/C9
E10	908	=D10/C10
E11	909	=D11/C11
E12	910	=D12/C12
E13	911	=D13/C13
E14	912	=D14/C14
E15	913	=D15/C15
E16	914	=D16/C16
E17	915	=D17/C17
E18	916	=D18/C18
E19	917	=D19/C19
E20	918	=D20/C20
E21	919	=D21/C21
E22	920	=D22/C22
E23	921	=D23/C23
E24	922	=D24/C24
E25	923	=D25/C25
E26	924	=D26/C26
E27	925	=D27/C27
E28	total	=D28/C28

PAGE TWENTY-FIVE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

WATS % RADIO	Row	Formula
G2	900	=F2/C2
G3	901	=F3/C3
G4	902	=F4/C4
G5	903	=F5/C5
G6	904	=F6/C6
G7	905	=F7/C7
G8	906	=F8/C8
G9	907	=F9/C9
G10	908	=F10/C10
G11	909	=F11/C11
G12	910	=F12/C12
G13	911	=F13/C13
G14	912	=F14/C14
G15	913	=F15/C15
G16	914	=F16/C16
G17	915	=F17/C17
G18	916	=F18/C18
G19	917	=F19/C19
G20	918	=F20/C20
G21	919	=F21/C21
G22	920	=F22/C22
G23	921	=F23/C23
G24	922	=F24/C24
G25	923	=F25/C25
G26	924	=F26/C26
G27	925	=F27/C27
G28	total	=F28/C28

PAGE TWENTY-SIX OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

SCHOOL &	Row	Formula
WATS		
TOTAL		
H2	900	=SUM(D2+F2)
H3	901	=SUM(D3+F3)
H4	902	=SUM(D4+F4)
Н5	903	=SUM(D5+F5)
H6	904	=SUM(D6+F6)
H7	905	=SUM(D7+F7)
H8	906	=SUM(D8+F8)
H9	907	=SUM(D9+F9)
H10	908	=SUM(D10+F10)
H11	909	=SUM(D11+F11)
H12	910	=SUM(D12+F12)
H13	911	=SUM(D13+F13)
H14	912	=SUM(D14+F14)
H15	913	=SUM(D15+F15)
H16	914	=SUM(D16+F16)
H17	915	=SUM(D17+F17)
H18	916	=SUM(D18+F18)
H19	917	=SUM(D19+F19)
H20	918	=SUM(D20+F20)
H21	919	=SUM(D21+F21)
H22	920	=SUM(D22+F22)
H23	921	=SUM(D23+F23)
H24	922	=SUM(D24+F24)
H25	923	=SUM(D25+F25)
H26	924	=SUM(D26+F26)
H27	925	=SUM(D27+F27)
H28	total	=SUM(D28+F28)

PAGE TWENTY-SEVEN OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

SCHOOL &	Row	Formula
WATS %		
I2	900	=H2/C2
I3	901	=H3/C3
I4	902	=H4/C4
I5	903	=H5/C5
I6	904	=H6/C6
I7	905	=H7/C7
18	906	=H8/C8
I9	907	=H9/C9
I10	908	=H10/C10
I11	909	=H11/C11
I12	910	=H12/C12
I13	911	=H13/C13
I14	912	=H14/C14
I15	913	=H15/C15
I16	914	=H16/C16
I17	915	=H17/C17
I18	916	=H18/C18
I19	917	=H19/C19
I20	918	=H20/C20
I21	919	=H21/C21
I22	920	=H22/C22
I23	921	=H23/C23
I24	922	=H24/C24
I25	923	=H25/C25
I26	924	=H26/C26
I27	925	=H27/C27
I28	total	=H28/C28

PAGE TWENTY-EIGHT OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

HOTS % OF	Row	Formula
TOTAL RADIO		
K2	900	=J2/C2
K3	901	=J3/C3
K4	902	=J4/C4
K5	903	=J5/C5
K6	904	=J6/C6
K7	905	=J7/C7
K8	906	=J8/C8
К9	907	=J9/C9
K10	908	=J10/C10
K11	909	=J11/C11
K12	910	=J12/C12
K13	911	=J13/C13
K14	912	=J14/C14
K15	913	=J15/C15
K16	914	=J16/C16
K17	915	=J17/C17
K18	916	=J18/C18
K19	917	=J19/C19
K20	918	=J20/C20
K21	919	=J21/C21
K22	920	=J22/C22
K23	921	=J23/C23
K24	922	=J24/C24
K25	923	=J25/C25
K26	924	=J26/C26
K27	925	=J27/C27
K28	total	=J28/C28

PAGE TWENTY-NINE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

% OF	Row	Formula
TOTAL		
RADIO		
M2	900	=L2/C2
M3	901	=L3/C3
M4	902	=L4/C4
M5	903	=L5/C5
M6	904	=L6/C6
M7	905	=L7/C7
M8	906	=L8/C8
M9	907	=L9/C9
M10	908	=L10/C10
M11	909	=L11/C11
M12	910	=L12/C12
M13	911	=L13/C13
M14	912	=L14/C14
M15	913	=L15/C15
M16	914	=L16/C16
M17	915	=L17/C17
M18	916	=L18/C18
M19	917	=L19/C19
M20	918	=L20/C20
M21	919	=L21/C21
M22	920	=L22/C22
M23	921	=L23/C23
M24	922	=L24/C24
M25	923	=L25/C25
M26	924	=L26/C26
M27	925	=L27/C27
M28	total	=L28/C28

END	COLUMN	Formula
TOTALS		
B28	В	=SUM(B2:B27)
C28	С	=SUM(C2:C27)
D28	D	=SUM(D2:D27)
E28	Ε	=SUM(D2:D27)
F28	F	=SUM(F2:F27)
G28	G	=F28/C28
H28	Η	=SUM(D28+F28)
I28	Ι	=H28/C28
J28	J	=SUM(J2:J27)
K28	K	=J28/C28
L28	L	=SUM(L2:L27)
M28	Μ	=L27/C27

PAGE THIRTY OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

ANNEXURE C

PART D - 24 HOUR WAITING TIME

VIAIA P																
	Α	В	С	D	E	F	G	н	I	J	к	L	М	N	0	Р
		Total	< 10min	%	>10<18	%	>18<20	%	>20<30	%	>30<60	%	>hour	%	>30	%
	00-01	11	6	54.55%	2	18.18%	1	9.09%	1	9.09%	1	9.09%	0	0.00%	1	9.09%
	01-02	5	1	20.00%	3	60.00%	0	0.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%
	02-03	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	03-04	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	04-05	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	05-06	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%
	06-07	5	1	20.00%	4	80.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	07-08	50	35	70.00%	6	12.00%	2	4.00%	5	10.00%	2	4.00%	0	0.00%	2	4.00%
0	08-09	738	568	76.96%	104	14.09%	11	1.49%	33	4.47%	22	2.98%	0	0.00%	22	2.98%
1	09-10	453	287	63.36%	95	20.97%	14	3.09%	40	8.83%	17	3.75%	0	0.00%	17	3.75%
2	10-11	414	247	59.66%	96	23.19%	13	3.14%	34	8.21%	24	5.80%	0	0.00%	24	5.80%
3	11-12	313	184	58.79%	67	21.41%	10	3.19%	32	10.22%	19	6.07%	1	0.32%	20	6.39%
4	12-01	352	228	64.77%	74	21.02%	3	0.85%	29	8.24%	18	5.11%	0	0.00%	18	5.11%
5	01-02	324	202	62.35%	70	21.60%	10	3.09%	26	8.02%	16	4.94%	0	0.00%	16	4.94%
6	02-03	609	398	65.35%	102	16.75%	16	2.63%	48	7.88%	40	6.57%	5	0.82%	45	7.39%
7	03-04	539	340	63.08%	80	14.84%	20	3.71%	58	10.76%	37	6.86%	4		41	7.61%
8 9	04-05	255	100	39.22%	64	25.10%	19	7.45%	43	16.86%	25	9.80%	4	1.57%	29	11.37%
Э	05-06	185	87	47.03%	43	23.24%	10	5.41%	27	14.59%	18	9.73%	0		18	9.73%
0	06-07	97	40	41.24%	31	31.96%	4	4.12%	14	14.43%	8	8.25%	0	0.00%	8	8.25%
1	07-08	65	32	49.23%	12	18.46%	4	6.15%	10	15.38%	6	9.23%	1	1.54%	7	10.77%
2	08-09	45	23	51.11%	13	28.89%	2	4.44%	4	8.89%	3	6.67%	0	0.00%	3	6.67%
3	09-10	47	17	36.17%	18	38.30%	1	2.13%	6	12.77%	5	10.64%	0		5	10.64%
4	10-11	40	24	60.00%	9	22.50%	2	5.00%	5	12.50%	0	0.00%	0		0	0.00%
5	11-12	26	11	42.31%	8	30.77%	1	3.85%	4	15.38%	2	7.69%	0	0.00%	2	7.69%
6		4582	2833	60.00%	906	19.77%	144	3.14%	421	9.19%	263	5.74%	15	0.33%	278	6.07%

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AT.... Road Transport Authority Initials

PAGE THIRTY-ONE OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON THE 25th DAY OF FEBRUARY 2002

ANNEXURE D

PART E - WATS REPORT

AN	NEAUR					ГА			FURI				
	А	В	С	D	E	F	G	Н	I.	J	К	L	Ν
1	ТΧ	Road	Total	School Hirings	School %	Wats	Wats % Radio	School & Wats Total	School & Wats %	Radio Hots	Hots % of Total Radio	Radio Total	% of Total Radio
2	900	90	1851	87	5%	140	7.56%	227	12.26%	165	8.91%	1459	78.82%
3	901	91	1741	157	9%	184	10.57%	341	19.59%	98	5.63%	1302	74.78%
4	902	91	1861	83	4%	150	8.06%	233	12.52%	170	9.13%	1458	78.34%
5	903	91	2030	110	5%	198	9.75%	308	15.17%	144	7.09%	1578	77.73%
6	904	91	1776	47	3%	207	11.66%	254	14.30%	189	10.64%	1333	75.06%
7	905	79	1554	69	4%	172	11.07%	241	15.51%	143	9.20%	1170	75.29%
8	906	81	1362	143	10%	136	9.99%	279	20.48%	81	5.95%	1002	73.57%
9	907	89	1840	87	5%	127	6.90%	214	11.63%	219	11.90%	1407	76.47%
10	908	71	986	4	0%	92	9.33%	96	9.74%	125	12.68%	765	77.59%
11	909	90	1625	74	5%	135	8.31%	209	12.86%	148	9.11%	1268	78.03%
12	910	90	1514	71	5%	121	7.99%	192	12.68%	75	4.95%	1247	82.36%
13	911	86	1113	178	16%	81	7.28%	259	23.27%	102	9.16%	752	67.57%
14	912	85	1183	6	1%	166	14.03%	172	14.54%	93	7.86%	918	77.60%
15	913	76	1149	73	6%	145	12.62%	218	18.97%	74	6.44%	857	74.59%
16	914	90	1701	47	3%	378	22.22%	425	24.99%	121	7.11%	1155	67.90%
17	915	91	1890	8	0%	173	9.15%	181	9.58%	246	13.02%	1463	77.41%
18	916	83	877	13	1%	107	12.20%	120	13.68%	50	5.70%	707	80.62%
19	917	58	1064	12	1%	131	12.31%	143	13.44%	63	5.92%	858	80.64%
20	918	63	1197	85	7%	82	6.85%	167	13.95%	100	8.35%	930	77.69%
21	919	58	782	10	1%	139	17.77%	149	19.05%	33	4.22%	600	76.73%
22	920	50	403	3	1%	50	12.41%	53	13.15%	50	12.41%	300	74.44%
23	921	50	510	10	2%	50	9.80%	60	11.76%	50	9.80%	400	78.43%
24	922	50	610	10	2%	50	8.20%	60	9.84%	50	8.20%	500	81.97%
25	923	61	1097	6	1%	114	10.39%	120	10.94%	87	7.93%	890	81.13%
26	924	50	810	10	1%	50	6.17%	60	7.41%	50	6.17%	700	86.42%
27	925	17	295	11	4%	35	11.86%	46	15.59%	30	10.17%	219	74.24%
28	total	1922	32821	1414	4%	3413	10%	4827	14.71%	2756	8%	25238	77%

AT.... Road Transport Authority Initials