



Obligations

Under section 91ZG of TOPTA, authorised booking entities have obligations to keep and report certain information about the booking services they provide and the booked hire services for which they provide booking services. The information keeping and reporting requirements are prescribed under Division 4 of the *Transport Operations (Passenger Transport) Regulation 2018 (TOPTR)*.

Who should use this form?

Booking Entity Authorisation holders with a personalised transport fleet size of 1 to 10 vehicles (including all licensed Taxis, Limousines and Booked Hire Service Licence (BHSL) Vehicles).

When do I report?

The quarterly reporting periods for each financial year are as follows:

Quarter 1	1 Jul to 30 Sep	Due 28 Oct
Quarter 2	1 Oct to 31 Dec	Due 28 Jan
Quarter 3	1 Jan to 31 Mar	Due 28 Apr
Quarter 4	1 Apr to 30 Jun	Due 28 Jul

How do I complete this form?

This PDF form can be completed by typing directly in the fields. To save the completed form, select File > Save As and save the completed form to your computer, then attach it to an email to the Department of Transport and Main Roads (TMR). Alternatively, you can print the form, complete it by hand, scan and email it to TMR. Please send your completed form to PT_Data_Reporting@tmr.qld.gov.au. Information about the data required is provided on each page of the form. Further information regarding your obligations can be found on the TMR website: <https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Industry-regulations/Data-keeping-and-reporting>

Section 1: All Booking Entity Authority (BEA) holders must complete Section 1 and sign the declaration

Details

Name of the authorised booking entity (the name on your BEA)

Trading name (if applicable)

Booking Entity Authority number

Contact person/person completing this form

Contact phone number

Contact email address

By providing an email address on this form, you agree for TMR to contact you in relation to this data report via this email address. Please note that TMR will not use this form to update the email contact details for your BEA. If you require to update your details, either visit the online services page, call 13 23 80, or go to a TMR customer service centre.

Which reporting period are you submitting this data for?

Tick only one	Quarter	Date periods	Which year?	Due to TMR
<input type="checkbox"/>	1	1 Jul to 30 Sep		28 Oct
<input type="checkbox"/>	2	1 Oct to 31 Dec		28 Jan
<input type="checkbox"/>	3	1 Jan to 31 Mar		28 Apr
<input type="checkbox"/>	4	1 Apr to 30 Jun		28 Jul

During the reporting period selected

(answer every question):

- Did you have any drivers affiliated (available) with you (including yourself) to provide booked hire services?
Yes You must complete Section 2 below.
No
- Did you have any personalised transport vehicles affiliated (available) with you (including your own taxi, limousine or BHSL vehicle) to provide booked hire services?
Yes You must complete Section 3 below.
No
- Did you provide any booking services and/or booked hire services in personalised transport vehicles (including all licensed Taxis, Limousines, and BHSL Vehicles)?
Yes You must complete Sections 4 and 5 below.
No
- Did you provide any booking services and/or booked hire services in taxi vehicles?
Yes You must also complete Section 6 below.
No

Complete the required sections of the report and sign the declaration.

Declaration

Based on your answers above, please select one option:

- I did provide booking services and/or booked hire services in personalised transport vehicles. You must complete sections 2, 3, 4 and 5 of this form, and section 6 if you have taxis in your fleet, and sign the declaration.
- I did not provide booking services and/or booked hire services in personalised transport vehicles, but I did have drivers and/or personalised transport vehicles affiliated (available) with me. You must complete sections 2 and 3 of this form and sign the declaration.
- I did not provide booking services and/or booked hire services in personalised transport vehicles and I did not have drivers and/or personalised transport vehicles affiliated (available) with me. Read and sign the declaration - you do not need to complete any other sections of this form.

This declaration must be signed (on page 2) by the authorised booking entity. If the entity is an organisation, at least one director, or one executive officer, or an authorised representative of the organisation must sign.

Declaration continued...

I state the information provided in this reporting form is complete, true and correct.
 I understand that providing a false statement may attract a penalty.

Name	Signature	Date	Office use only - Customer Reference Number (CRN)

Having trouble signing the form electronically? You may tick this box to agree to the declaration instead.

Return the completed form to TMR by email to: PT_Data_Reporting@tmr.qld.gov.au

Section 2: Driver information

Authorised booking entities are required to report the details of drivers who were affiliated with them during each quarter, including themselves. This also includes affiliated drivers that did not provide any services during the 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 person to provide booked hire services.

An affiliated driver is also a person who is a BEA holder and drives a vehicle to provide booked hire services. If you also drive for the booking entity, include your driver authorisation details here.

Driver Authorisation Number

The driver authorisation number can be found on the Industry Authority card that was issued when the driver was granted authorisation. It is also known as their CRN.

Start dates

The driver start date is the date that the driver was first affiliated or associated with your entity, which may be before the beginning of the reporting period. If the driver is affiliated on an ongoing basis, the same start date should be entered in subsequent reporting periods.

If you are unsure of the start dates of drivers that have been affiliated with you for many years (prior to April 2018), you may use 01/04/2018, as this is the date that authorised booking entity reporting obligations commenced.

End dates

Leave the end date blank, unless the driver's affiliation ended during the reporting period. That is - only enter an end date if the driver is no longer associated with your authorised booking entity to provide booked hire services.

If the driver or vehicle continues to be available to your entity on an ongoing basis, then the end date must be left blank.

Driver authorisation number	Start date of affiliation (DD/MM/YYYY)	End date of affiliation (if applicable) (DD/MM/YYYY)
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Section 3: Vehicle information

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

What is an available vehicle?

An available vehicle is a licensed Booked Hire Vehicle, Limousine or Taxi (including a substitute taxi) that is available to be used to provide booked hire services arranged by the authorised booking entity and may include your own taxi, limousine or BHSL vehicle.

This includes vehicles that were available, but not used to provide any services during the quarter.

Vehicle registration number

This is the number plate on the vehicle and is a combination of numbers and letters.

Vehicle service licence number

This is the BHSL, Limousine Licence, or Taxi Service Licence number. It can be found on the BHSL, Limousine or Taxi Service Licence documentation for the vehicle.

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

Start dates

The vehicle start date is the date that the vehicle was first available or associated with your entity, which may be before the beginning of the reporting period. If the vehicle is available on an ongoing basis, the same start date should be entered in subsequent reporting periods.

If you are unsure of the start dates of vehicles that have been available to you for many years (prior to April 2018), you may use 01/04/2018, as this is the date that authorised booking entity reporting obligations commenced.

End dates

Leave the end date blank, unless the vehicle's availability ended during the reporting period. That is - only enter an end date if the vehicle is no longer associated with your authorised booking entity to provide booked hire services.

If the vehicle continues to be available to your entity on an ongoing basis, then the end date must be left blank.

Vehicle registration number	Vehicle service licence number	Start date of availability (DD/MM/YYYY)	End date of availability (if applicable) (DD/MM/YYYY)
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Section 4: Where did you operate?

For each quarter, authorised booking entities are required to report the regions and areas in which the booked hire trips they arranged were provided. TMR uses gazetted Taxi Service Areas to monitor service performance, demand and changes in the personalised transport industry throughout Queensland.

Booked hire trips include trips provided using Booked Hire Vehicles, Limousines or Taxi Service Vehicles. Booked hire trips do not include rank and hail trips provided in Taxi Service Vehicles.

Select from the table below all relevant taxi service areas in which trips started. Taxi service area maps and descriptions are provided on the TMR website at: <https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-fares-service-areas-and-maps>

Booking Entity Authorisation Quarterly Report continued... page 4 of 5

Select all service areas that apply:

Region	Service area	Region	Service area	
South East Queensland	<input type="checkbox"/> Boonah	Central	<input type="checkbox"/> Barcaldine	
	<input type="checkbox"/> Bribie Island		<input type="checkbox"/> Biloela	
	<input type="checkbox"/> Brisbane		<input type="checkbox"/> Blackwater	
	<input type="checkbox"/> Gatton		<input type="checkbox"/> Bowen	
	<input type="checkbox"/> Glasshouse Beerwah		<input type="checkbox"/> Clermont	
	<input type="checkbox"/> Ipswich		<input type="checkbox"/> Collinsville	
	<input type="checkbox"/> Kilcoy		<input type="checkbox"/> Dysart	
	<input type="checkbox"/> Laidley		<input type="checkbox"/> Emerald	
	<input type="checkbox"/> Lowood		<input type="checkbox"/> Gladstone	
	<input type="checkbox"/> Maleny		<input type="checkbox"/> Longreach	
	<input type="checkbox"/> Moreton Island (Bulwer)		<input type="checkbox"/> Mackay	
	<input type="checkbox"/> Redcliffe		<input type="checkbox"/> Moranbah	
	<input type="checkbox"/> Sunshine Coast		<input type="checkbox"/> Mount Morgan	
	<input type="checkbox"/> Toogoolawah		<input type="checkbox"/> Moura	
	<input type="checkbox"/> Woodford		<input type="checkbox"/> Rockhampton	
Gold Coast	<input type="checkbox"/> Beaudesert	<input type="checkbox"/> Town of 1770		
	<input type="checkbox"/> Gold Coast	<input type="checkbox"/> Winton		
	<input type="checkbox"/> Macleay Island	<input type="checkbox"/> Yeppoon		
	<input type="checkbox"/> North Stradbroke	<input type="checkbox"/> Bundaberg		
	<input type="checkbox"/> Russell Island	<input type="checkbox"/> Charleville		
	<input type="checkbox"/> Tamborine Canungra	<input type="checkbox"/> Childers		
Northern	<input type="checkbox"/> Atherton	<input type="checkbox"/> Chinchilla		
	<input type="checkbox"/> Ayr	<input type="checkbox"/> Crows Nest		
	<input type="checkbox"/> Bamaga	<input type="checkbox"/> Cunnamulla		
	<input type="checkbox"/> Blackall	<input type="checkbox"/> Dalby		
	<input type="checkbox"/> Cairns	<input type="checkbox"/> Gayndah		
	<input type="checkbox"/> Cardwell	<input type="checkbox"/> Goondiwindi		
	<input type="checkbox"/> Charters Towers	<input type="checkbox"/> Gympie		
	<input type="checkbox"/> Cloncurry	<input type="checkbox"/> Hervey Bay		
	<input type="checkbox"/> Cooktown	<input type="checkbox"/> K'gari		
	<input type="checkbox"/> Gordonvale Yarrabah	<input type="checkbox"/> Kingaroy		
	<input type="checkbox"/> Horn Island	<input type="checkbox"/> Kumbia Taxi Service Area		
	<input type="checkbox"/> Hughenden	<input type="checkbox"/> Maryborough		
	<input type="checkbox"/> Ingham	<input type="checkbox"/> Mitchell		
	<input type="checkbox"/> Innisfail	<input type="checkbox"/> Monto		
	<input type="checkbox"/> Karumba	<input type="checkbox"/> Mundubbera		
	<input type="checkbox"/> Kuranda	<input type="checkbox"/> Murgon		
	<input type="checkbox"/> Magnetic Island	<input type="checkbox"/> Nanango		
	<input type="checkbox"/> Mareeba	<input type="checkbox"/> Oakey		
	<input type="checkbox"/> Mission Beach	<input type="checkbox"/> Pittsworth		
	<input type="checkbox"/> Mossman	<input type="checkbox"/> Rainbow Beach		
	<input type="checkbox"/> Mount Isa	<input type="checkbox"/> Roma		
	<input type="checkbox"/> Normanton	<input type="checkbox"/> Saint George		
	<input type="checkbox"/> Port Douglas	<input type="checkbox"/> Stanthorpe		
	<input type="checkbox"/> Ravenshoe	<input type="checkbox"/> Tara		
	<input type="checkbox"/> Thursday Island	<input type="checkbox"/> Tin Can Bay		
	<input type="checkbox"/> Townsville Thuringowa	<input type="checkbox"/> Toowoomba		
	<input type="checkbox"/> Tully	<input type="checkbox"/> Warwick		
	<input type="checkbox"/> Weipa	<input type="checkbox"/> Wondai		
			Southern	<input type="checkbox"/> Bundaberg
				<input type="checkbox"/> Charleville
				<input type="checkbox"/> Childers
				<input type="checkbox"/> Chinchilla
		<input type="checkbox"/> Crows Nest		
		<input type="checkbox"/> Cunnamulla		
		<input type="checkbox"/> Dalby		
		<input type="checkbox"/> Gayndah		
		<input type="checkbox"/> Goondiwindi		
		<input type="checkbox"/> Gympie		
		<input type="checkbox"/> Hervey Bay		
		<input type="checkbox"/> K'gari		
		<input type="checkbox"/> Kingaroy		
		<input type="checkbox"/> Kumbia Taxi Service Area		
		<input type="checkbox"/> Maryborough		
		<input type="checkbox"/> Mitchell		
		<input type="checkbox"/> Monto		
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		<input type="checkbox"/> Nanango		
		<input type="checkbox"/> Oakey		
		<input type="checkbox"/> Pittsworth		
		<input type="checkbox"/> Rainbow Beach		
		<input type="checkbox"/> Roma		
		<input type="checkbox"/> Saint George		
		<input type="checkbox"/> Stanthorpe		
		<input type="checkbox"/> Tara		
		<input type="checkbox"/> Tin Can Bay		
		<input type="checkbox"/> Toowoomba		
		<input type="checkbox"/> Warwick		
		<input type="checkbox"/> Wondai		

Wait times: Sections 5 and 6

What is wait time?

Wait time is the time a passenger waits for a pre-booked vehicle to arrive, and is determined by the nature of the booking:

- If a passenger makes a booking for an immediate pickup, the wait time is the time between the booking being made and the trip starting.
- If a booking is made in advance for a car to arrive at a specified time and date, the wait time is the difference between the specified time and the time the car arrives. For example:
 - Where cars are booked to arrive at a specified time and they arrive after this time, the wait time for the trip is the number of minutes the driver was late for the pick-up.
 - Where cars are booked to arrive at a specified time and they arrive on or before this time, the wait time for the trip is zero.
 - If a car arrives for an airport pick-up before the time it is booked to arrive, and the passenger's plane is delayed, the wait time for the trip is zero.

Calculating wait times

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.

Section 5: Wait times for booked hire trips

Who should complete this section?

All authorised booking entities are required to report summary information about the wait times for the booked hire trips they have arranged. This includes BEA holders that take bookings for Booked Hire Vehicles, Limousines or Taxis Service Vehicles.

Average wait time: minutes
Percentage of trips with a wait time of more than 20 minutes: %

Section 6: Wait times for trips for passengers using wheelchairs and Taxi Subsidy Scheme members

Who should complete this section?

Authorised booking entities that provide bookings for taxis and taxi service operators, must identify which booked hire and rank and hail trips are provided to Taxi Subsidy Scheme members, including trips for people who do not use wheelchairs.

This section is only to be used to report trips in Taxi Service vehicles, where the passenger is both or one of the following:	
<ul style="list-style-type: none"> • a person using a wheelchair • a Taxi Subsidy Scheme member 	
Average wait time: minutes
Percentage of trips with a wait time of more than 20 minutes: %

For more information about BEA operational procedures, please contact your local TransLink Regional Office.

TransLink Regional Offices

Ipswich	3813 8686	Toowoomba	4639 0804
Southport	5585 1856	Rockhampton	4931 1539
Carseldine	3863 9848	Roma	4622 9509
Maroochydore	5452 1800	Mackay	4951 8673
Maryborough	4122 6115	Townsville	4758 7544
		Cairns	4045 7099

Privacy Statement

TMR is collecting information on this form under the authority of the TOPTA and the 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 network; 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 TMR'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.