Department of Transport

User Guide

Driver and Vehicle Industry Dashboard (DVID)

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Background

The *Transport (Road Passenger Services) Act 2018* (the Act) and subsidiary legislation, regulates the road passenger transport service industry, including on-demand transport services. From 1 April 2019, it is a requirement for all on-demand transport services providers to be authorised, or enter into an association arrangement with an authorised on-demand booking service (ODBS).

About this document

This document refers to the operation of the Driver and Vehicle Industry Dashboard (DVID or dashboard). The DVID will give ODBS providers access to information regarding drivers and vehicles to assist them with meeting their safety duty requirements.

The DVID is accessed through DoTDirect, which allows ODBS providers to apply for authorisation, and monitor the eligibility of current drivers and/or vehicles.

What is the DVID?

The DVID is a useful tool that can assist an ODBS with meeting their safety duties. The DVID allows an ODBS to run near real-time checks on drivers and vehicles, with the outcomes of those checks displayed as check result indicators. You can run checks on drivers and vehicle as often as you like, however it important to note that vehicle statuses are updated twice daily, and drivers are updated on a bi-hourly basis. The DVID only contains information relating to vehicles and drivers licenced in Western Australia.

Accessing the DVID

Terms and conditions

By accessing the DVID you are deemed to have read and agreed to the terms and conditions. If you disagree with any part of the terms and conditions you may not access the DVID.

Confidentiality

Information obtained via this dashboard is only to be used:

1. For the purposes of the performance of the recipient's functions under the *Transport (Road Passenger Services) Act 2018*; or
2. In the performance of a function by the recipient under the *Transport Co-ordination Act 1966* that relates to passenger transport vehicles; or
3. If authorised under the *Transport (Road Passenger Services) Act 2018* or the Transport Co-ordination Act 1966 in relation to a function under those Acts.

Information is not to be disclosed to third parties, published, or used for any other purposes. There are penalties that may apply for non-compliance of up to 12 months imprisonment or a fine of $12,000.

Disclaimer

The Director General of the Department of Transport (the Department) makes the information available via this Dashboard on the understanding that although the Department makes every

reasonable effort to ensure the accuracy of the information, the Department cannot guarantee the accuracy.

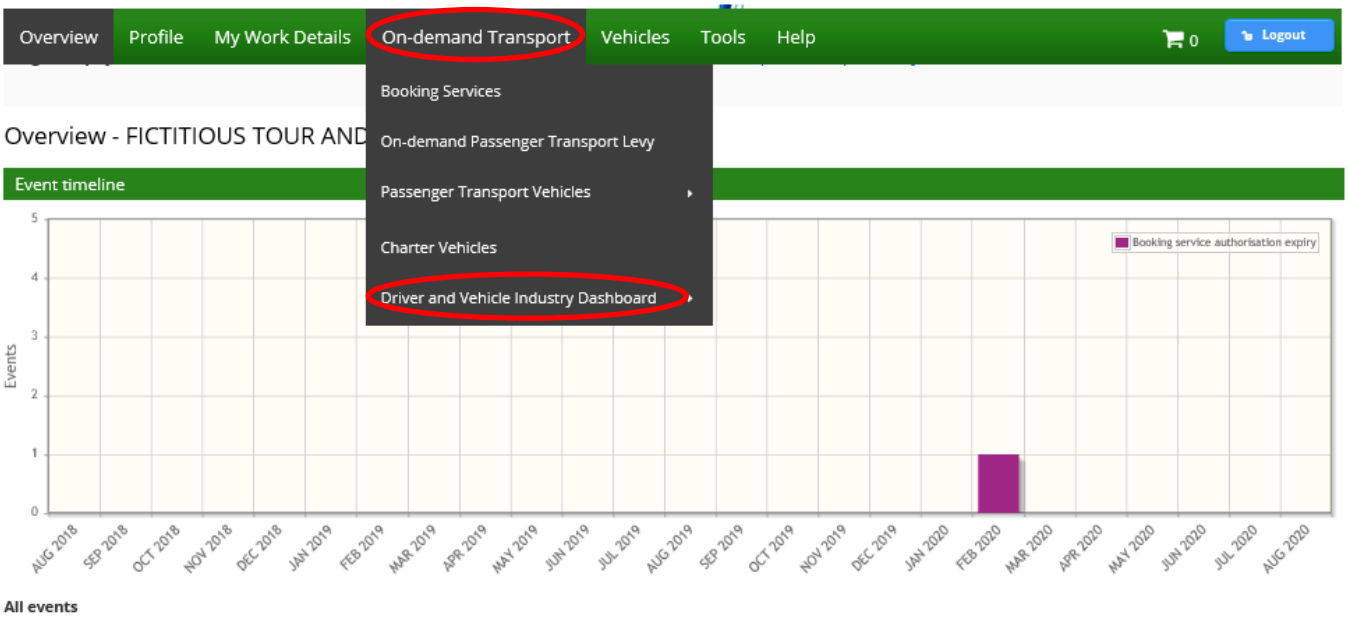
Users must take care to ensure the information is accurate and complete. Changes in circumstances after information is uploaded may impact on the accuracy or currency of the information.

The Director General accepts no responsibility for the completeness, reliability or accuracy of any of the information contained on or accessed through this dashboard.

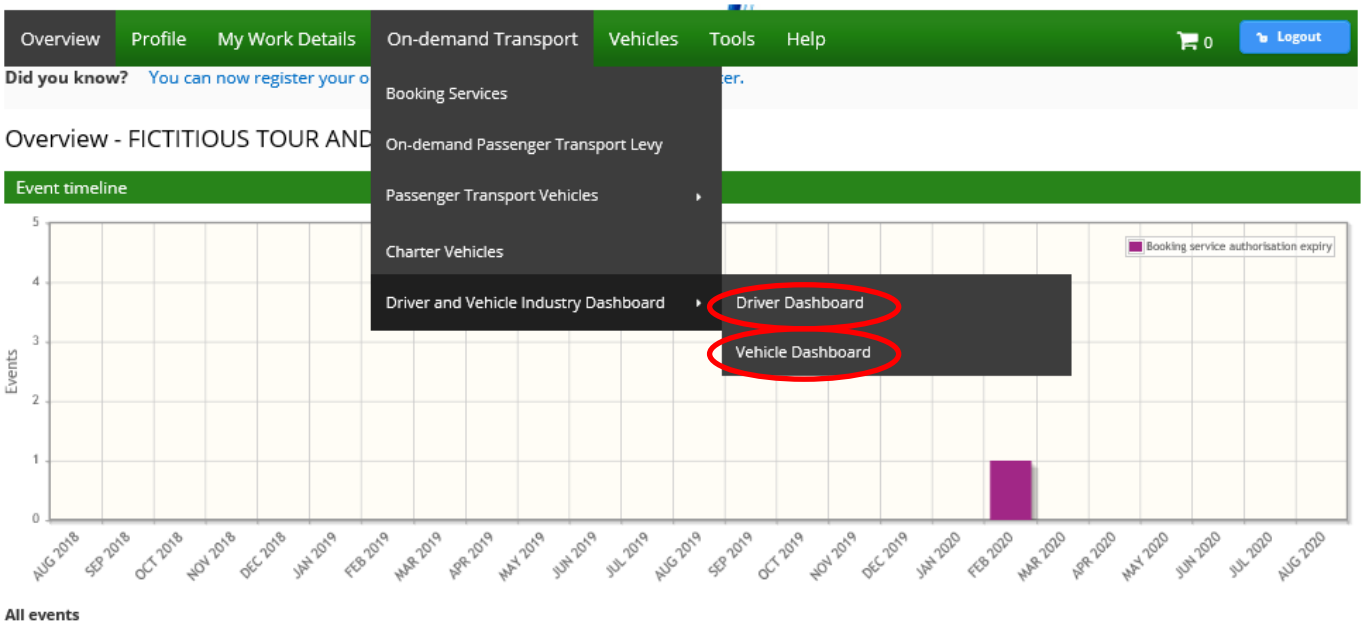
You waive, release, forgive, discharge and relinquish any and all claims that you may have against the State of Western Australia, the Department, its officers, employees, contractors, agents and representatives, in connection with, or arising out of, or incidental to, your access or use of information from this dashboard.

Using the DVID

1. Log into your DoTDirect account. Select the DoTDirect profile for your authorised ODBS. Once the account profile has opened, select the “On-demand Transport” menu and select Driver and Vehicle Industry Dashboard from the drop-down menu.



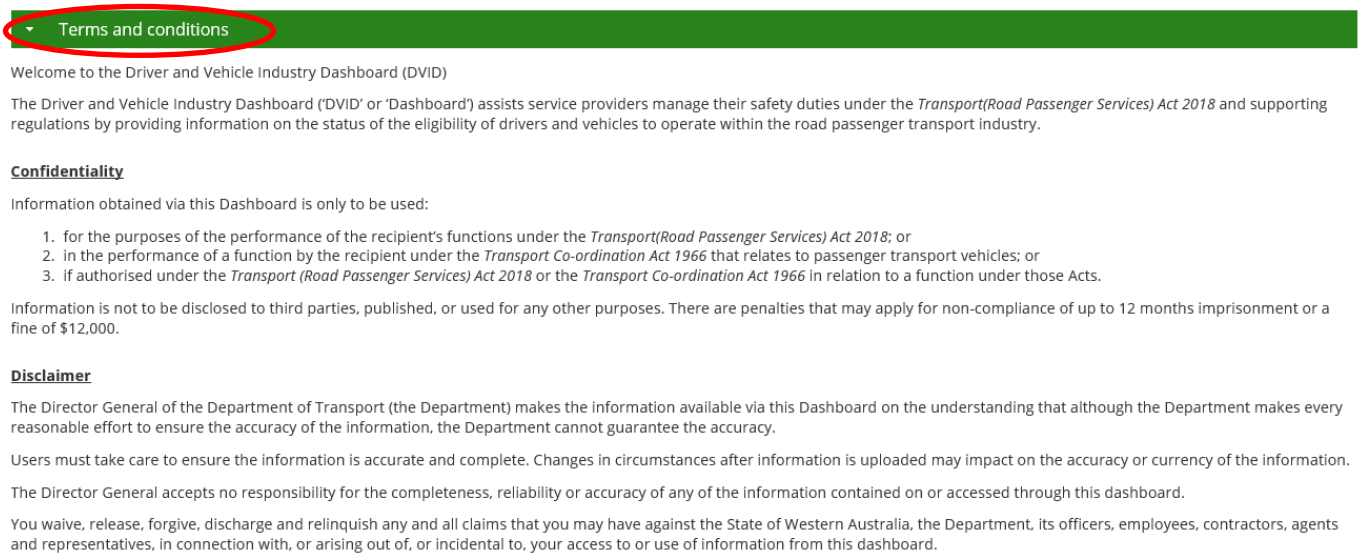
2. You can now either select the “Driver Dashboard” or the “Vehicle Dashboard”



Using the driver dashboard

Terms and conditions

When you first enter the driver dashboard, the “Terms and conditions” for using the DVID will be displayed in full each time you log into DoTDirect and enter the dashboard. After reading the terms and conditions, you can collapse the displayed information by selecting the arrow on the “Terms and conditions” collapsible menu bar. Once this information has been collapsed, the information will remain hidden unless the arrow is selected again.

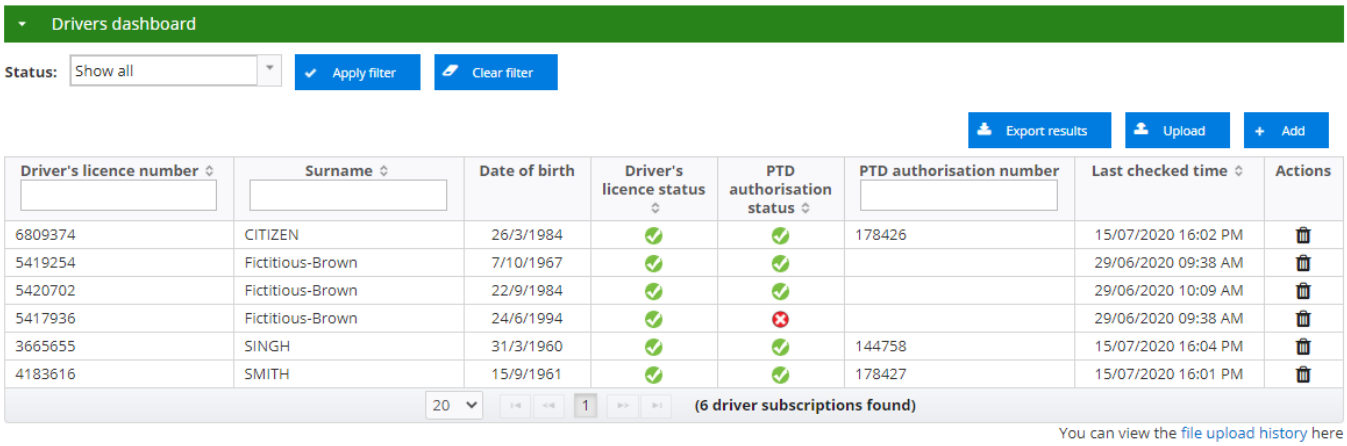


Displayed driver information

The following driver information will display when viewing the driver dashboard:

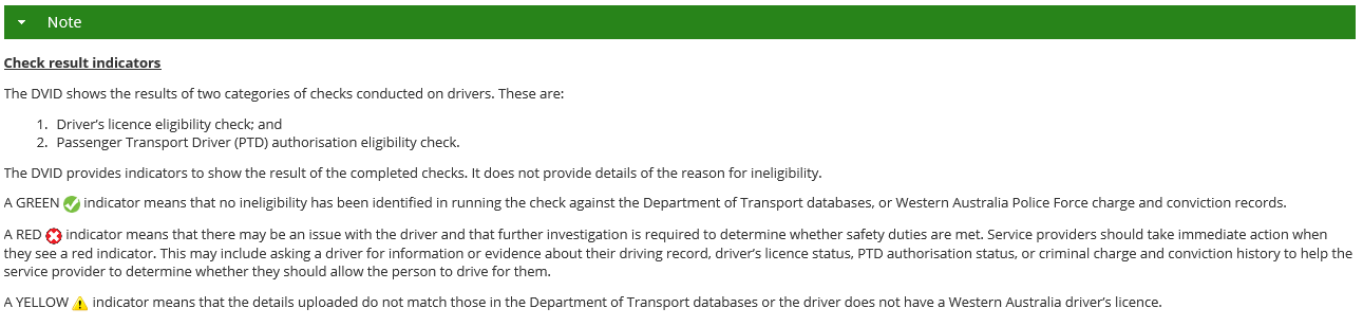
- driver’s licence number;
- surname;
- date of birth;
- driver’s licence status;
- PTD authorisation status;
- PTD authorisation number; and
- last checked time.

Some drivers may not show a PTD authorisation number, yet have the green tick for the PTD authorisation status. This means the driver has a valid F or T extension but has not applied for (or been granted) a PTD authorisation yet.



Check result indicators

Information regarding the meaning of the check result indicators that are provided to show the result of completed checks are displayed under the “Note” menu bar.

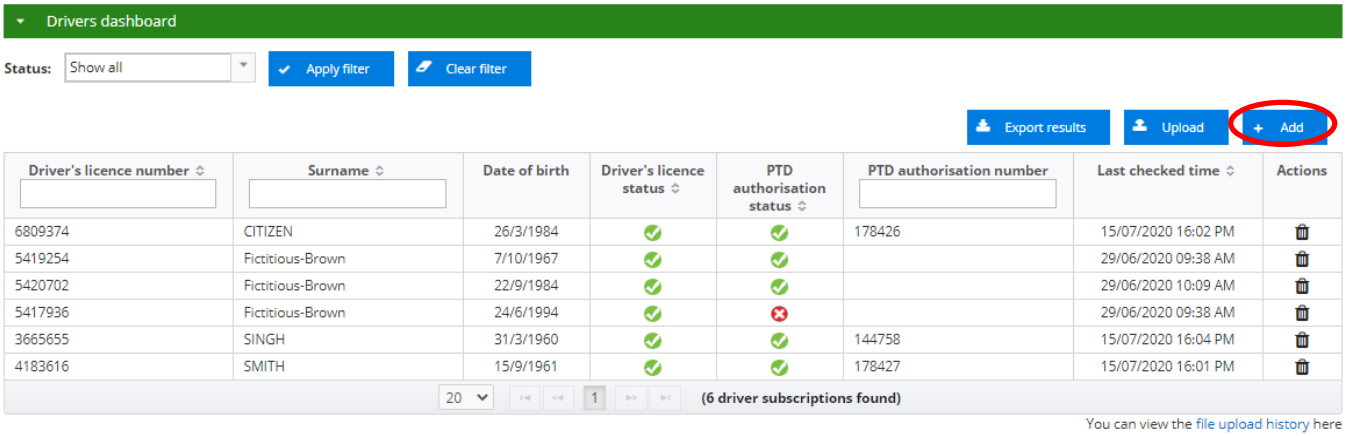


Adding a driver to the DVID

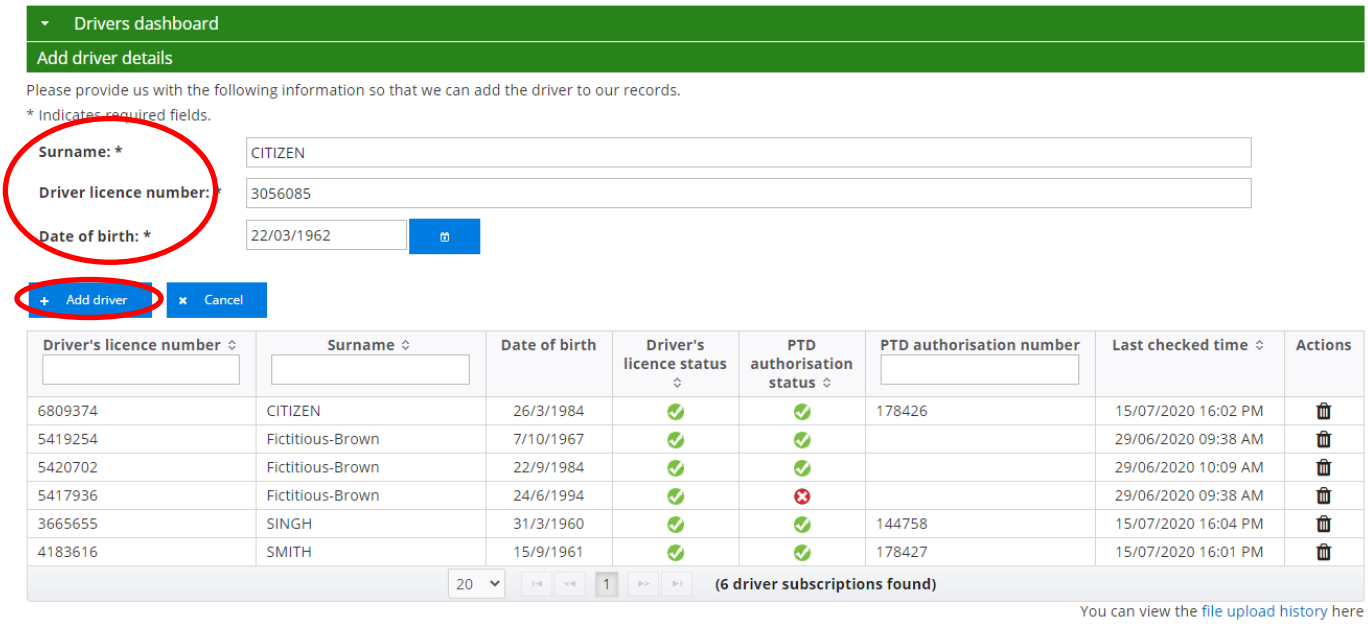
There are two ways that you can add drivers to include in your driver checks. Drivers can be added either on a single-entry basis, or a file containing the details of multiple drivers can be uploaded.

Adding drivers on a single-entry basis

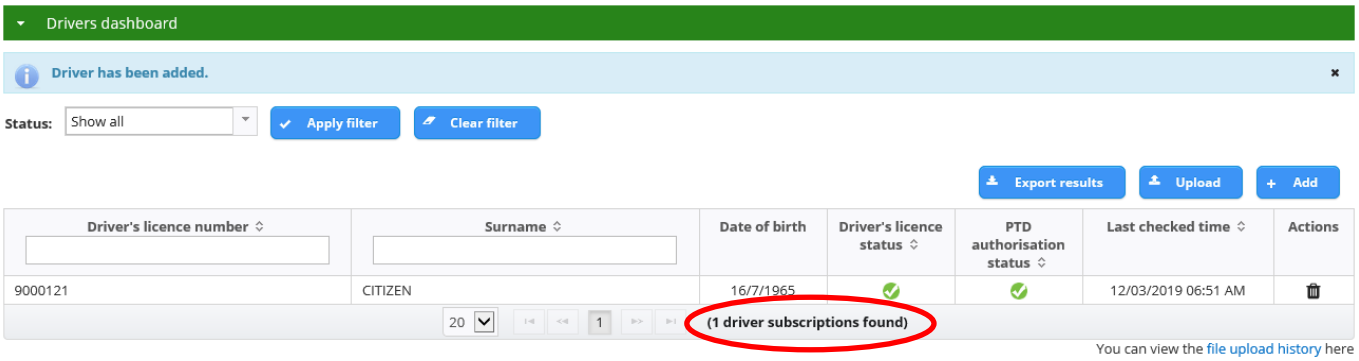
1. To add an individual driver, select “+Add”.



2. Enter the driver’s details in the mandatory fields of Surname, Driver licence number and Date of birth, then select “+ Add driver”



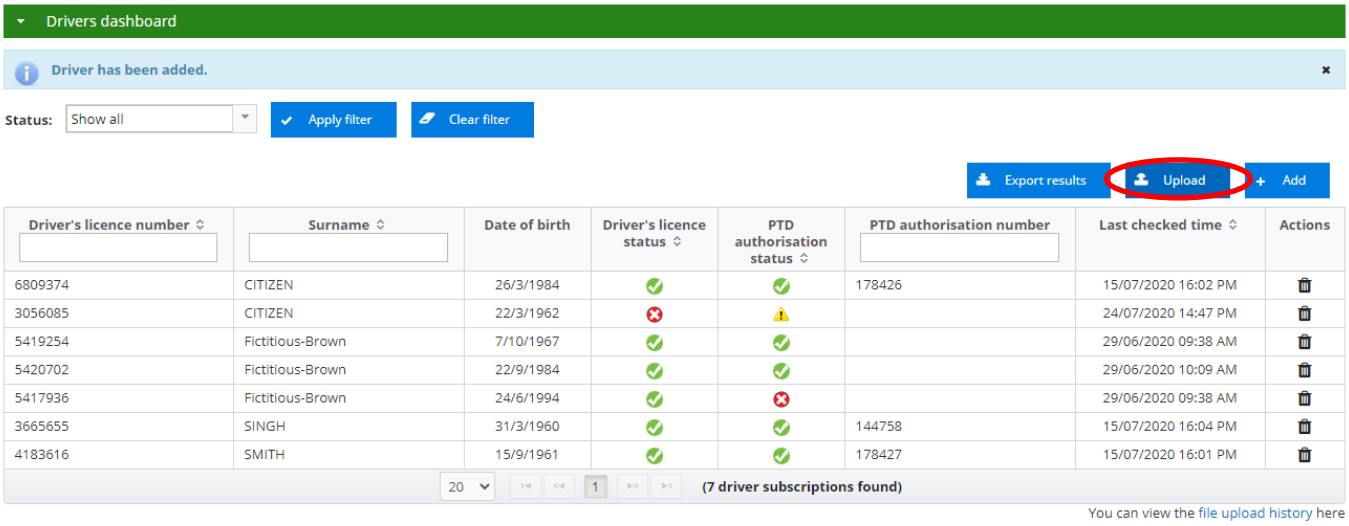
3. The details of the added driver will now display. Information regarding the status of the person’s driver’s licence status and PTD authorisation (or F and T extension) status will also be displayed.
4. You can also view the number of drivers that you have subscribed to your driver dashboard.
5. All details must be entered correctly or a message indicating that the system “Failed adding driver. Reason: driver not found” will display.



Adding multiple drivers

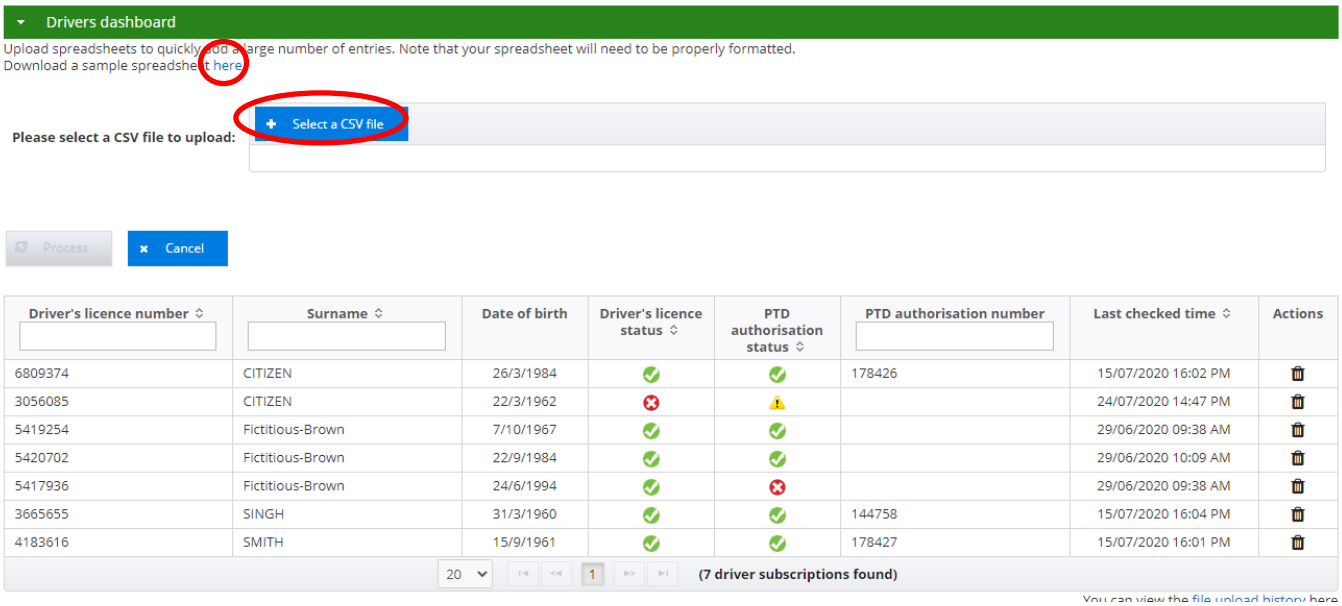
To add multiple drivers to the dashboard you can choose to upload a CSV file containing the information of the drivers you wish to add. A CSV file is a comma separated values file commonly used by spreadsheet programs such as Microsoft Excel or OpenOffice Calc. The file contains plain text data sets separated by commas, with each new line in the CSV file representing a new database row and each database row consisting of one or more field separated by a comma.

1. To upload a CSV file to load multiple drivers, select “Upload” from the Drivers dashboard screen.

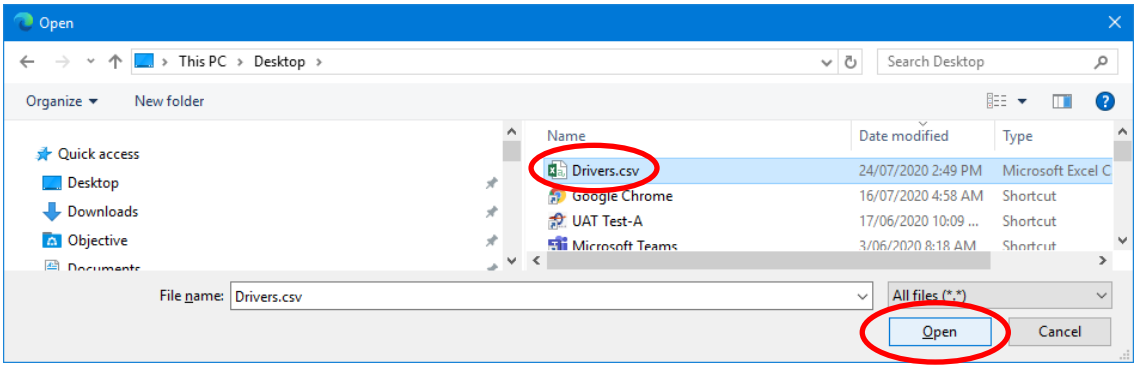


2. Your CSV file must contain the following information:
   - driver’s licence number;
   - surname of the driver;
   - date of birth; and
   - action – either add or delete.
3. Your spreadsheet will also need to be properly formatted. You can download a sample spreadsheet by clicking “here” (opens Microsoft Excel template).

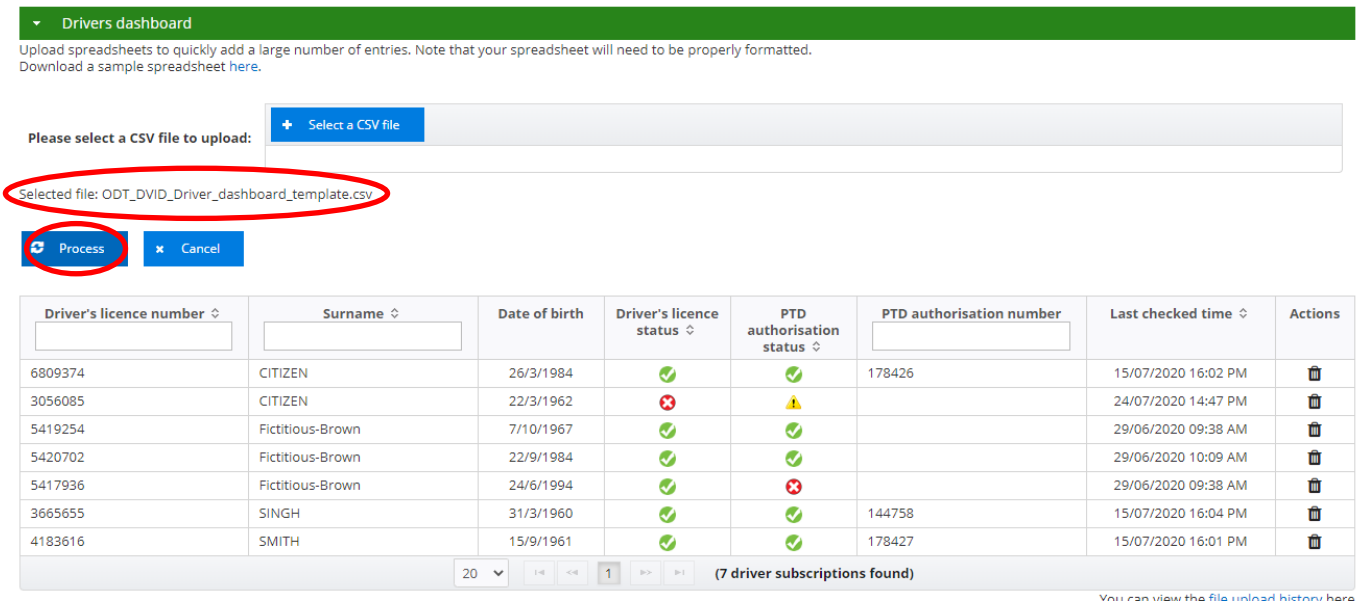
4. Choose the CSV file you wish to upload by selecting “+ Select a CSV file”



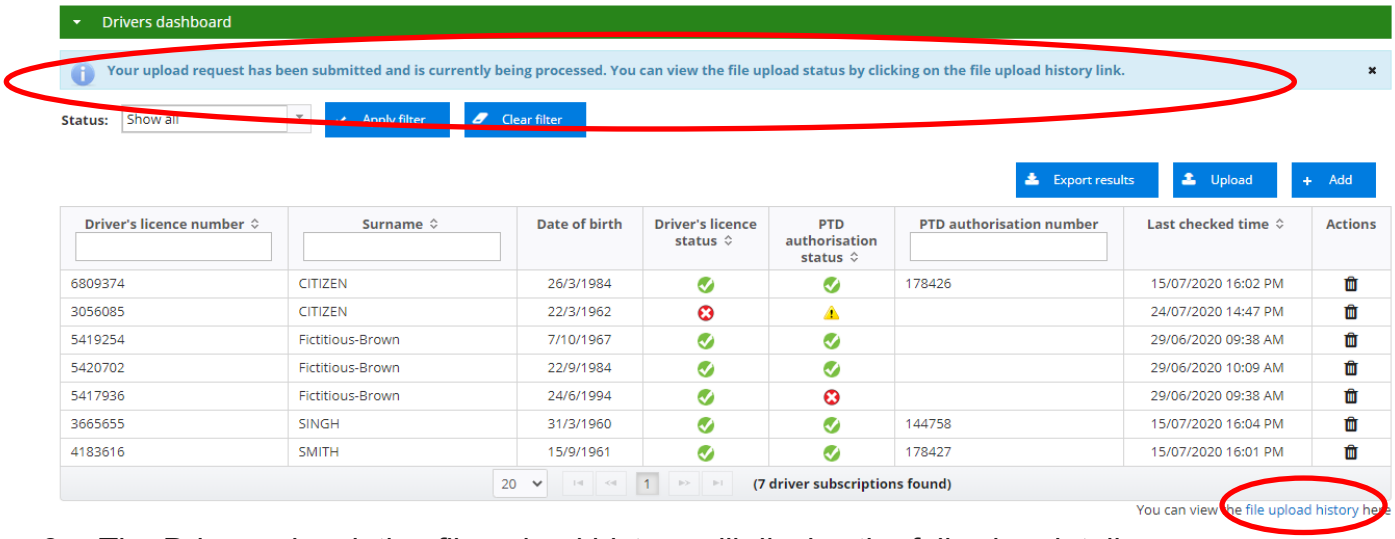
5. Select the CSV file you have saved containing your drivers and select “Open”



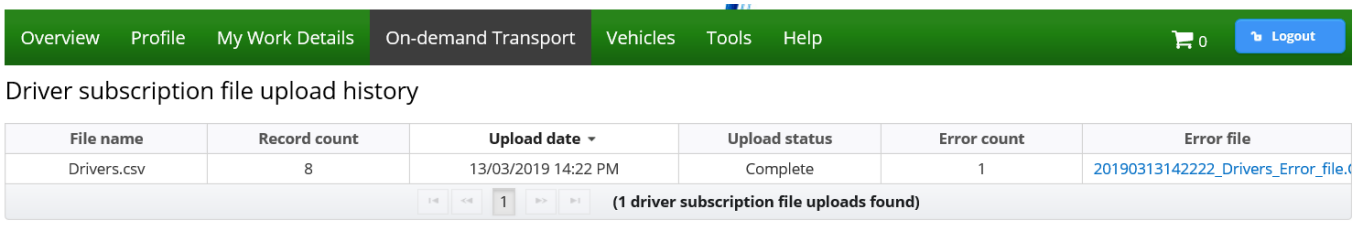
6. Once the correct file has been uploaded, the uploaded CSV file will be displayed as “Selected file: (with the name of the file uploaded)” select “Process”.



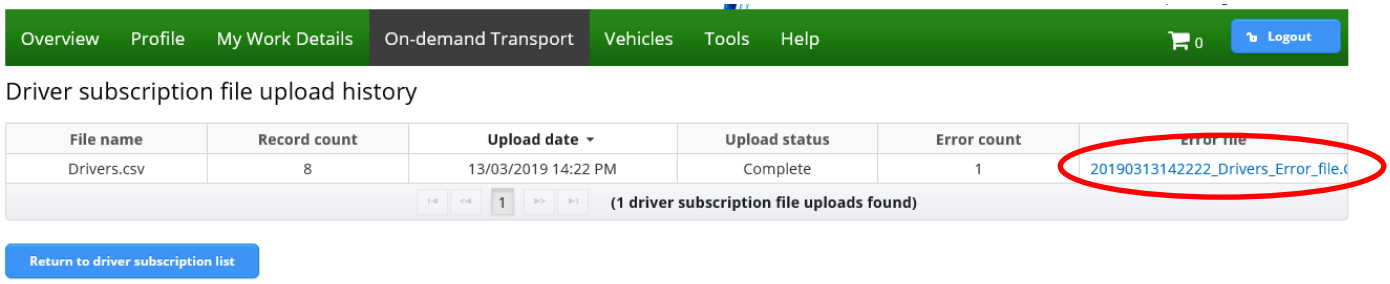
7. A message will display showing the status of your upload request. Click the “file upload history” to view the file upload status.

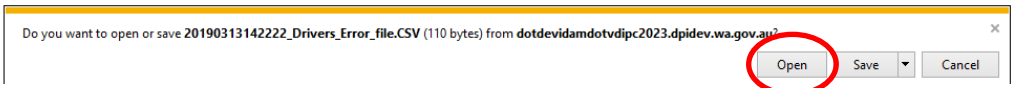


8. The Driver subscription file upload history will display the following details:
   - file name;
   - record count – number of drivers in the uploaded file;
   - upload date;
   - upload status – pending or complete. when uploading a long list of drivers, it may take few minutes to complete the upload and it will be showing as pending;
   - error count – the number of drivers that had not been uploaded; and
   - error file – contains the list of drivers that had not been uploaded.



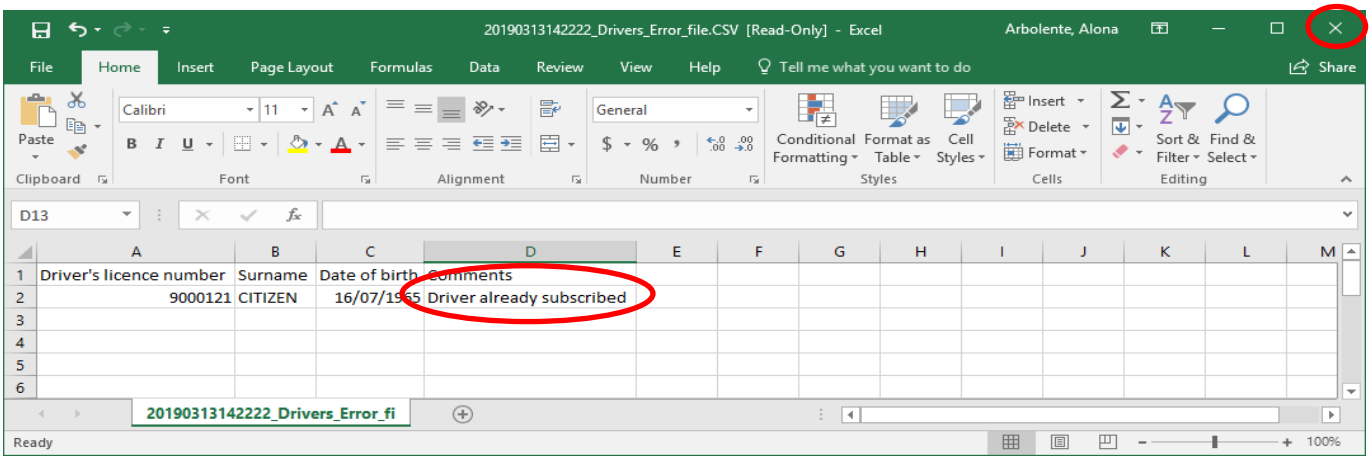
9. If an error file is displayed, select the relevant error file to download the list of drivers that have errors.
10. Select “Open” to view the file.



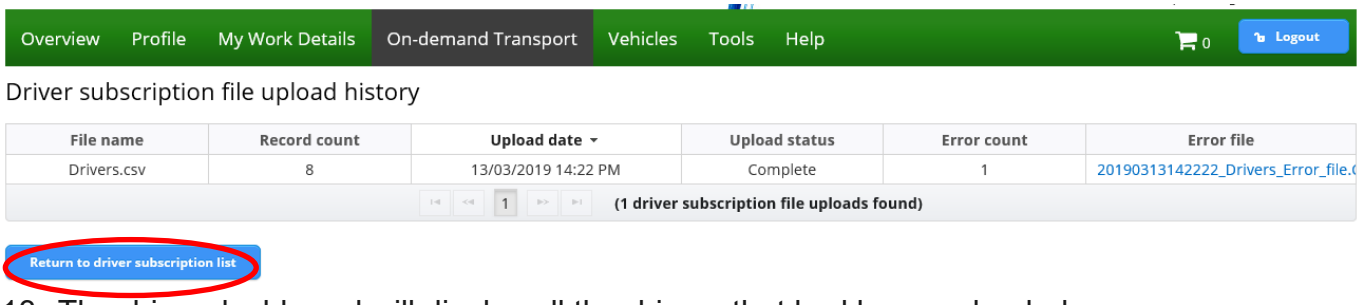


The “Comments” column within the spreadsheet will describe the reason why the driver was not uploaded.

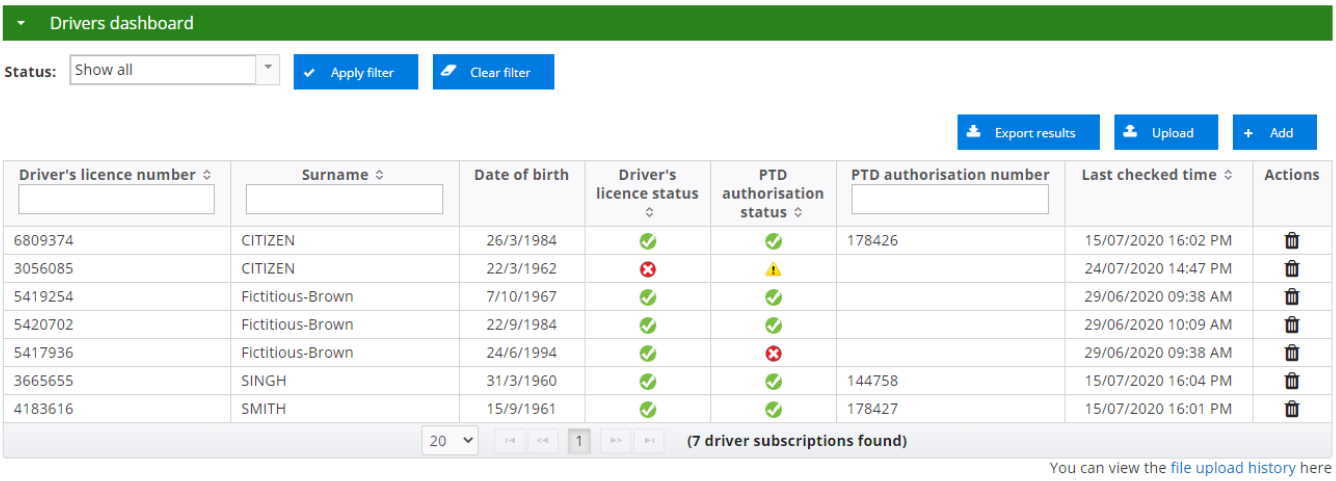
11. Once you have finished viewing the file, close the spreadsheet by selecting “x”.



12. To return to the main driver dashboard, select “Return to driver subscription list”.



13. The driver dashboard will display all the drivers that had been uploaded.

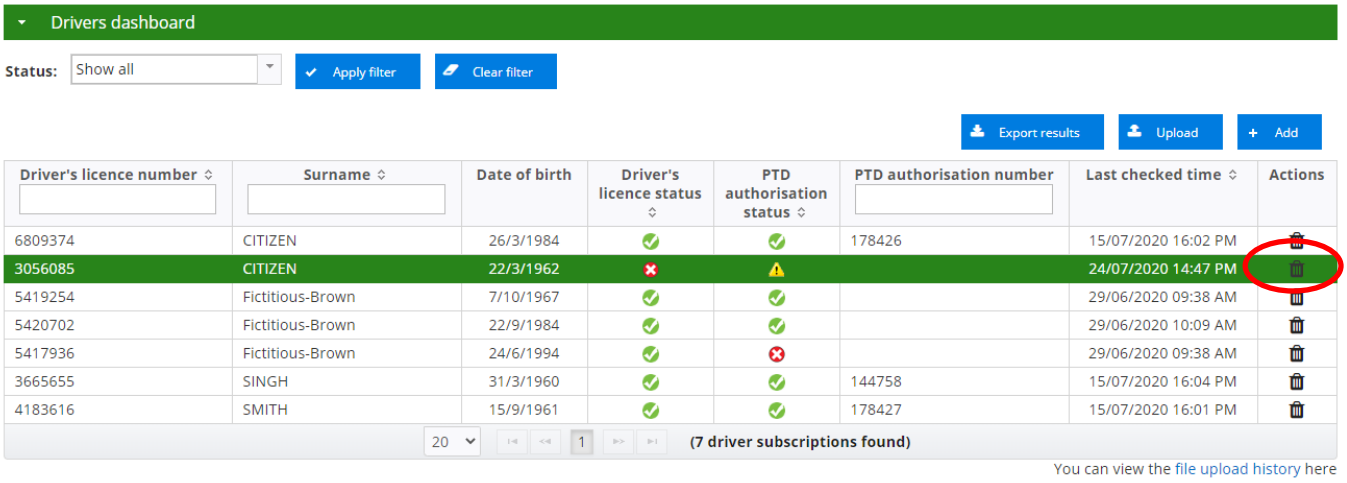


Driver check result indictors

Check result indicator	Driver's licence status	PTD authorisation status (currently F and T Extensions)
	A green indicator means that there have been no eligibility issues identified with the person's driver's licence.	A green indicator means that there have been no eligibility issues identified with the person's PTD authorisation.
	A red indicator means that there may be an issue with the person's driver's licence that requires further investigation.	A red indicator means that there may be an issue with the person's PTD authorisation that requires further investigation.
	A yellow indicator means that the details entered do not match those in the Department of Transport databases or the person does not have a WA driver's licence.	
Last checked time	Last checked time means the last time the Department of Transport ran a validation check against the driver. The Department will regularly run checks against all drivers subscribed to the dashboard. Each time a new driver is subscribed a validation check will be conducted against the new driver.	

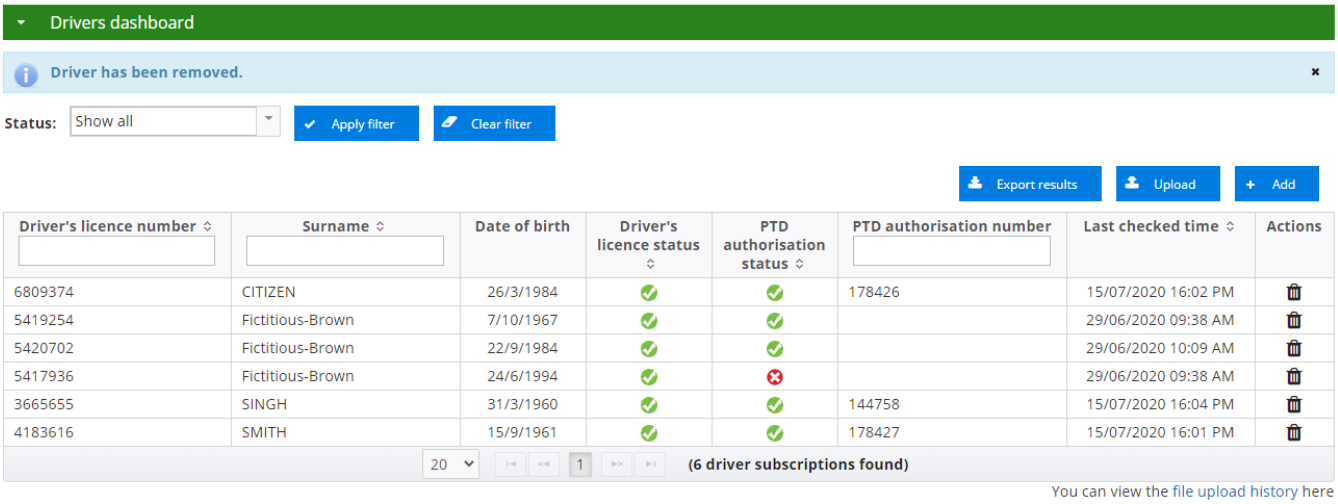
Removing drivers from the dashboard

1. To remove a driver from your driver records in the dashboard, select the bin button under the "Actions" column for the driver you want to remove.



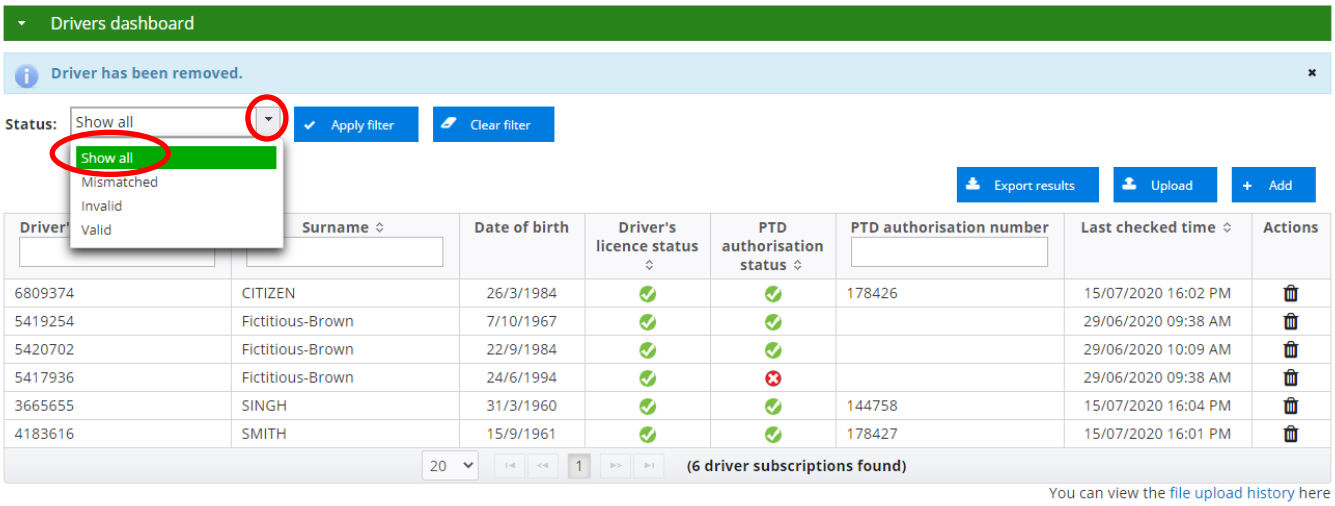
2. Confirm your action by selecting "Yes" or select "No" to cancel the action.

3. The updated list of drivers will display

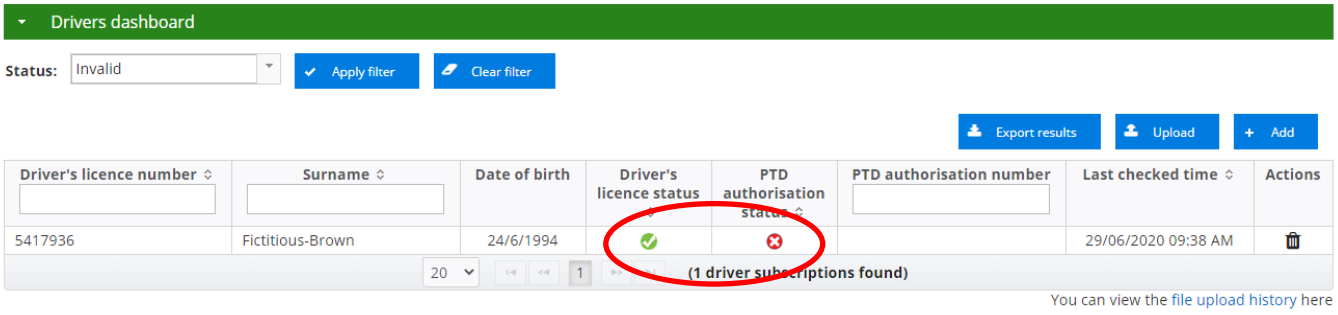


Filtering driver information

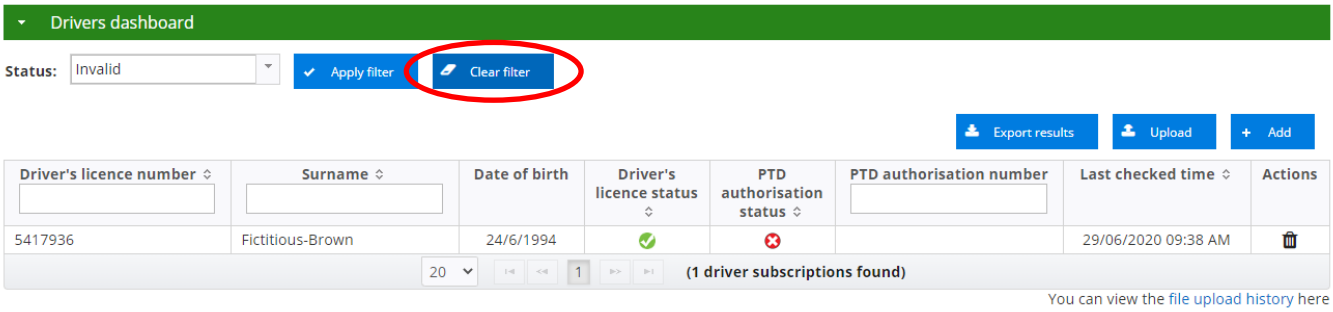
1. Select the dropdown arrow in the “Status” field and select the filter category from the list that you want to display the drivers by and select “Apply Filter”.



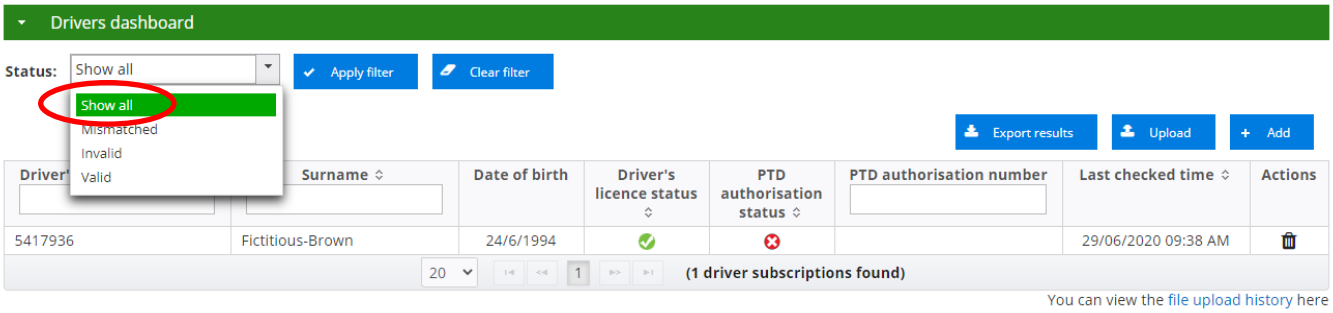
2. The list of drivers by the filtered category will be displayed. If you have selected the filter category of invalid, the applicable check result indicator will identify the reason why the driver has been recognised as invalid.



3. To clear the filter to display all drivers, select “Clear filter”.

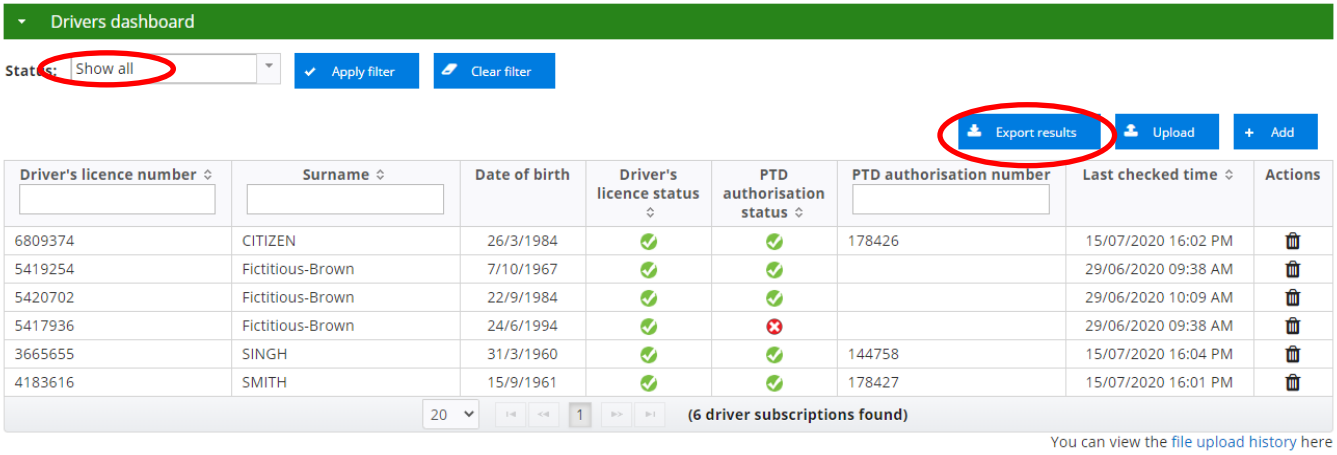


4. Alternatively, you may select “Show All” in the status dropdown list and select “Apply filter”.

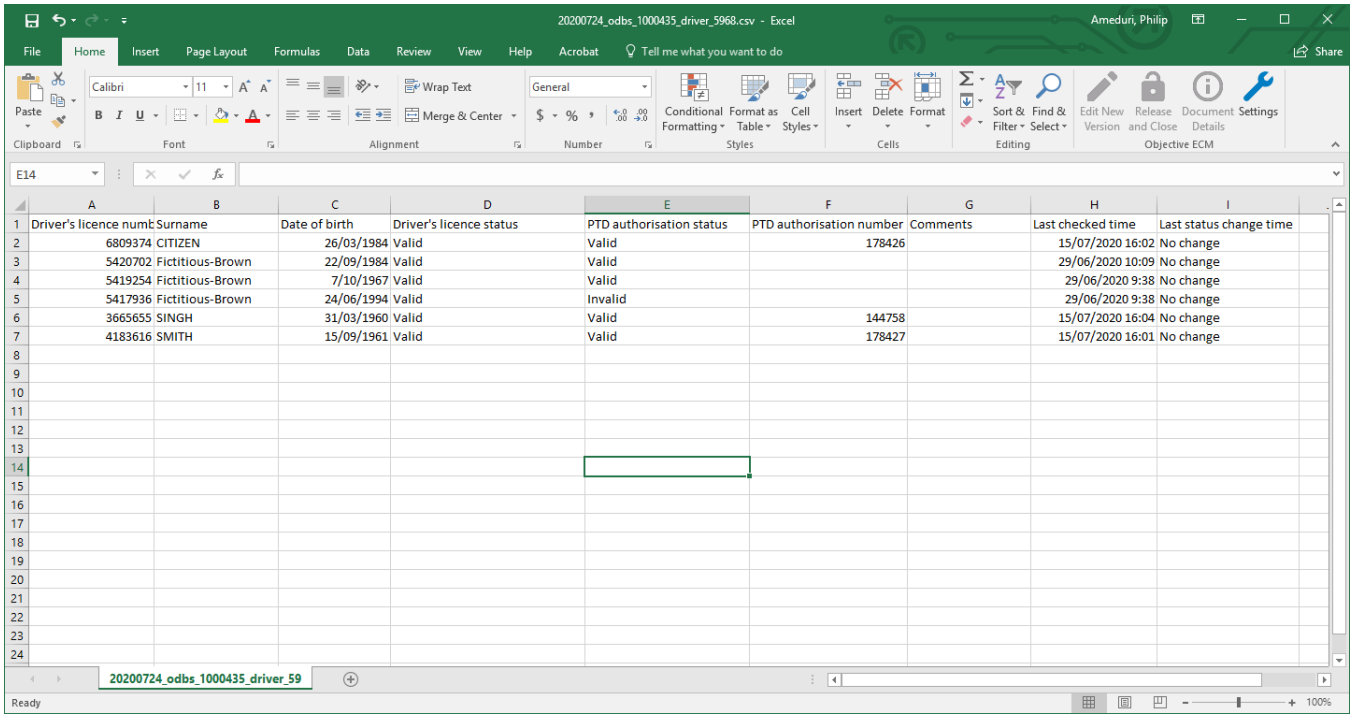


Exporting information from the driver dashboard

1. To export information displayed in the dashboard, select “Export results”. This will capture the information displayed in the dashboard (by the filter status) and allow it to be exported as a CSV file.
2. Select the “status” of the type of information you want to export. Select “Export results”. To open the CSV file “Open” or “Save” to save the file.



3. The CSV file will open, and the spreadsheet will provide the information of the drivers that have been exported.



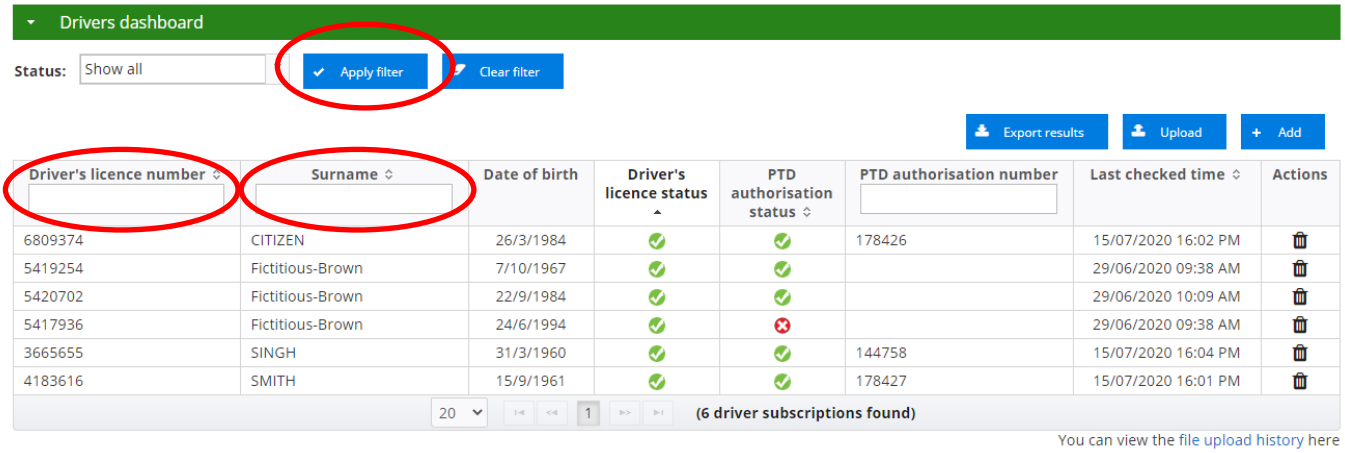
Export result definitions

Export result	Driver's licence status	PTD authorisation Status (currently F and T Extension)
Valid	There have been no eligibility issues identified with the person's driver's licence.	There have been no eligibility issues identified with the person's PTD authorisation.
Invalid	There may be an issue with the person's driver's licence that requires further investigation.	There may be an issue with the person's PTD authorisation that requires further investigation.
Not checked	The PTD authorisation details have not been checked as the driver's licence status check returned an invalid result.	
Last checked time	Last checked time means the last time the Department of Transport ran a validation check against the driver. The Department will regularly run checks against all drivers subscribed to the dashboard. Each time a new driver is subscribed a validation check will be conducted against the new driver.	
Last status change	Last status change time means the last time a driver's status has changed i.e. if a status has changed a date and time will be displayed. If no changes have occurred since the driver was subscribed, a status of no change will be displayed.	

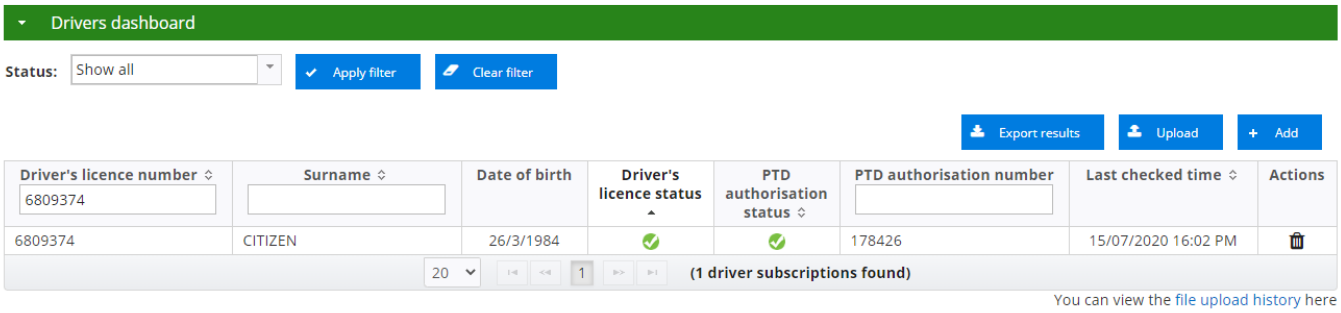
Searching for a specific driver

If you want to search for a particular driver, you can search through either the “Driver’s licence number” or “Surname” fields.

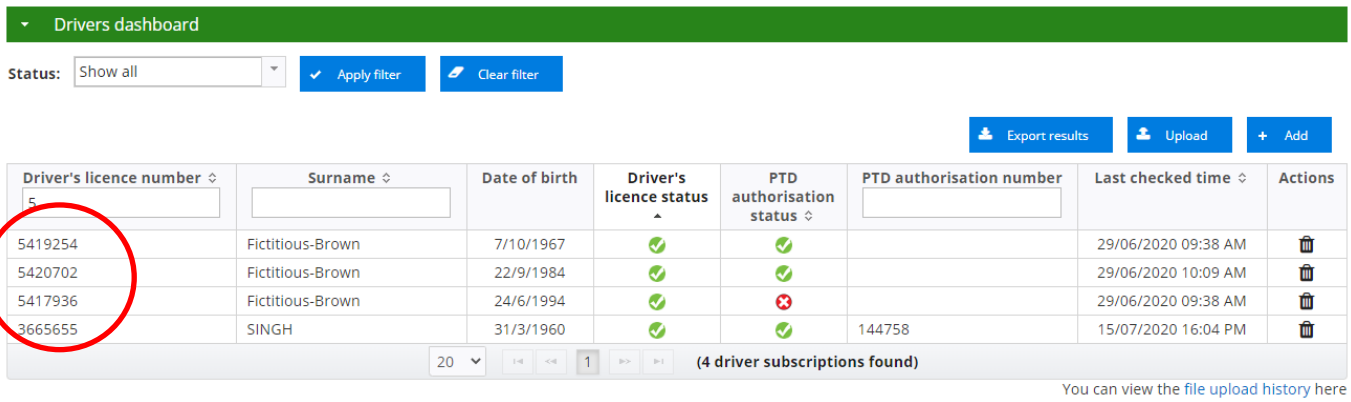
1. Enter the driver’s licence number or surname and select “Apply filter”.



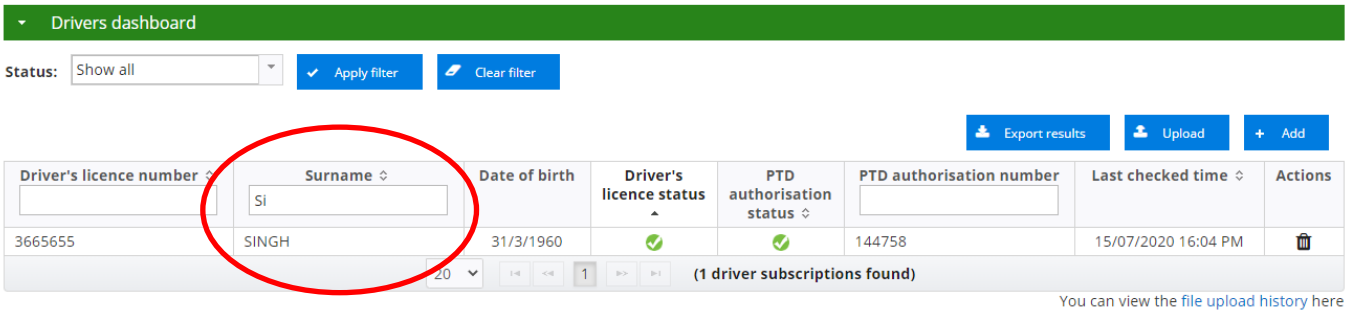
2. The details of the driver’s licence or surname entered will be displayed.



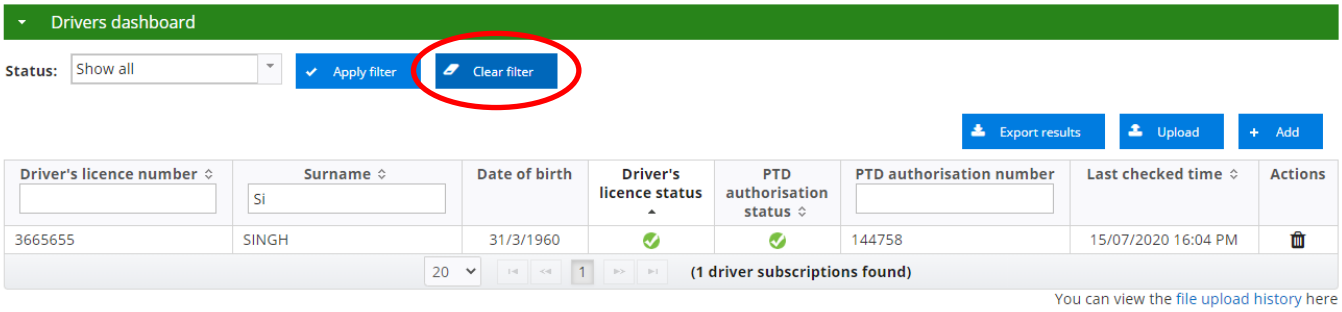
3. Driver information may also be searched by entering partial driver’s licence numbers or surnames. Enter the partial details and any driver that matches the details provided will be displayed.



4. You may enter the first few letters in the surname of the driver you are searching for and all matching drivers will be displayed.

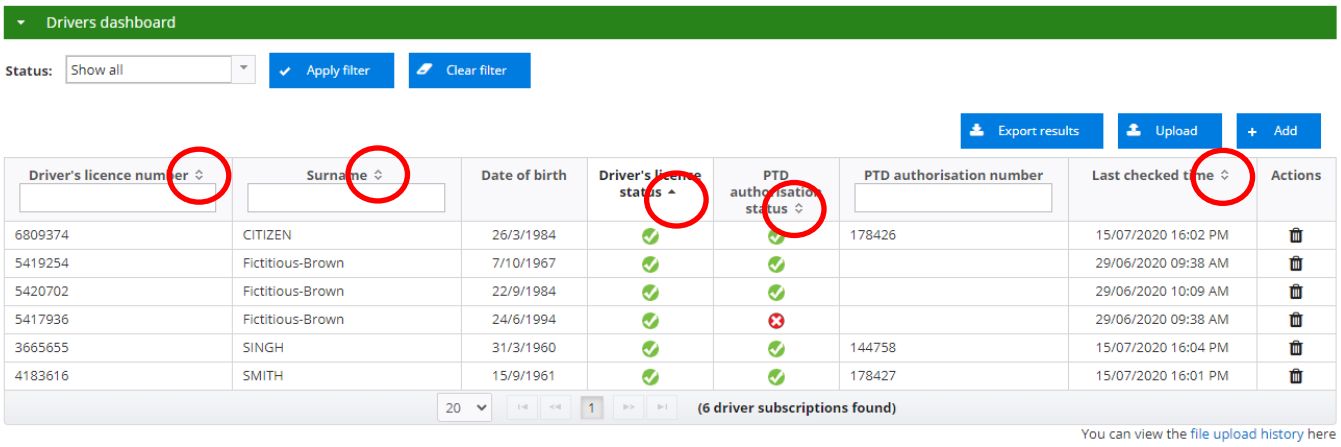


5. To return to displaying all drivers, select “Clear filter”.



Information sorting

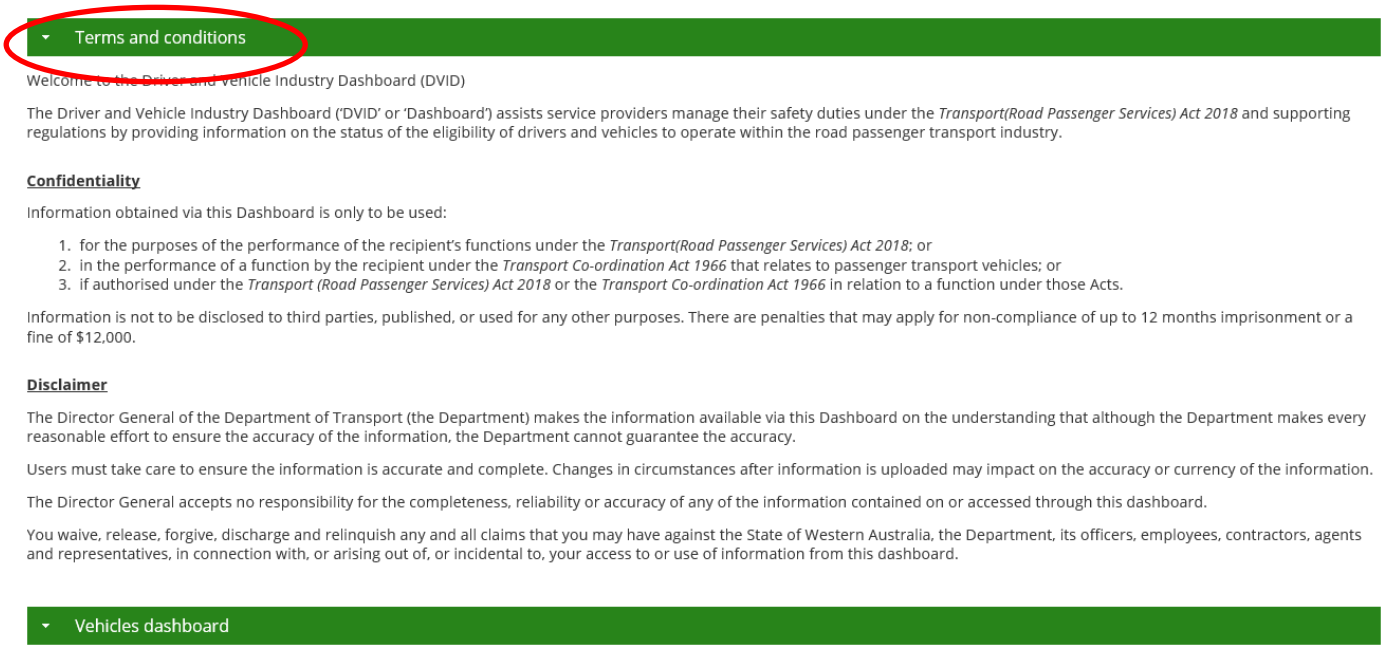
1. To sort a column, select the up/down arrow “ ” beside the column title for either driver’s licence number, surname, driver’s licence status, PTD authorisation status or last time checked. The driver information will then display by the selected sorted column.



Using the vehicle dashboard

Terms and conditions

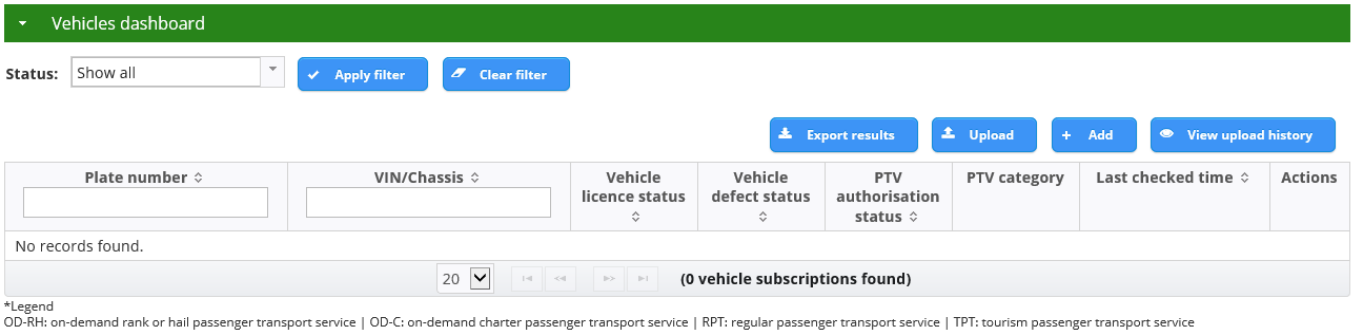
When you first enter the vehicle dashboard the “Terms and conditions” for using the DVID will be displayed in full each time you log into DoTDirect and enter the dashboard. After reading the terms and conditions, you can collapse the displayed information by selecting the arrow on the “Terms and conditions” collapsible menu bar. Once this information has been collapsed, the information will remain hidden unless the arrow is selected again.



Displayed vehicle information

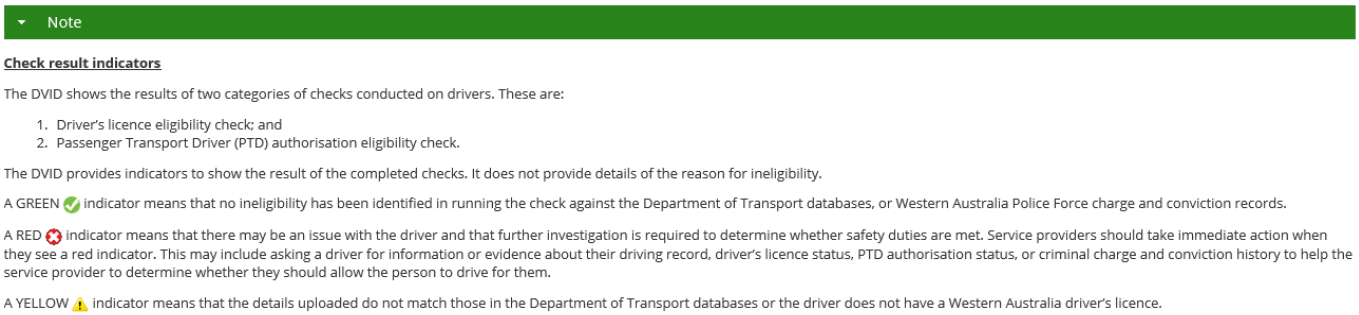
The following vehicle information will display when viewing the vehicle dashboard:

- plate number;
- vin/chassis;
- vehicle licence status;
- vehicle defect status;
- PTV authorisation status;
- PTV category; and
- last checked time.



Check result indicators

Information regarding the meaning of the check result indicators that are provided to show the result of completed checks are displayed under the “Note” menu bar.

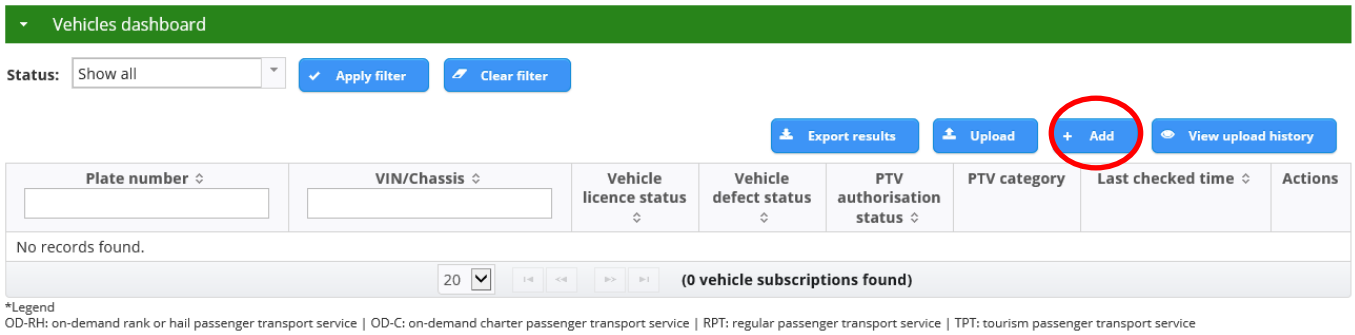


Adding a vehicle to the DVID

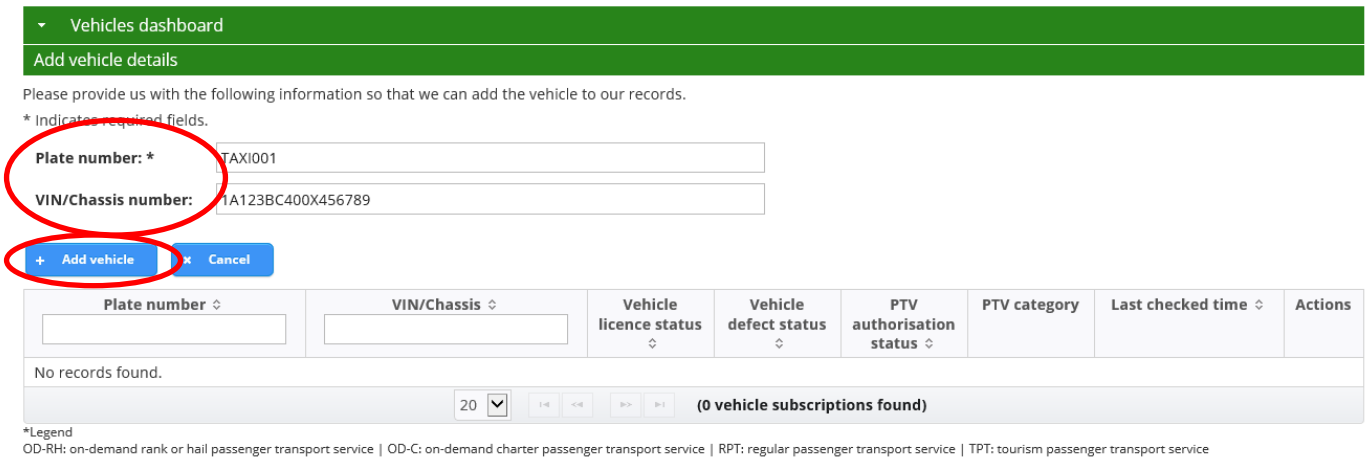
There are two ways that you can add vehicles to include in your vehicle checks. Vehicles can be added either on a single-entry basis, or a file containing the details of multiple vehicles can be uploaded.

Adding vehicles on a single-entry basis

1. To add an individual vehicle, select “+Add”.

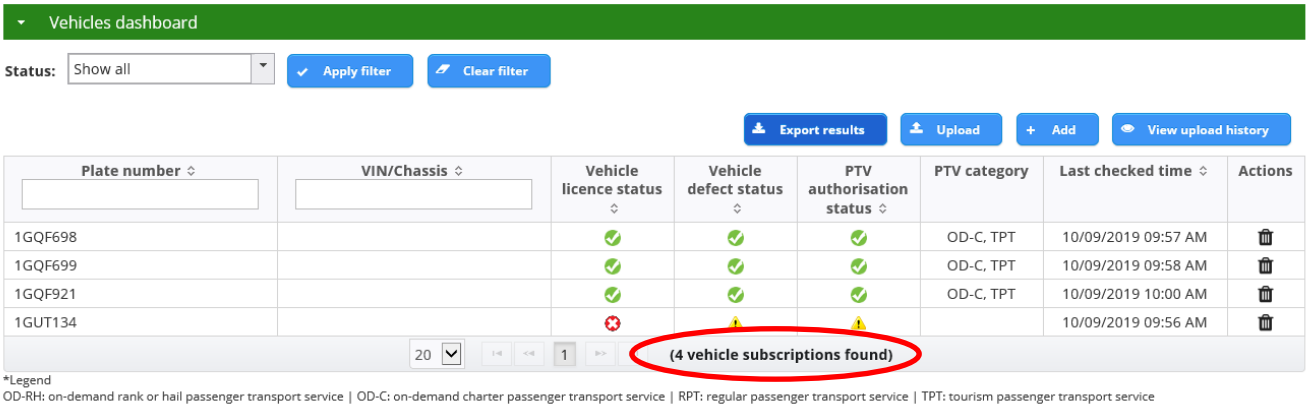


2. Enter the plate number (VIN/chassis number is an optional field), select “+Add vehicle”



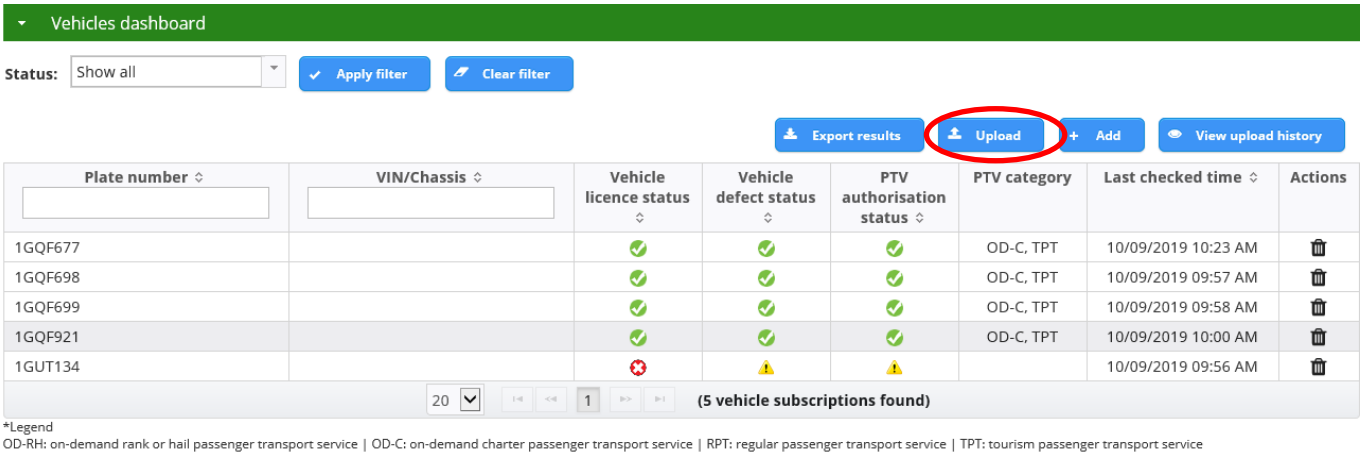
3. The details of the added vehicle will now display. Information regarding the status of the vehicle’s licence, any defect notices, the PTV authorisation, the PTV category and the last checked time will also be displayed.
4. You can also view the number of vehicles that you have subscribed to your vehicle dashboard.

5. All details must be entered correctly or a message indicating that the system “Failed adding vehicle. Reason: vehicle not found” will display.



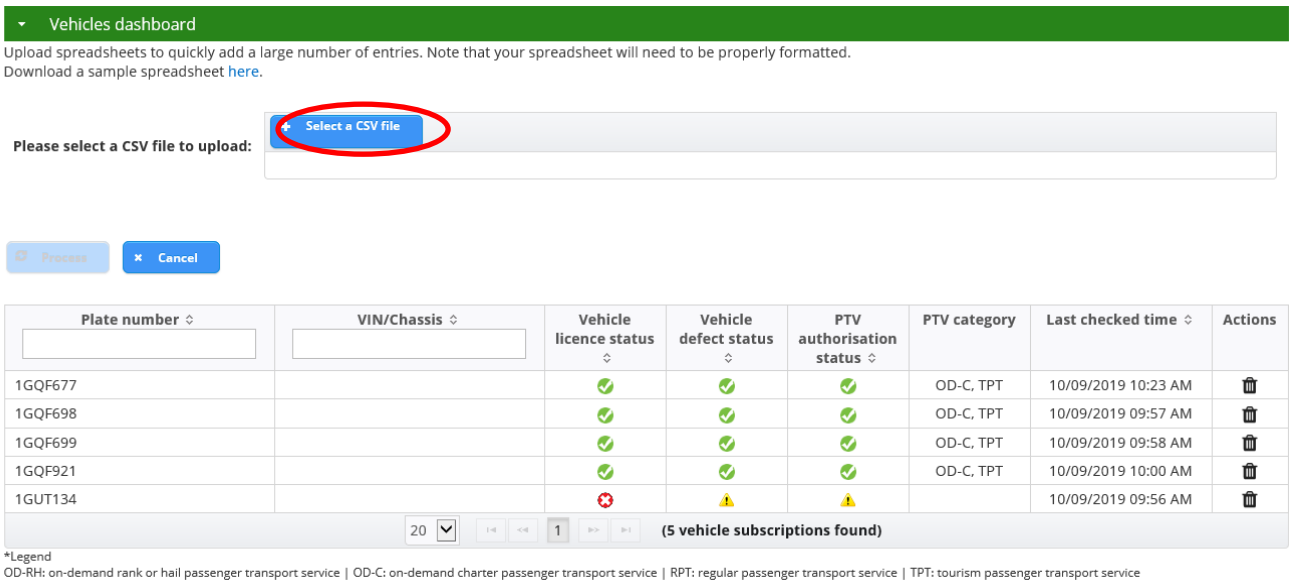
Adding multiple vehicles

1. To add multiple vehicles to the dashboard you can choose to upload a CSV file containing the information of the drivers you wish to add. A CSV file is a comma separated values file commonly used by spreadsheet programs such as Microsoft Excel or OpenOffice Calc. The file contains plain text data sets separated by commas, with each new line in the CSV file representing a new database row and each database row consisting of one or more field separated by a comma.
2. To upload a CSV file to load multiple vehicles, select “Upload”

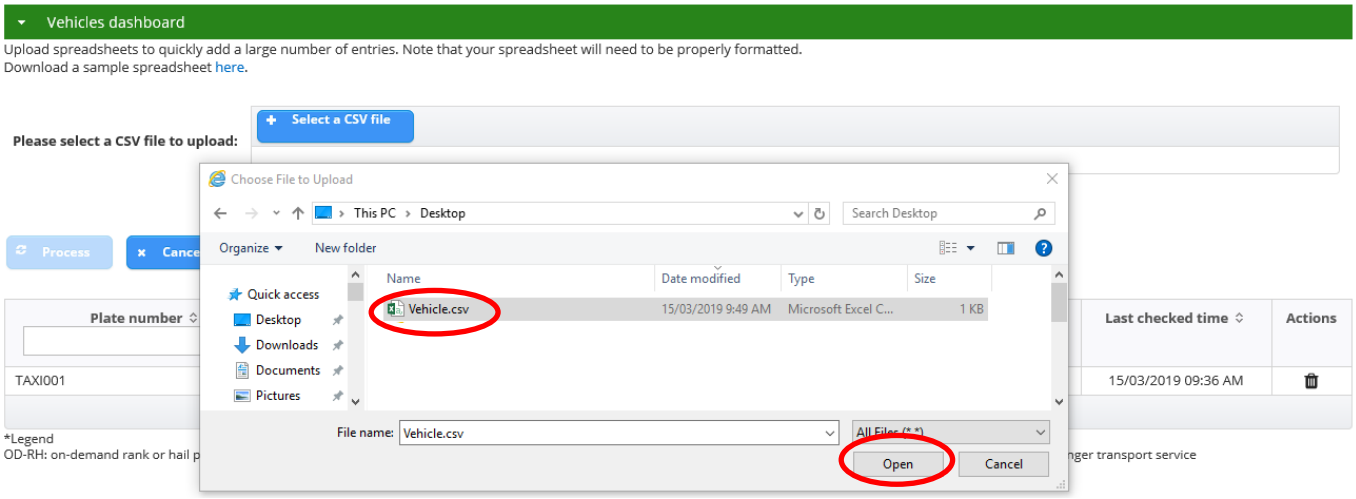


3. Your CSV file must contain the following information:
   - plate number;
   - VIN/chassis (optional field); and
   - action – either add or delete.
4. Your spreadsheet will also need to be properly formatted, you can download a sample spreadsheet by selecting “here” (opens Microsoft Excel template).

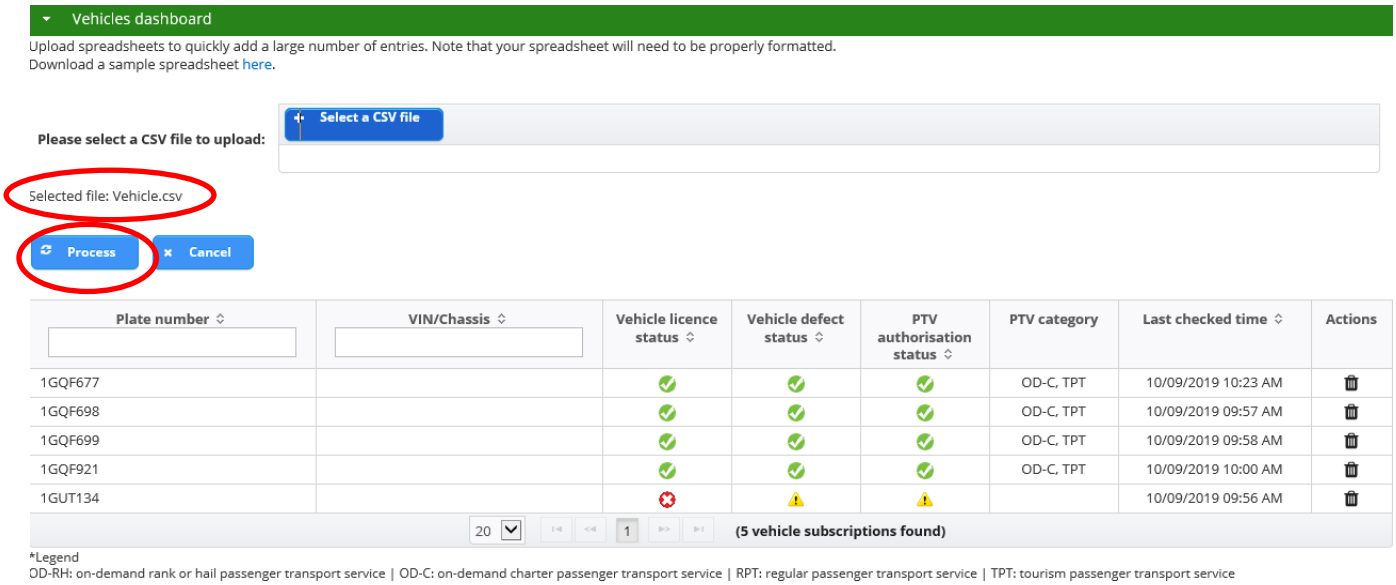
5. Choose you CSV file to upload by selecting “+ Select a CSV file”



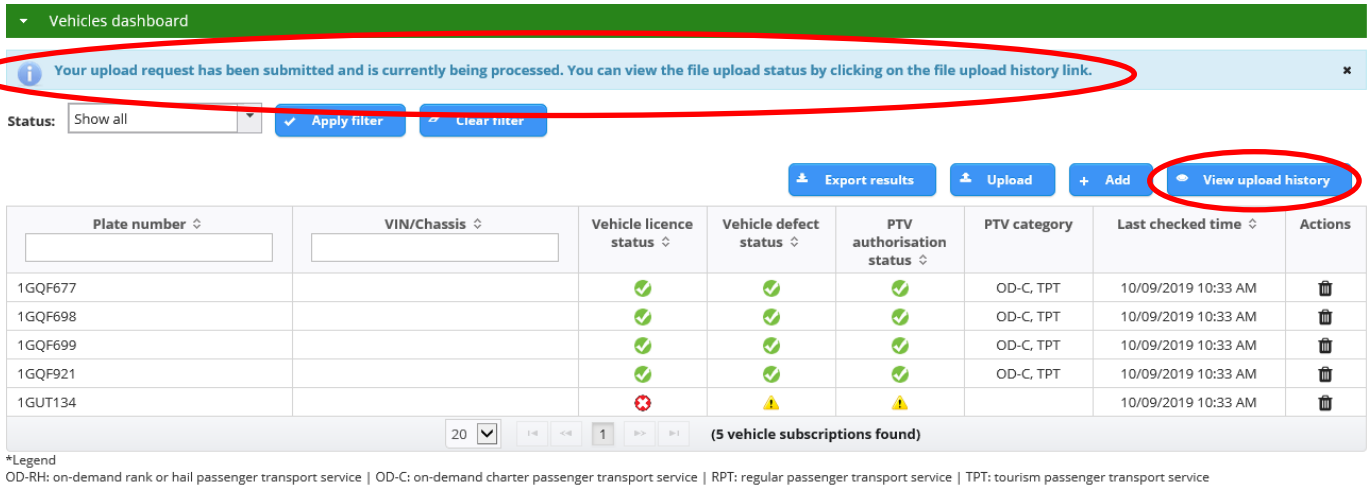
6. Select the CSV file you have saved containing your vehicles and select “Open”



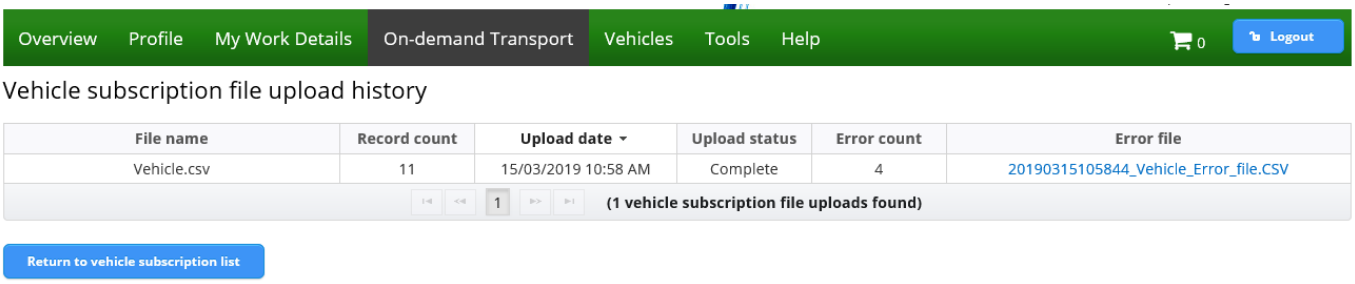
7. Once the correct file has been uploaded, the uploaded CSV file will be displayed as “Select file: (with the name of the file uploaded)” select “Process”.



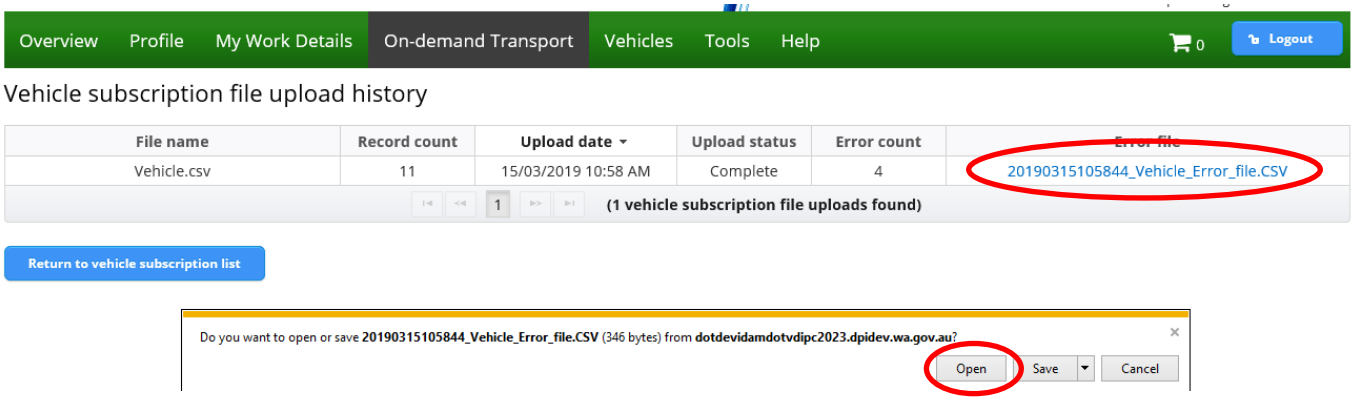
8. A message will display showing the status of your upload request. Click the “View upload history” to view the file upload status.



9. The Vehicle subscription file upload history will display the following details:
   - file name;
   - record count – number of drivers in the uploaded file;
   - upload date;
   - upload status – pending or complete. When uploading a long list of drivers, it may take few minutes to complete the upload and it will be showing as pending;
   - error count – the number of drivers that had not been uploaded; and
   - error file – contains the list of drivers that had not been uploaded.

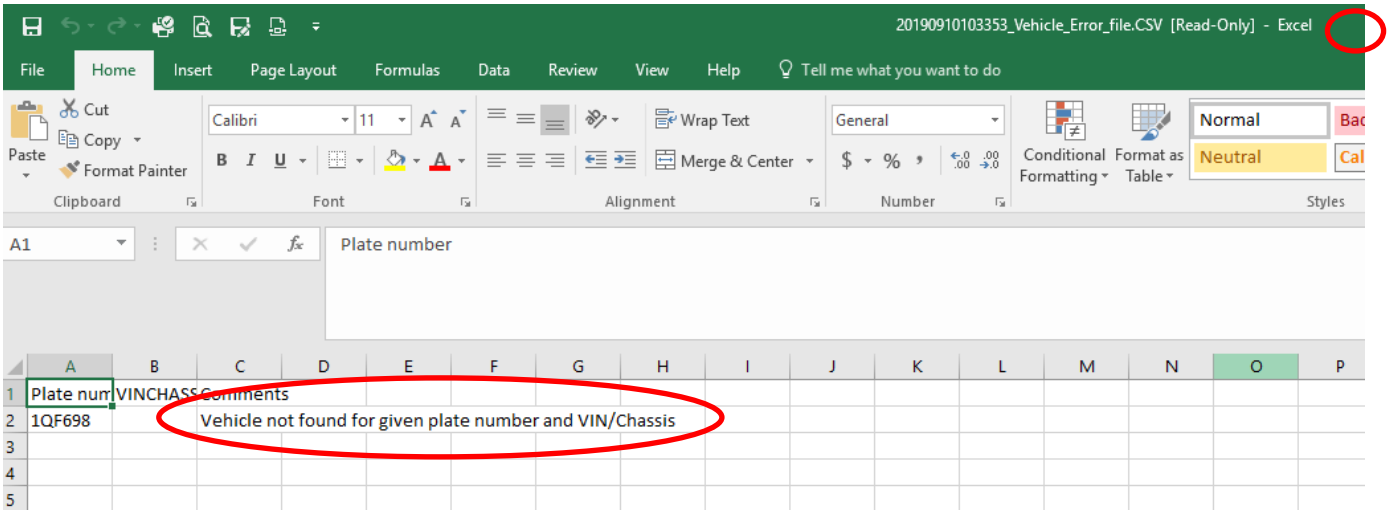


10. If an error file is displayed, select the relevant error file to download the list of vehicles that have errors.
11. Select “Open” to view the file.

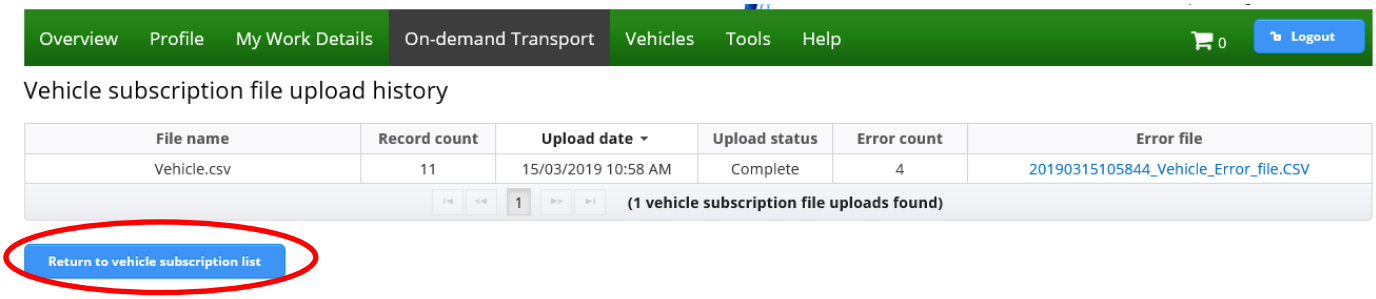


12. The “Comments” column within the spreadsheet will describe the reason why the vehicle was not uploaded.

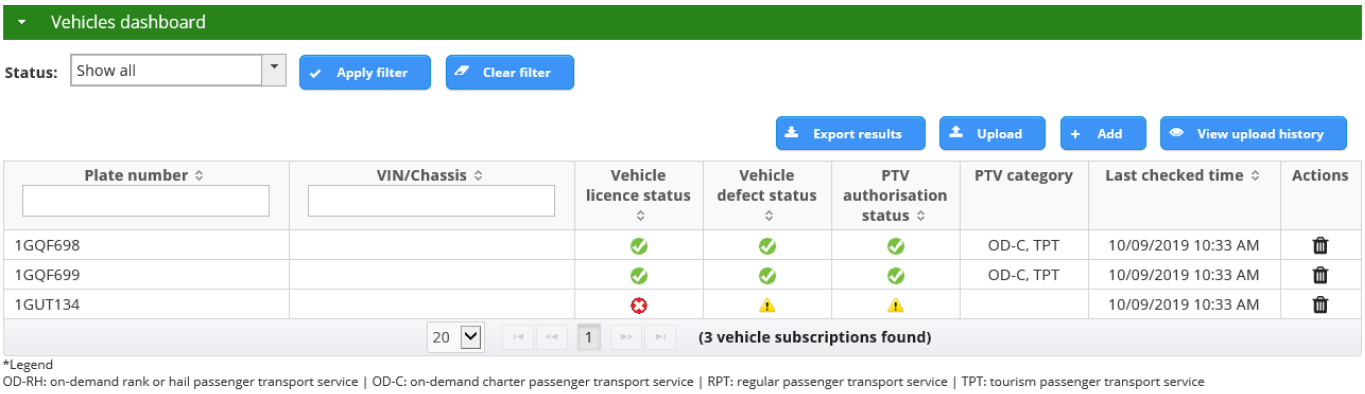
13. Once you have finished viewing the file, close the spreadsheet by selecting “x”.



14. To return to the main vehicle dashboard, select “Return to vehicle subscription list”.



15. The vehicle dashboard will display all the vehicles that had been uploaded.

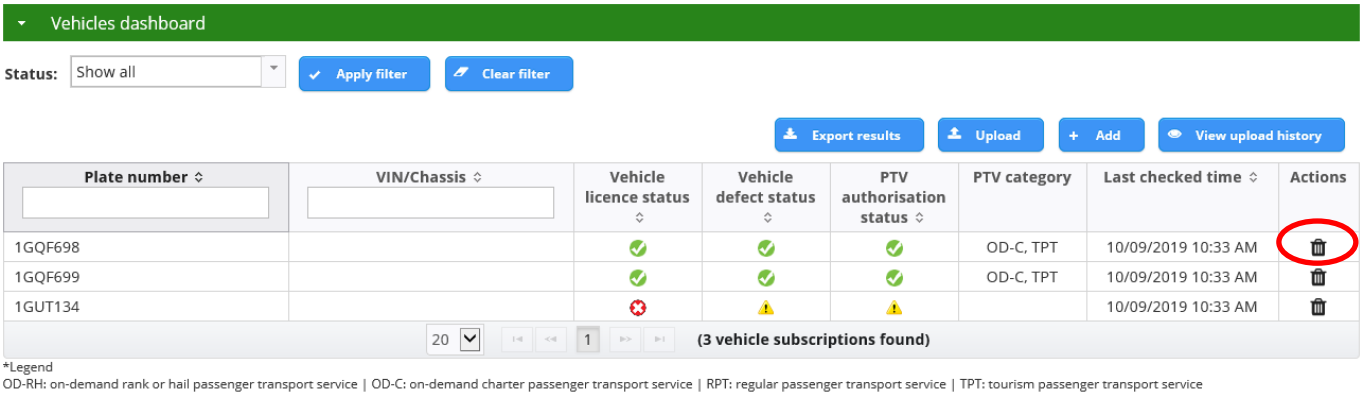


Vehicle check result indicators

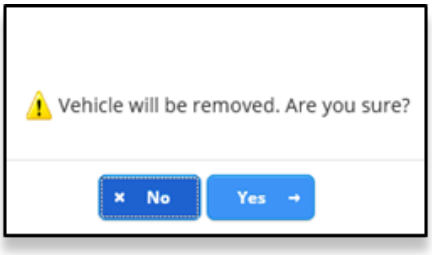
Check result indicator	Vehicle licence status	Vehicle defect status	PTV authorisation status
	A green indicator means that there have been no eligibility issues identified with the vehicle licence status.	A green indicator means that the vehicle does not have a current defect notice.	A green indicator means that there have been no eligibility issues identified with the PTV authorisation.
	A red indicator means that there may be an issue with the vehicle licence that requires further investigation.	A red indicator means that the vehicle may have a current defect notice that requires further investigation	A red indicator means that there may be an issue with the PTV authorisation that requires further investigation.
	A yellow indicator means that the details entered do not match those in the Department of Transport databases or the vehicle is not licenced in WA.		
The PTV category is the type of PTV authorisation granted to the vehicle. The following categories may display: **OD-RH** – On-demand rank or hail **OD-C** – On-demand charter **RPT** –Regular passenger transport **TPT** – Tourism passenger transport			
Last checked time means the last time the Department of Transport ran a validation check against the vehicle. The Department will regularly run checks against all vehicles subscribed to the dashboard. Each time a new vehicle is subscribed a validation check will be conducted against the new vehicle.			

Removing vehicles from the dashboard

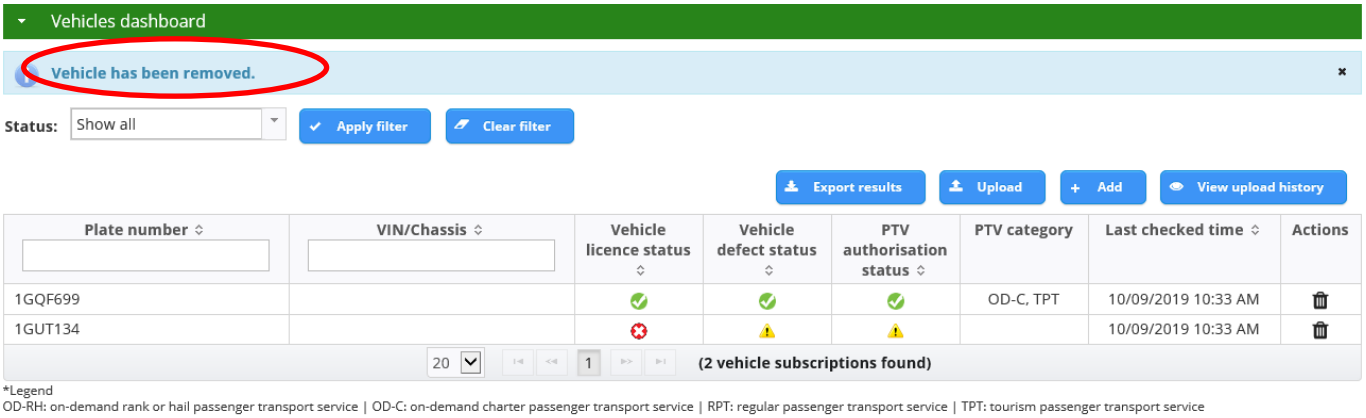
1. To remove a vehicle from your vehicle records in the dashboard, select the bin icon under the “Actions” column for the vehicle you want to remove.



2. Confirm your action by selecting “Yes” or select “No” to cancel the action.

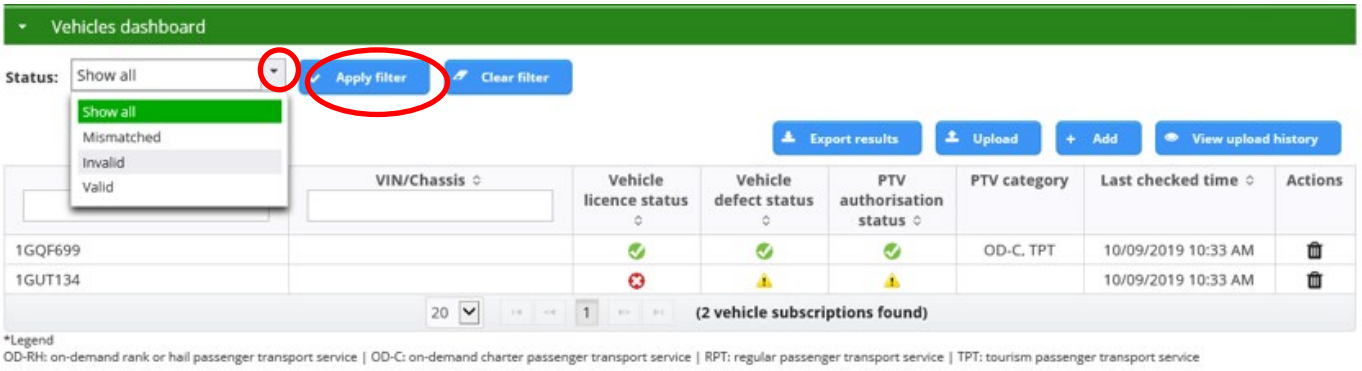


3. The updated list of vehicles will display

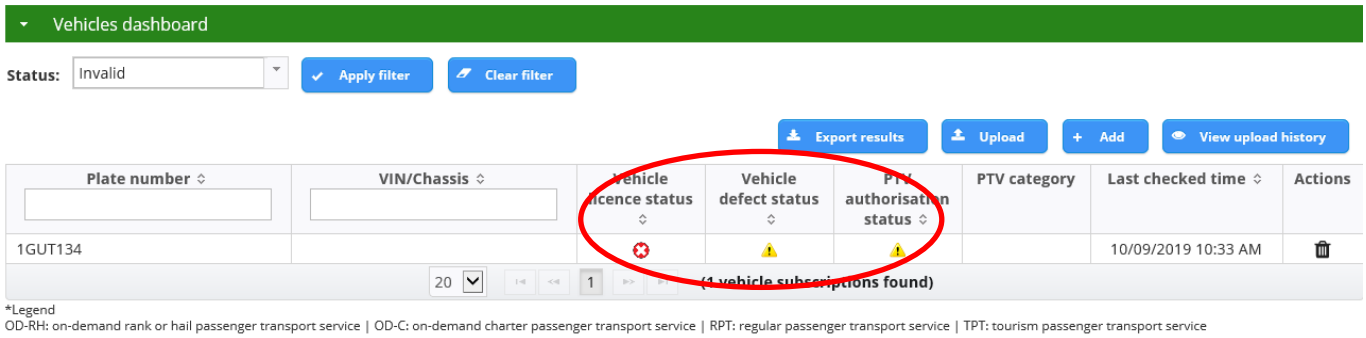


Filtering vehicle information

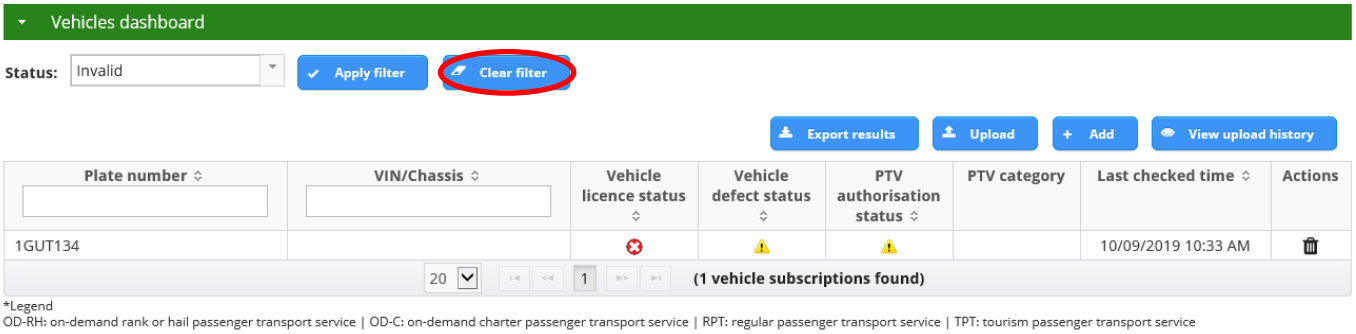
1. Select the dropdown arrow in the “Status” field and select the filter category from the list that you want to display the vehicles by and select “Apply Filter”.



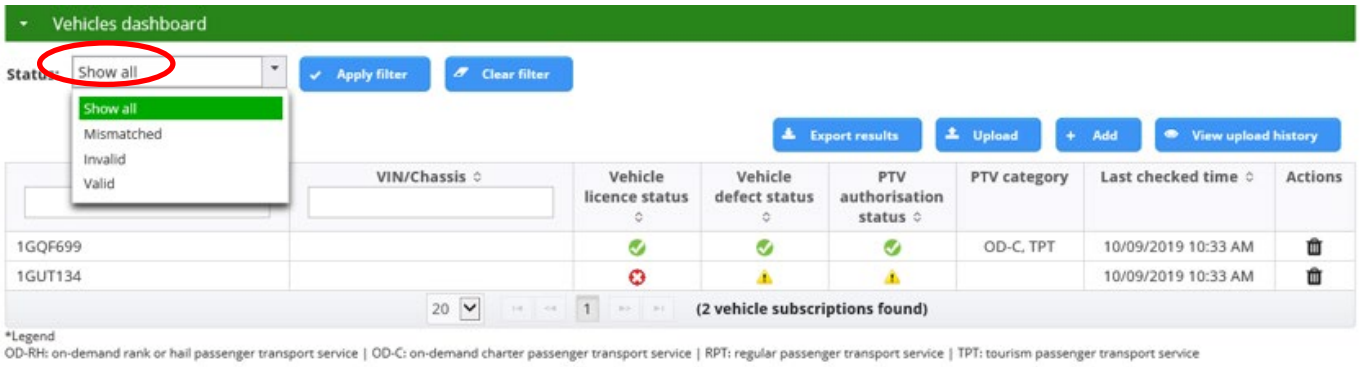
2. The list of vehicles by the filtered category will be displayed. If you have selected the filter category of invalid, the applicable check result indicator will identify the reason why the driver has been recognised as invalid.



3. To clear the filter to display all vehicles, select “Clear filter”.

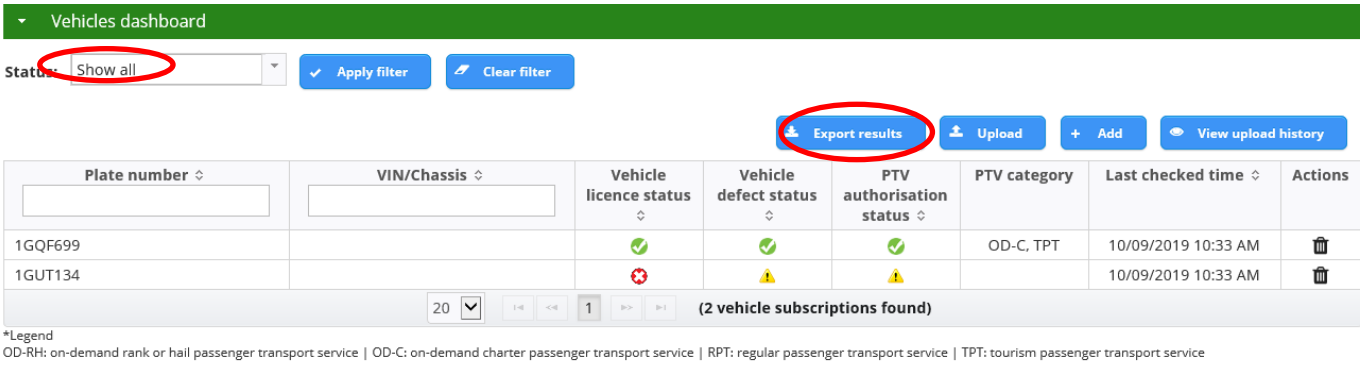


4. Alternatively, you may select “Show All” in the status dropdown list and select “Apply filter”.

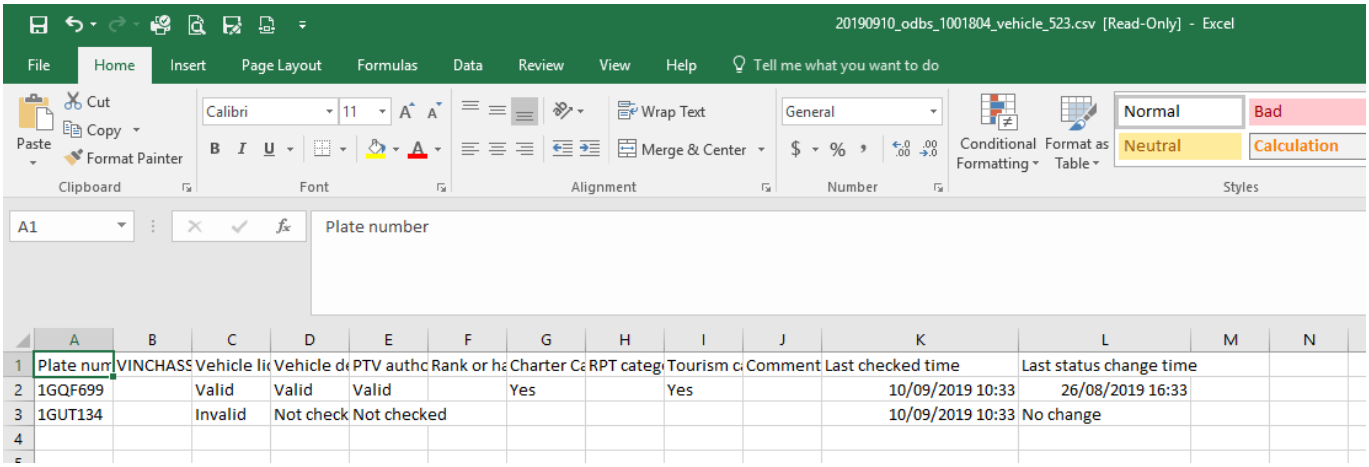


Exporting information from the vehicle dashboard

1. To export information displayed in the dashboard, select “Export results”. This will capture the information displayed in the dashboard (by the filter status) and allow it to be exported as a CSV file.
2. Select the “status” of the type of information you want to export. Select “Export results”. To open the CSV file “Open” or “Save” to save the file.



3. The CSV file will open, and the spreadsheet will provide the information of the vehicles that have been exported.



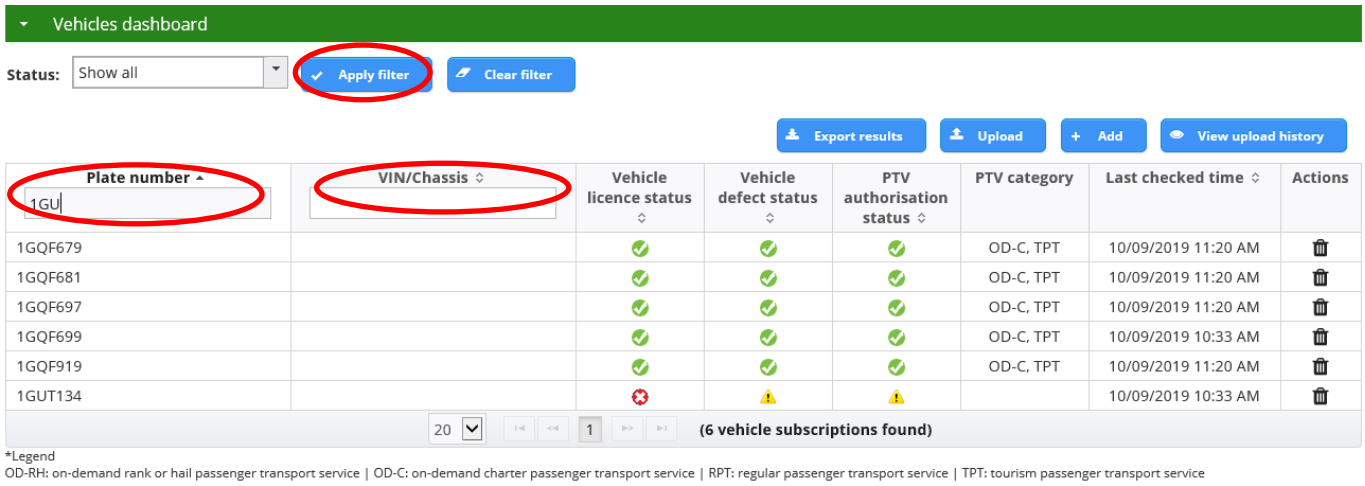
Export result definitions

Export result	Driver's licence status	PTV authorisation status
Valid	There have been no eligibility issues identified with the vehicle licence.	There have been no eligibility issues identified with the PTV authorisation.
Invalid	There may be an issue with the person's driver's licence that requires further investigation.	There may be an issue with the person's PTD authorisation that requires further investigation.
Not checked	The PTV authorisation details have not been checked as the vehicle licence status check returned an invalid result.	
Last checked time	Last checked time means the last time the Department of Transport ran a validation check against the vehicle. The Department will regularly run checks against all vehicle subscribed to the dashboard. Each time a new vehicle is subscribed a validation check will be conducted against the new vehicle.	
Last status change	Last status change time means the last time a vehicle status has changed i.e. if a status has changed a date and time will be displayed. If no changes have occurred since the vehicle was subscribed, a status of no change will be displayed.	

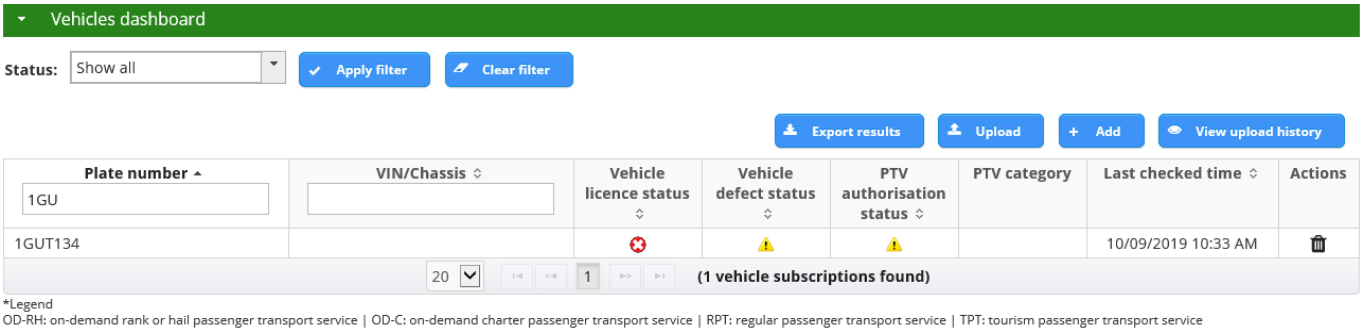
Searching for a specific vehicle

If you want to search for a particular vehicle, you can search through either the “Plate number” or “VIN/Chassis” fields.

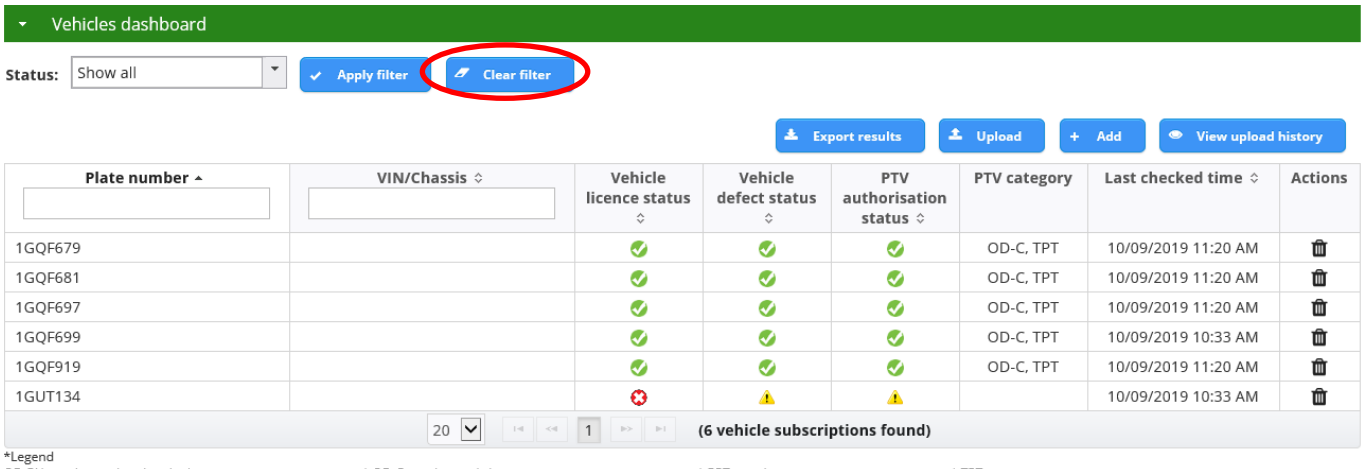
1. Enter the plate number or VIN/Chassis and select “Apply filter”.



2. The details of the plate number or VIN/Chassis entered will be displayed.

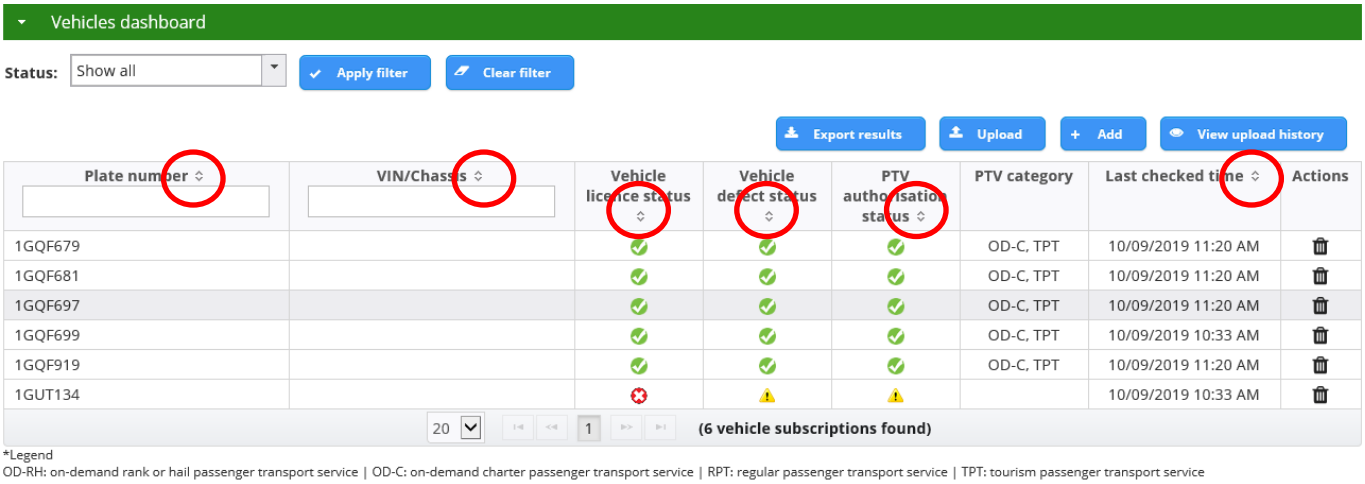


3. To return to displaying all vehicles, select “Clear filter”.



Information sorting

1. To sort a column, select the up/down arrow " " beside the column title for either plate number, VIN/Chassis, vehicle licence status, vehicle defect status PTV authorisation status or last time checked. The vehicle information will then display by the selected sorted column.



For additional user guides and information relating to the on-demand passenger transport industry including the on-demand booking service authorisation, visit:

www.transport.wa.gov.au