

## SSOL OPERATORS QUALITY OF SERVICE (QoS) STANDARDS FOR APR 2022

Performance Indicator		Comfort	CityCab	Trans-Cab	Strides	Premier	Prime
1	Safety						
1-1	<b>^Accident Rate</b> Standard: First 100k trips: ≤1 accident Subsequent 100k trips: ≤0.5 accidents per 100k trips	P	P	P	P	P	P
1-2	<b>*Offence Rate</b> Standard: First 100k trips: ≤6 demerit points Subsequent 100k trips: ≤3 demerit points per 100k trips	P	P	P	P	P	P
1-3	<b>First Inspection Passing Rate</b> Standard: At least 98%	P	P	P	P	P	P

### Footnote

- ^ Accident rate based on results for Nov 2021. Accident statistics for Dec 2021 to Apr 2022 are pending updates from Traffic Police.
- \* Demerit points are calculated from the number of Vocational Licence Points System (VLPS) offences committed by drivers. Companies that fail the QoS standards are liable to a financial penalty.  
P=Pass , F=Fail

## RSOL OPERATORS QUALITY OF SERVICE (QoS) STANDARDS FOR APR 2022

Performance Indicators		ComfortDelGro	Trans-Cab	Strides	Premier	Prime	Grab	Gojek	Ryde	TADA
1	Safety									
1-1	<b>^Accident Rate</b> Standard: First 100k trips: ≤1 accident Subsequent 100k trips: ≤0.5 accidents per 100k trips	P	P	P	P	P	P	P	P	P
1-2	<b>*Offence Rate</b> Standard: First 100k trips: ≤6 demerit points Subsequent 100k trips: ≤3 demerit points per 100k trips	P	P	P	P	P	P	P	P	P
1-3	<b>**First Inspection Passing Rate</b> Standard for RSOL Class 1: At least 90% Standard for RSOL Class 2: Exempted	P	Exempted for RSOL Class 2				P	P	P	P

### Footnote

- ^ Accident rate based on results for Nov 2021. Accident statistics for Dec 2021 to Apr 2022 are pending updates from Traffic Police.
- \* Demerit points are calculated from the number of Vocational Licence Points System (VLPS) offences committed by drivers.
- \*\* First Inspection Passing Rate for RSOL Class 1 licensees is based on the entire fleet. As SSOL operators are to comply with a higher standard of at least 98% for the same taxi fleet, their RSOL Class 2 are exempted from the First Inspection Passing Rate standard.  
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Performance Indicators		ComfortDelGro	Trans-Cab	Strides	Premier	Prime
2	Taxi Booking					
2-1	<b>Call Answer Rate</b> Percentage of calls answered by the taxi despatch system Standard: At least 70% of the time	P	P	P	P	P
2-2	<b>Waiting time for despatch system to answer incoming calls</b> Standard: Within 30 secs, 70% of the time	P	P	P	P	P
2-3	<b>Cater Rate</b> Percentage of calls despatched that are successfully matched with taxis Standard: At least 70% of the time	P	P	P	P	F
2-4	<b>Waiting time for despatch centre to confirm taxi from the time the call is answered</b> Standard: Within 10 mins, 70% of the time	P	P	P	P	P
2-5	<b>Passenger waiting time for taxi to arrive</b> Standard: Within 10 mins, 65% of the time	P	P	P	P	P

### Footnote

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