

**TAXI COMPANIES QUALITY OF SERVICE (QoS) STANDARDS FOR JUN 2019**

Performance Indicators			Comfort	CityCab	Trans-Cab	SMRT	Premier	Prime *			
1	Taxi Booking										
1-1	<b>Call Answer Rate</b> Percentage of calls answered by the taxi despatch system  <u>Standard</u> At least 95% (90% for small companies)	0600-0700	P	P	P	P	P	P	P		
		0700-0800	P	P	P	P	P	P	P		
		0800-0900	P	P	P	P	P	P	P		
		0900-1000	P	P	P	P	P	P	P		
		1000-1100	P	P	P	P	P	P	P		
		1700-1800	P	P	P	P	P	P	P		
		1800-1900	P	P	P	P	P	P	P		
		1900-2000	P	P	P	P	P	P	P		
		2000-2100	P	P	P	P	P	P	P		
		2100-2200	P	P	P	P	P	P	P		
		2200-2300	P	P	P	P	P	P	P		
		2300-0000	P	P	P	P	P	P	P		
		1-2	<b>Waiting time for despatch system to answer incoming telephone calls</b>  <u>Standard</u> Within 20 secs, 90% of the time	0600-0700	P	P	P	P	P	P	P
				0700-0800	P	P	P	P	P	P	P
0800-0900	P			P	P	P	P	P	P		
0900-1000	P			P	P	P	P	P	P		
1000-1100	P			P	P	P	P	P	P		
1700-1800	P			P	P	P	P	P	P		
1800-1900	P			P	P	P	P	P	P		
1900-2000	P			P	P	P	P	P	P		
2000-2100	P			P	P	P	P	P	P		
2100-2200	P			P	P	P	P	P	P		
2200-2300	P			P	P	P	P	P	P		
2300-0000	P			P	P	P	P	P	P		
1-3	<b>Cater Rate</b> Percentage of calls despatched that are successfully matched with taxis  <u>Standard</u> At least 92% (80% for small companies)			0600-0700	P	P	P	P	P	P	P
				0700-0800	P	P	P	P	P	P	P
		0800-0900	P	P	P	P	P	P	F		
		0900-1000	P	P	P	P	P	P	F		
		1000-1100	P	P	P	P	P	P	F		
		1700-1800	P	P	P	P	P	P	F		
		1800-1900	P	P	P	P	P	P	F		
		1900-2000	P	P	P	P	P	P	F		
		2000-2100	P	P	P	P	P	P	F		
		2100-2200	P	P	P	P	P	P	F		
		2200-2300	P	P	P	P	P	P	F		
		2300-0000	P	P	P	P	P	P	F		
		1-4	<b>Waiting time for despatch centre to confirm taxi from the time the call is answered</b>  <u>Standard</u> Within 5 mins, 90% of the time	0600-0700	P	P	P	P	P	P	P
				0700-0800	P	P	P	P	P	P	P
0800-0900	P			P	P	P	P	P	P		
0900-1000	P			P	P	P	P	P	P		
1000-1100	P			P	P	P	P	P	P		
1700-1800	P			P	P	P	P	P	P		
1800-1900	P			P	P	P	P	P	P		
1900-2000	P			P	P	P	P	P	P		
2000-2100	P			P	P	P	P	P	P		
2100-2200	P			P	P	P	P	P	P		
2200-2300	P			P	P	P	P	P	P		
2300-0000	P			P	P	P	P	P	P		
1-5	<b>Passenger waiting time for taxi to arrive</b>  <u>Standard</u> Within 10 mins, 95% of the time (90% for small companies)			0600-0700	P	P	P	P	P	P	P
				0700-0800	P	P	P	P	P	P	P
		0800-0900	P	P	P	P	P	P	P		
		0900-1000	P	P	P	P	P	P	P		
		1000-1100	P	P	P	P	P	P	P		
		1700-1800	P	P	P	P	P	P	P		
		1800-1900	P	P	P	P	P	P	P		
		1900-2000	P	P	P	P	P	P	P		
		2000-2100	P	P	P	P	P	P	P		
		2100-2200	P	P	P	P	P	P	P		
		2200-2300	P	P	P	P	P	P	P		
		2300-0000	P	P	P	P	P	P	P		
		2	<b>Safety</b>		Comfort	CityCab	Trans-Cab	SMRT	Premier	Prime *	HDTT *
		2-1	<b>First Inspection Passing Rate</b>								
<u>Standard</u> At least 98%			P	P	P	F	P	F	P		
2-2	<b>^Accident Rate</b>										
	<u>Standard</u> Not more than 0.02 per 100,000 km		P	P	P	F	F	F	P		
3	<b>Taxi Drivers' Conduct</b>		Comfort	CityCab	Trans-Cab	SMRT	Premier	Prime *	HDTT *		
3-1	<b>Offence Rate</b>										
	<u>Standard</u> Not more than 0.02 per 100,000 km		P	P	P	P	P	P	P		

**Footnote**

\* Refer to small companies, i.e. with taxi fleet of not more than 1,000 taxis

^ Accident rate based on results for February 2019

Accident statistics for March 2019 – June 2019 are pending updates from Traffic Police

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

P=Pass, F=Fail

HDTT has been granted a grace period to comply with Taxi Booking standards as they had obtained their Taxi Service Operator Licence in Aug 2018. HDTT was exempted from this requirement during the previous e-taxi trial.