



Taxi KPI Reporting Application User Access Form

The Taxi Network Standards took effect on 1 July 2008.

The Standards apply to all authorised Taxi Networks operating within the Sydney Metropolitan, Newcastle, and Wollongong Transport Districts, and the Local Government Areas of Gosford and Wyong.

The Standards require performance reports to be provided to NSW Transport and Infrastructure by the 14th day of each month. The reports required are Standard KPI, Wheelchair Accessible Taxi (WAT) KPI and WAT Performance Data.

Networks will be able to submit these reports online through the NSW Transport and Infrastructure's website. This replaces the existing practice of emailing the performance reports.

How do I Register?

Complete the following User Access form. For each person you want to access the system, you must nominate the appropriate level of access required:

Levels of Access:

- 1) View: The user may only view data, they do not have access to submit or update data online; **or**
- 2) Submit: The user may view and submit data online.

Return the form via fax, email or post. Details are provided at the top of the form on the following page. Once registered, the user will receive an email with their username and password to access the website.

How do I Add and/or Remove a User?

To add a user, fill in the User Access Form and return via fax, email or post. Details are provided at the top of the form on the following page.

To remove a User, email the individual's name to the address below or alternatively, complete the following form and send it to NSW Transport and Infrastructure, Transport Operations, Locked Bag 5085, PARRAMATTA NSW 2124.

For assistance please contact the Online Applications Support Officer on 02 8836 3145 or via email at taxireporting@transport.nsw.gov.au.



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Return completed form by:

Fax: (02) 9891 8985, via email: taxireporting@transport.nsw.gov.au or by post to: Online Application Support Officer, Transport Operations, Locked Bag 5085, Parramatta, NSW 2124

Please provide the details requested below (USE BLOCK LETTERS).

Table with 2 columns: Field Name, Value. Fields include Authorised Taxi Network Name, Address (street), Address (postal) if different to above, Telephone.

All users must be registered before they can access the system.

Table with 4 columns: Name of New User, Email Address, Authorised Network to be accessed, Access (Please circle one). Includes 6 rows for user registration.

All users no longer requiring access should be deactivated on the system.

Table with 2 columns: Name of User to be Deleted, Value.

Certification

I certify that the above persons are authorised to access the nominated databases on behalf of (Taxi Network Name).

I have read and understood the Privacy, Confidentiality and Security Policies and the General Operation and Conditions of Use of the database that govern the use of the website. I have informed the nominated users accordingly. I agree to abide by them and oversee compliance by nominated users.

This form is to be signed by the Designated Manager

Table with 4 columns: Signature, Name (USE BLOCK LETTERS), Position title (USE BLOCK LETTERS), Date.



PRIVACY POLICY

NSW Transport and Infrastructure collects and stores information about you and your organisation through this registration process solely to enable the proper and secure functioning of the Taxi KPI Reporting application. Users of the websites are entitled to expect that any information gathered as a result of that use will be treated within the terms of the NSW government's privacy responsibilities, obligations and practices as regulated by the New South Wales Privacy and Personal Information Protection Act 1988. Details on how your information may be managed or used are available on the website itself.

The nominated users are required to maintain the confidentiality of the data they enter. Should the user work for another network they will not share the information they have access to.

SECURITY POLICY

The websites use the highest standard of encryption technology currently available for use on the Internet. This is based on 128 bit encryption and Internet security (SSL) certificates issued by a trusted online security authority (Verisign). The websites are best used with the latest browser versions. Using earlier browser versions (Internet Explorer v5.01 or earlier, or Netscape v4.6 or earlier) will cause security warnings and error pages to display because older browsers do not automatically recognise the certifying authority.

If you lose or forget your password, you should email taxireporting@transport.nsw.gov.au or contact the help desk on 02 8836 3145. Provided that NSW Transport and Infrastructure is satisfied that you are the authorised account holder, we will issue a new password. When a user leaves the organisation it is the network's responsibility to advise NSW Transport and Infrastructure the user name to be deactivated, to prevent unauthorised use.

The website has a range of security features including automatic log off after a specified idle time and lock out after repeated failed log in attempts.

GENERAL OPERATION AND CONDITIONS OF USE

The Taxi KPI application is to be used to notify NSW Transport and Infrastructure, as per Clause 182 of the Passenger Transport Regulation 2007. A network that fails to comply with the requirements of this clause may commit an offence. Information collected by this site will be used for reporting purposes and may be forwarded to The Independent Pricing and Regulatory Tribunal (IPART).

For technical assistance please contact the Online Applications Support Officer on 02 8836 3145 or via email on taxireporting@transport.nsw.gov.au