Department of
Transport

User Guide

Passenger transport industry journey data submission

Contents

Introduction

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. All on-demand transport service providers must be authorised or enter into an association arrangement with an authorised on-demand booking service (ODBS).

ODBSs must keep certain records in the prescribed format, and maintain these records for a defined amount of time.

To support the Department of Transport's (DoT) role as regulator of the passenger transport industry, ODBSs may be required to regularly provide records of journey data.

What is journey data?

ODBSs are required to keep detailed records of all bookings and journeys as part of their record keeping responsibilities. More detail about these responsibilities can be found on the [DoT website](#).

Journey data is a subset of the booking records all ODBSs are required to keep, including:

- a unique journey identifier;
- dates and times of the booking, requested trip, trip start and trip end;
- locations of the trip start and end;
- details of the driver and vehicle; and
- the number of passengers carried in a wheelchair.

What is a journey data submission request?

Journey data is required to be submitted to DoT via the ODBS's [DoTDirect](#) account.

ODBSs who are required to submit journey data will receive a *Journey Data Submission Request* via email. They are then required to submit their journey data for the specified time period. These requests may be a once-off, or may be an ongoing requirement each month or quarter.

The request will specify the period for which the journey data is required. This will typically be the previous calendar month or quarter. The ODBS will then have one month to submit the requested data for that period.

This covers individual journey details for all on-demand passenger transport bookings started (based on pick up datetime) during the relevant submission period. For example, a journey that started at 11:32 pm on 31 March but ends at 00:30 am on the 1 April should be included in the submission for March and **NOT** for April.

What happens if I don't submit the data?

When a customer receives a *Journey Data Submission Request*, they are required to submit the journey data for the period requested.

The system will generate and send emails to the booking service authorisation holder customer and all active Responsible Officers (ROs) notifying them if they have failed to submit their submission data for a specified period by the due date.

An ODBS that does not submit the required journey data may be committing an offence and may be infringed or prosecuted.

Any ODBS who has concerns about the data request is encouraged to contact DoT to discuss their concerns.

> For more information about record keeping requirements and journey data collection, including a how-to video, visit the DoT website.
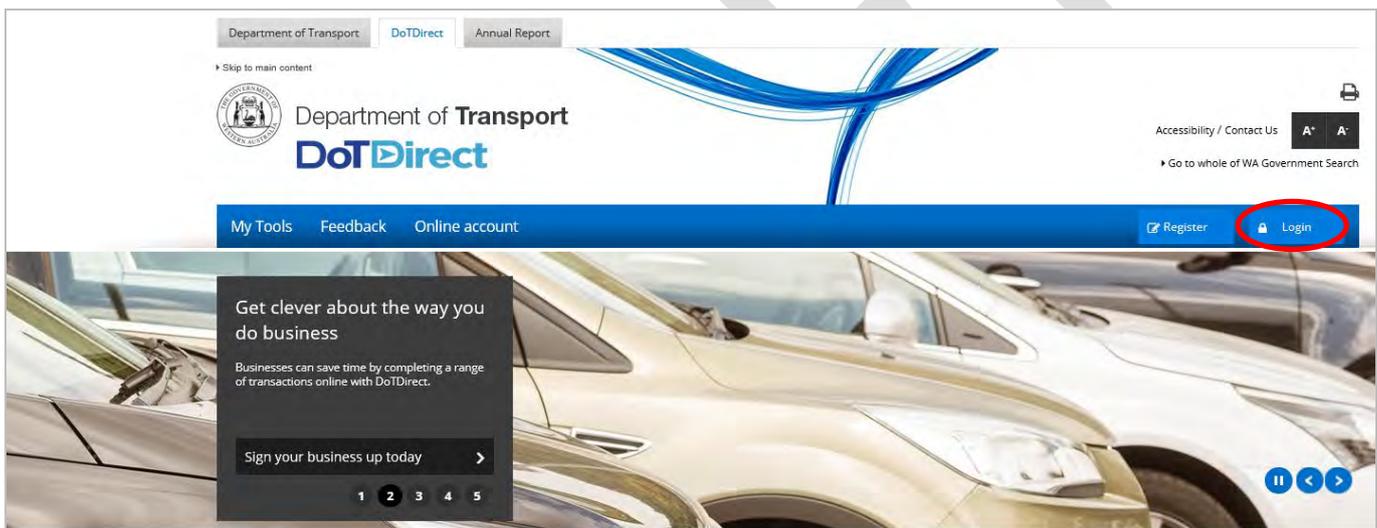
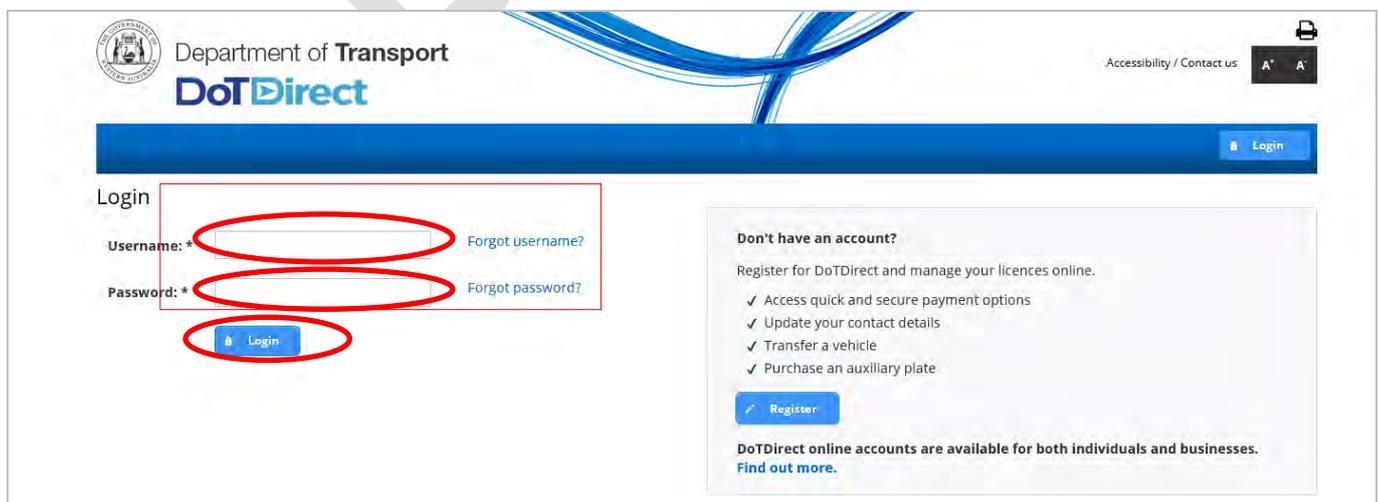# How do I submit journey data?

DoTDirect online account

1. From your web browser, navigate to DoTDirect:
   www.transport.wa.gov.au/DoTDirect

   You can also find this via the Department of Transport WA website:
   https://www.transport.wa.gov.au/

2. Click the "Login" button.

3. Enter your username and password.
4. Click "Login".

5. The overview of your DoTDirect account profile will display.

Note: If the ODBS account profile is not available in your DoTDirect account, the primary delegate of the DoTDirect account must first add you to the ODBS account.

Journey data submissions

1. Once the account profile has opened, select the "On-demand Transport" menu and click "Journey Data Submissions" from the drop-down menu.

2. The journey data submissions page opens, which will show any recent or outstanding data submission requests and journey data submission history.

   Click on the upload button for the period you want to provide data for in the 'Action' column to upload your journey data.

3. On the upload journey data screen, you have the option to:
   a. Select a file to upload; or
   b. Select that no journeys were conducted during the period nominated.
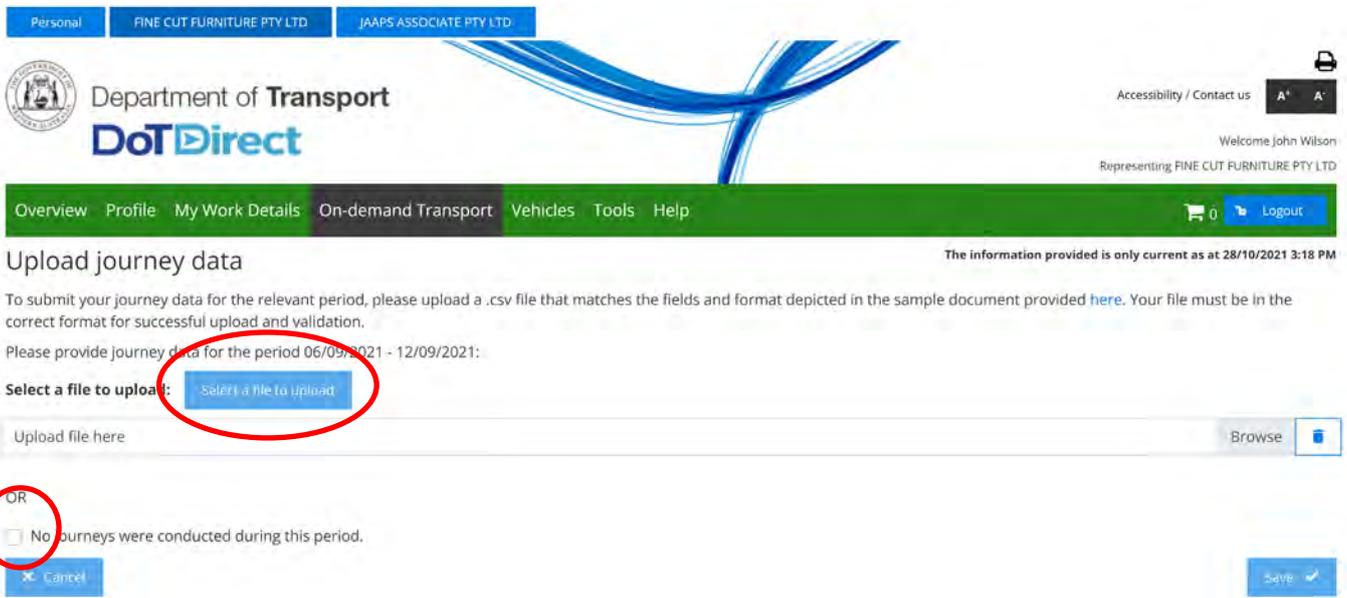
4. Select browse to upload the file. The file name cannot be longer than 50 characters. Confirm that your file is correct and click 'Save' to continue.

   NOTE: The uploaded .csv file must meet specific file format requirements. Details of the file format and an example .csv file are provided on the DoT website.
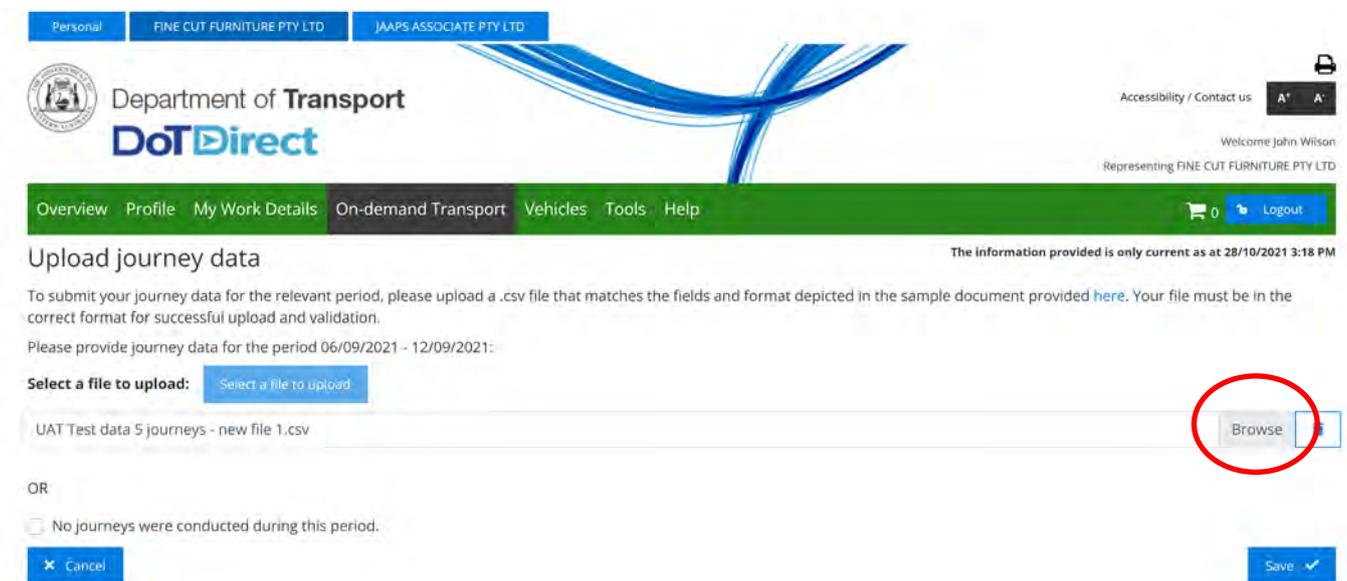
5. A confirmation box will appear. To proceed click 'Continue'. Otherwise, press 'Cancel'.
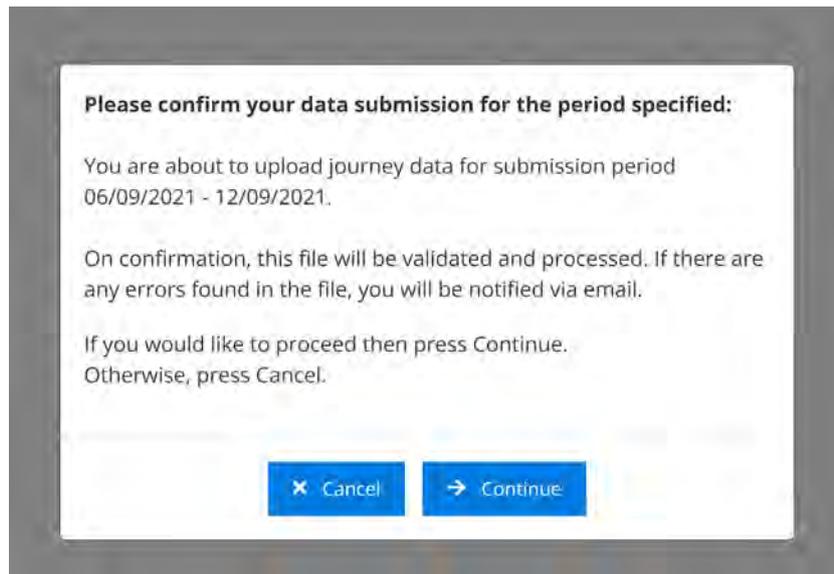
6. Depending on the size of the file, it may take some time for the system to upload.

   DoTDirect will return to the Journey Data Submission page, with the file appearing in the journey data submission history. Depending on the size of the file, the status column may show the status of the file as 'Validating' until processing has completed.

7. Once complete, the status will show as either **Rejected** or **Completed**.

8. The ODBS will also be sent an email if the journey data submission was rejected. You do not need to wait for the file to be validated.

Problem solving rejected submissions

Rejected status of journey data files

1. If your data upload is rejected, you will be sent an email advising this.

Department of Transport
DoTDirect

Dear On-demand Booking Service Authorisation Holder / Responsible Officer,

Your on-demand booking service 1006807 recently submitted a journey data file for the period 01/07/2021 – 31/07/2021, in accordance with the *Transport (Road Passenger Services) Regulations 2020*.

An error(s) in the data file has been detected and it is therefore unable to be validated.

Please log in to the Journey Submission page in your ODBS DoTDirect account to view the error file document, and then to lodge a replacement journey submission file.

A validated journey data file must be received by the 31/08/2021.

This is an automatic email, please do not reply.

If you have any questions, please contact the Department of Transport, **On-demand Transport** on free call 1300 660 147 during business hours, between 8:00am and 5:00pm, Monday to Friday or email: ondemandtransport@transport.wa.gov.au.

2. If an uploaded file is rejected, go back into the Journey Data Submission section in your DoTDirect account.

3. Find the submission that was rejected, and locate the error file in the 'Action' column.

Overview   Profile   My Work Details   On-demand Transport   Vehicles   Tools   Help   0   Logout

Journey data submissions

The information provided is only current as at 28/10/2021 03:23 PM

As an authorised On-demand Booking Service (ODBS) you have been requested, by written notice, to submit individual journey details for all on-demand passenger transport bookings completed during the relevant submission period.

Below are your current and outstanding journey data submission requests and details of previous data submissions lodged.

Penalties may apply for non-lodgement of journey data upon request.
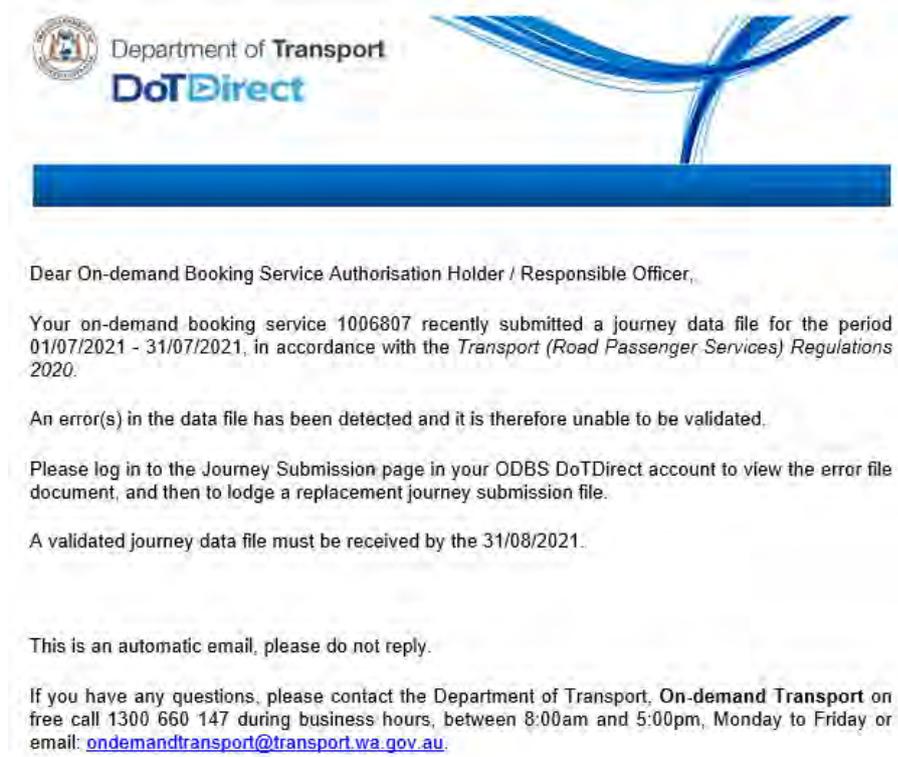
Outstanding data submission requests

Booking service authorisation number	Request number	Issue date	Submission period start date	Submission period end date	Due date	Action
1000105	10647	20/09/2021 07:00	13/09/2021	19/09/2021	26/09/2021	⬇ ⓘ
1000105	10653	27/09/2021 07:00	20/09/2021	26/09/2021	03/10/2021	⬇ ⓘ
1000105	10660	04/10/2021 07:00	27/09/2021	03/10/2021	10/10/2021	⬇ ⓘ

Journey data submission history

Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Action	Replace data
1000105	10083	06/09/2021	12/09/2021	28/10/2021 15:22		5	10	Rejected	View error file	
1000105	10082	06/09/2021	12/09/2021	15/10/2021 15:26		5	10	Rejected	View error file	

4. Click on 'View error file' to download the error file.

5. Your computer will download the file. Locate the file on your computer and open it . Where and how the downloaded file can be accessed may differ depending on which internet browser you use. This is one example, using Microsoft Edge:
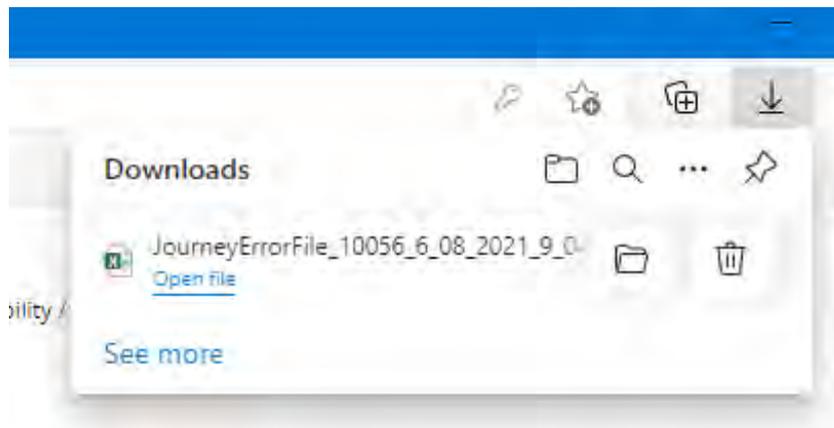
6. The error file will list a maximum of 99 errors, including:

    c. the row the error is in in the file you submitted;

    d. the column the error is in in the file you submitted; and

    e. a description of the error.

    In this example, the Journey ID field is empty in the first row of data (highlighted yellow).

7. Read the error location and description to figure out which parts of your original data require updating. You will need to refer back to your journey records to do this.

8. Once you have identified and corrected the errors, return to the Journey Data Submission section of your DoTDirect account. Select the upload icon in the Action column and reload the journey data as per the Journey data submission process outlined above.

9. If all errors are successfully corrected, you will receive confirmation that the data submission is complete.

10. If the data file still has errors, you will receive another email confirming the file has been rejected. Repeat steps 1-9 until the data file is accepted without errors.

Replace journey data

1. To accommodate instances where data provided may be complete or inaccurate, DoT allows ODBSs to resubmit journey data for a request that has already been completed.

   When journey data is resubmitted, the previous data submission will be replaced. For this reason, **all data must be resubmitted**, not only missed or inaccurate records.

2. To resubmit journey data, find the data submission made previously and select 'Replace data'.

3. The process is then the same as the initial data submission process.