



Department of
Transport

User Guide

Passenger transport industry journey data submission

Contents

INTRODUCTION	3
Background	3
What is journey data?	3
What is a journey data submission request?	3
What happens if I don't submit the data?	3
HOW DO I SUBMIT JOURNEY DATA?	4
DoTDirect online account	4
Journey data submissions	6
PROBLEM SOLVING REJECTED SUBMISSIONS	9
Rejected status of journey data files	9
Replace journey data	11

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](#).

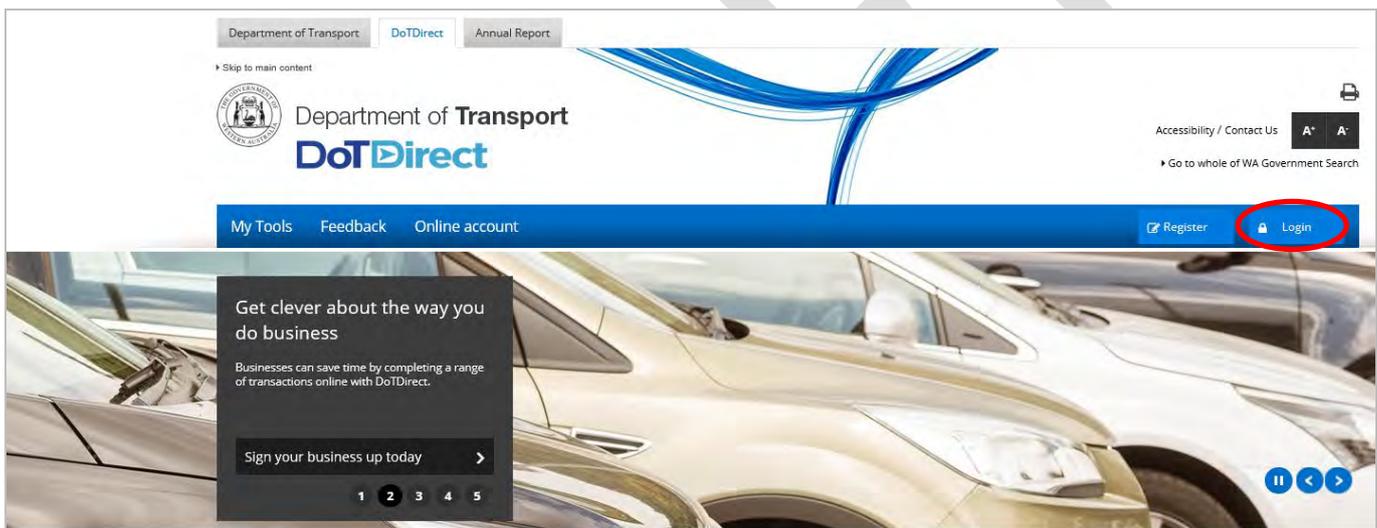
How do I submit journey data?

DoTDirect online account

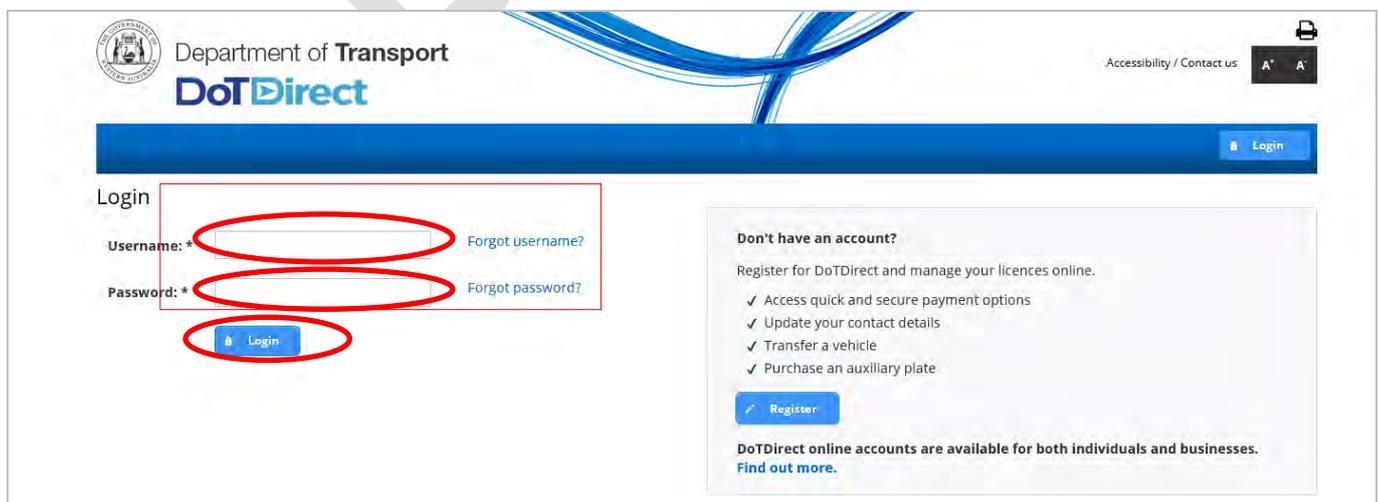
1. From your web browser, navigate to DoTDirect: www.transport.wa.gov.au/DoTDirect

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.

Personal FINE CUT FURNITURE PTY LTD JAAPS ASSOCIATE PTY LTD

Department of Transport
DoTDirect

Accessibility / Contact us A+ A-

Welcome John Wilson
Representing FINE CUT FURNITURE PTY LTD

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

Overview - FINE CUT FURNITURE PTY LTD

Event timeline

Events

Motor car licence expiry
Booking service authorisation expiry
Booking service levy return request
PTY authorisation expiry

All events

When	Date	Event
1 month ago	9/9/2021	🚗 Toyota TAXI2543 expired on 9/9/2021
1 month ago	13/9/2021	🚗 Toyota TAXI085 expired on 13/9/2021
1 month ago	19/9/2021	🚗 Toyota TAXI409 expired on 19/9/2021
1 month ago	19/9/2021	🚗 Toyota TAXI1248 expired on 19/9/2021
29 days ago	30/9/2021	👉 The on-demand passenger transport levy return is due for lodgement. Lodge return

(1 - 5 of 16)

To-do list

When	Date	To-do	Action
Overdue!	10/9/2021	👉 The licence renewal account for Toyota TAXI2543 is available for payment.	🛒 + Add to trolley

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

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

The screenshot shows the Department of Transport DotDirect website interface. At the top, there are user profile tabs for 'Personal', 'FINE CUT FURNITURE PTY LTD', and 'JAAPS ASSOCIATE PTY LTD'. The main navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The 'On-demand Transport' menu is expanded, showing options: 'Booking Services', 'On-demand Passenger Transport Levy', 'Journey Data Submissions' (circled in red), 'Passenger Transport Vehicles', 'Notifiable Occurrence Reports', and 'Driver and Vehicle Industry Dashboard'. Below the menu is a bar chart showing various events over time, with a legend for Motor car licence expiry, Booking service authorisation expiry, Booking service levy return request, and PTV authorisation expiry.

- 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.

The screenshot displays the 'Journey data submissions' page. It includes a header with the Department of Transport logo and navigation tabs. Below the header, there is a section for 'Outstanding data submission requests' and a section for 'Journey data submission history'.

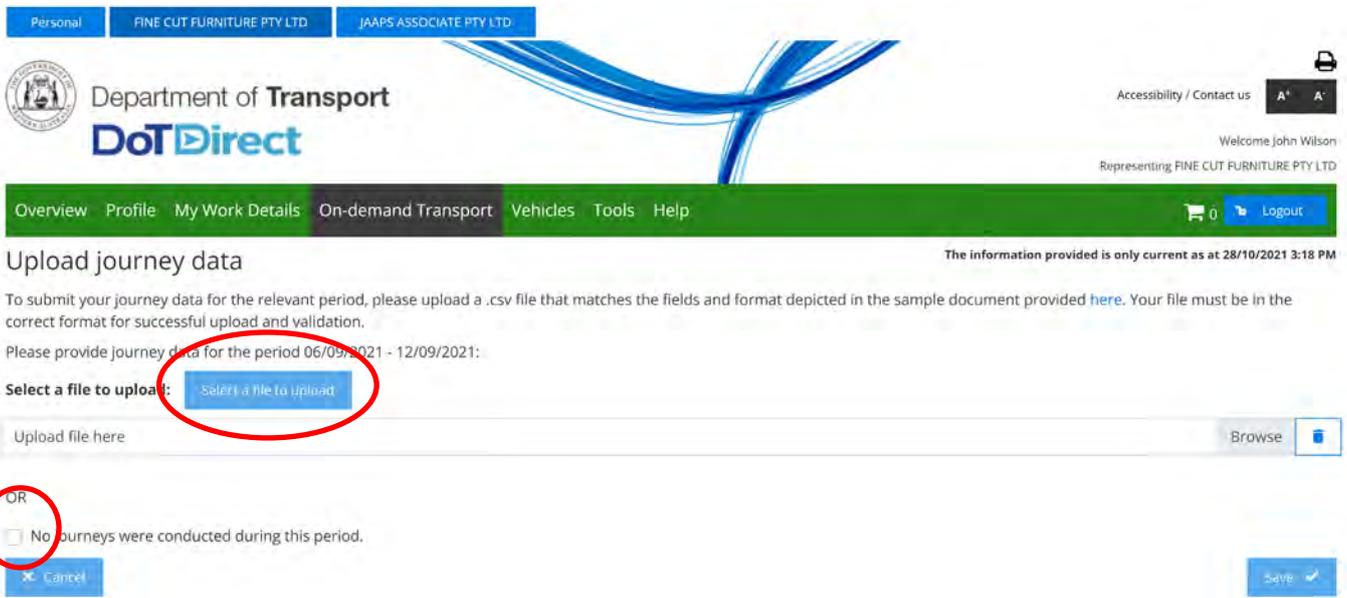
Outstanding data submission requests

Booking service authorisation number	Request number	Issue date	Submission period start date	Submission period end date	Due date	Action
1000105	10641	13/09/2021 07:00	06/09/2021	12/09/2021	19/09/2021	
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

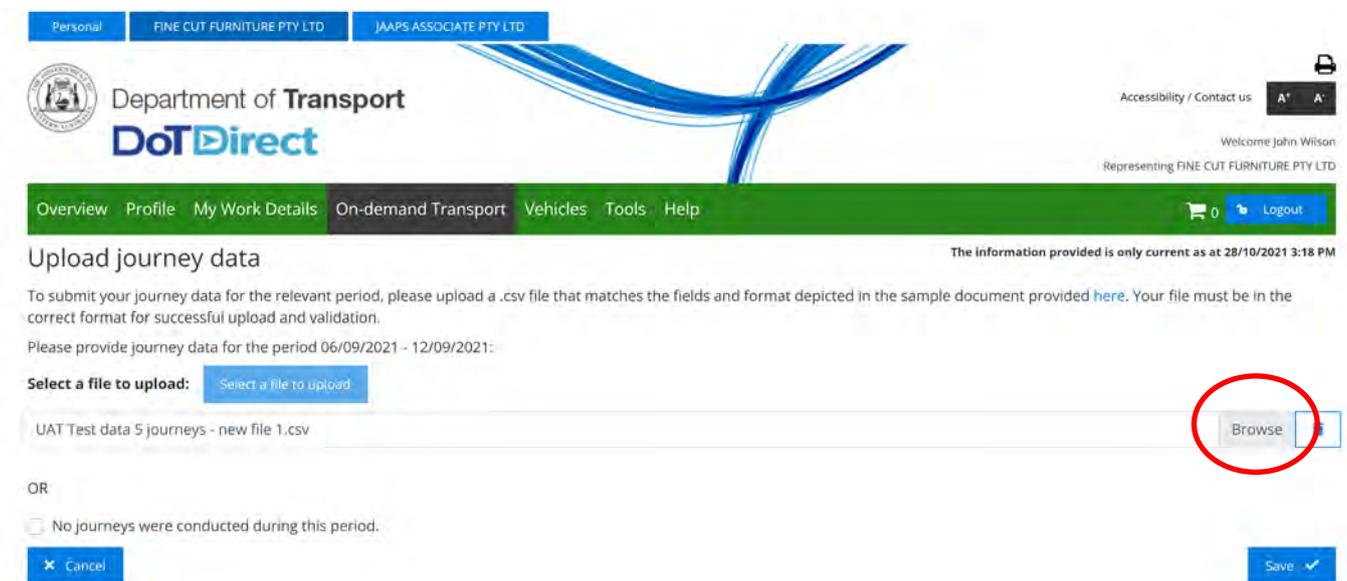
Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Action	Replace data
1000105	10082	06/09/2021	12/09/2021	15/10/2021 15:26		5	10	Rejected	View error file	
1000105	10081	06/09/2021	12/09/2021	15/10/2021		5	1	Rejected	View error file	

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.

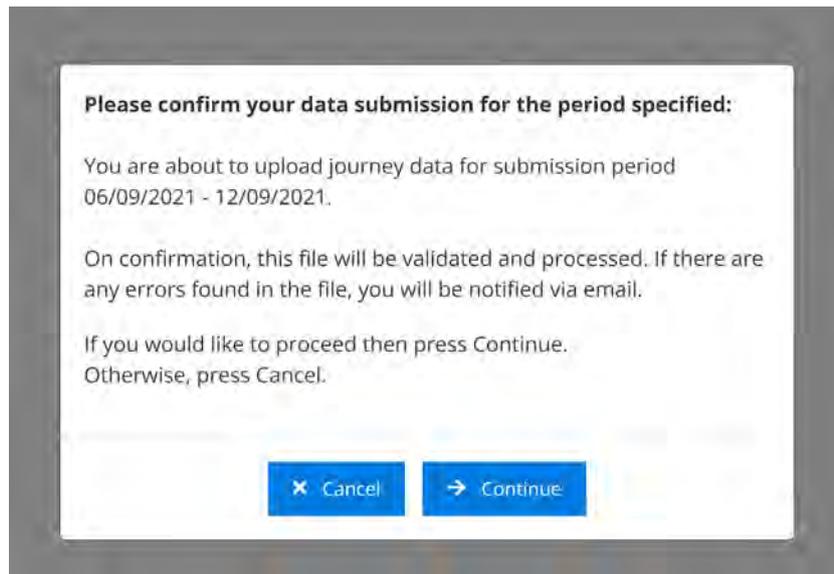


4. Select browse to upload the file. The file name cannot be longer than 50 characters. Confirm that your file is correct and click 'Save' to continue.

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](#).



- A confirmation box will appear. To proceed click 'Continue'. Otherwise, press 'Cancel'.



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

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.

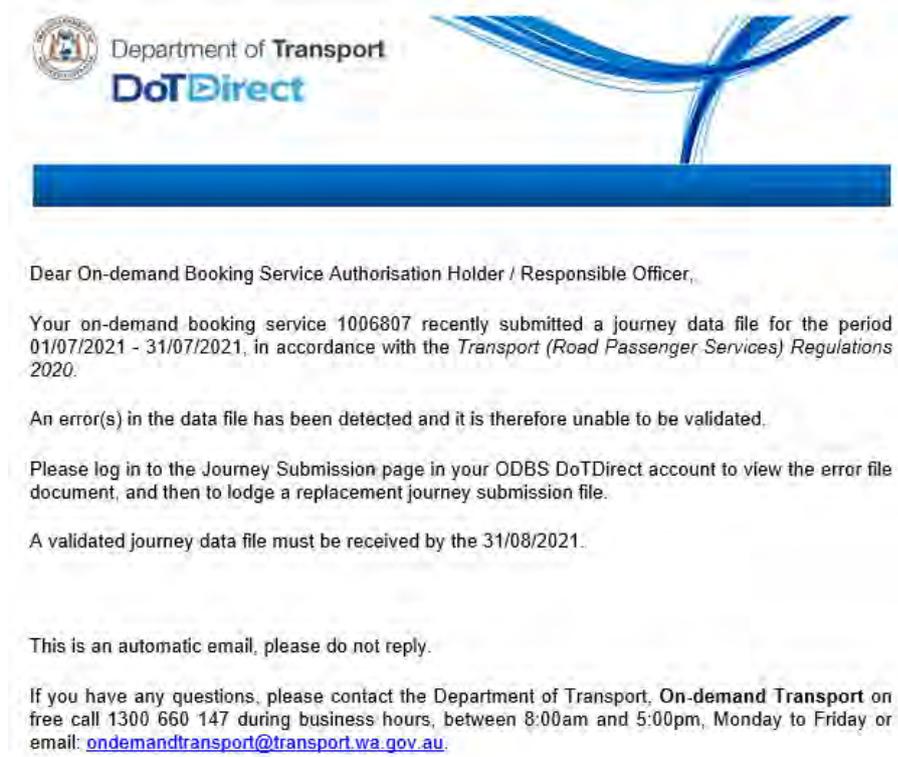
Outstanding data submission requests						
Booking service authorisation number	Request number	Issue date	Submission period start date	Submission period end date	Due date	Action
1000105	10647	20/09/2021 07:00	13/09/2021	19/09/2021	26/09/2021	↓ i
1000105	10653	27/09/2021 07:00	20/09/2021	26/09/2021	03/10/2021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

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	
1000105	10081	06/09/2021	12/09/2021	15/10/2021 15:17		5	1	Rejected	View error file	
1000105	10080	13/09/2021	19/09/2021	15/10/2021 15:09		5	1	Rejected	View error file	
1000105	10079	06/09/2021	12/09/2021	15/10/2021 14:58		5	1	Rejected	View error file	

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.



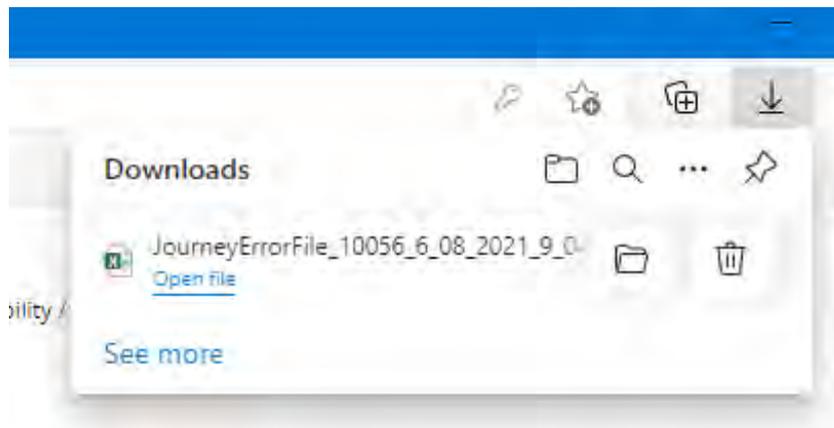
2. If an uploaded file is rejected, go back into the Journey Data Submission section in your DoT Direct account.
3. Find the submission that was rejected, and locate the error file in the 'Action' column.

The screenshot displays the 'Journey data submissions' page in the DoT Direct system. It includes a navigation menu at the top and a header indicating the information is current as of 28/10/2021 03:23 PM. Below the header, there are instructions for submitting journey details and a note about penalties for non-lodgement. The page features two main tables:

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	⬇ i
1000105	10653	27/09/2021 07:00	20/09/2021	26/09/2021	03/10/2021	⬇ i
1000105	10660	04/10/2021 07:00	27/09/2021	03/10/2021	10/10/2021	⬇ i

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).

Row	Column	Error Description
1	Column JOURNEY ID	Journey ID is missing.
2	Column NUMBER OF PASSENGERS IN WHEELCHAIRS	Number of passengers transported in wheelchair must contain digits only and must not be more than 2 digits.
3	Column BOOKING DATETIME	Booking datetime must be in d/MM/yyyy H:mm format using a 24 hour clock.
4	Column BOOKING DATETIME	Booking datetime has an invalid datetime.
5	Column PICK UP POSTCODE	Pick up postcode is mandatory when supplying Pick up address details.
6	Column PICK UP DATETIME	Booking datetime must not be after Pick up datetime.
7	Column PTD AUTH NUMBER	Driver PTD authorisation number must contain digits only.
8	Column JOURNEY ID	Journey ID 57513206 exists more than once in the file.
9	Column PICK UP LATITUDE	Pick up latitude coordinates is invalid.
10	Column DROP OFF LONGITUDE	Drop off longitude coordinates is invalid.

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.

	A	B	C	D	E	F	G	H	I	J
1	JOURNEY ID	BOOKING DATETIME	REQUESTED DATETIME	PTD AUTH NUMBER	FLEET	PTV PLATE	PICK UP DATETIME	PICK UP STREET	PICK UP SUBURB	PICK UP POST
2		30/05/2021 7:34		40796	1 TAXI6472		1/06/2021 7:34	32 Guthrie St	Osborne Park	
3	57513205	05/30/2021 7:34		45526	1 TAXI671		1/06/2021 7:34	157 Morley Dr E	Kiara	
4	57513206	30/06/2021 7:34		42352	1 TAXI3101		1/06/2021 7:34	87 Adelaide Tce	East Perth	
5	57513206	30/05/2020 7:34		PD41276	1 TAXI8554		1/06/2021 7:34	374 Stirling St	Highgate	
6	57513208	30/05/2020 7:35		44725	1 TAXI6179		1/06/2021 7:35	6 Solar Way	Carlisle	

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'.

Representing FINE CUT FURNITURE PTY LTD

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

Journey data submissions

The information provided is only current as at 11/11/2021 01:01 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	10668	04/11/2021 10:05	04/10/2021	10/10/2021	17/10/2021	 
1000105	10675	04/11/2021 10:05	11/10/2021	17/10/2021	24/10/2021	 
1000105	10682	04/11/2021 10:06	18/10/2021	24/10/2021	31/10/2021	 
1000105	10689	04/11/2021 10:06	25/10/2021	31/10/2021	07/11/2021	 
1000105	10699	08/11/2021 07:00	01/11/2021	07/11/2021	14/11/2021	 

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	10093	27/09/2021	03/10/2021	09/11/2021 16:21		5		Completed		Replace data
1000105	10092	27/09/2021	03/10/2021	29/10/2021 16:10		13		Replaced 		
1000105	10091	27/09/2021	03/10/2021	29/10/2021		13	1	Rejected	View error file	

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