

SSOL OPERATORS QUALITY OF SERVICE (QoS) STANDARDS FOR SEP 2023

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

Footnote

- ^ Accident rate based on results for April 2023.
- * 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 SEP 2023

Performance Indicators		ComfortDelGro	Trans-Cab	Strides	Premier	Prime	Grab	Gojek	Ryde	TADA
1	Safety									
1-1	^Accident Rate 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	*Offence Rate 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	**First Inspection Passing Rate 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 April 2023.

* 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.

Companies that fail the QoS standards are liable to a financial penalty.

P=Pass , F=Fail

RSOL OPERATORS QUALITY OF SERVICE (QoS) STANDARDS FOR SEP 2023

Performance Indicators		ComfortDelGro	Trans-Cab	Strides-Premier	Prime	
2	Taxi Booking					
2-1	<p>Call Answer Rate Percentage of calls answered by the taxi despatch system</p> <p>Standard: At least 70% of the time</p>	0700-1000 and 1700-2000	P	P	P	N.A.
2-2	<p>Waiting time for despatch system to answer incoming calls Standard: Within 30 secs, 70% of the time</p>	0700-1000 and 1700-2000	P	P	P	N.A.
2-3	<p>Cater Rate Percentage of calls despatched that are successfully matched with taxis</p> <p>Standard: At least 70% of the time</p>	0700-1000 and 1700-2000	P	P	P	N.A.
2-4	<p>Waiting time for despatch centre to confirm taxi from the time the call is answered Standard: Within 10 mins, 70% of the time</p>	0700-1000 and 1700-2000	P	P	P	N.A.
2-5	<p>Passenger waiting time for taxi to arrive Standard: Within 10 mins, 65% of the time</p>	0700-1000 and 1700-2000	P	P	P	N.A.

Footnote

Companies that fail the QoS standards are liable to a financial penalty.

P=Pass , F=Fail , N.A.= result not available due to call-booking facility under maintenance.

Since Aug 2023, Premier's call-booking facility has combined with Strides', hence the aggregated result for taxi booking is reported under Strides-Premier.