



User Guide

Passenger transport web services

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What are passenger transport web services?

Passenger transport web services allow authorised on-demand booking services (ODBSs) to access passenger transport vehicle (PTV) and passenger transport driver (PTD) authorisation status data to integrate with their own applications.

The passenger transport web services provide access to the same information as the Driver and Vehicle Industry Dashboard, but instead of requiring lists of drivers and vehicles to be uploaded, ODBSs can query authorisation status data through their own digital systems (such as dispatch software).

There are two passenger transport web services available to authorised ODBSs (and other authorised entities).

- The **PTD dashboard** allows authorised on-demand booking services and other authorised entities to check the PTD authorisation status of a person.
- The **PTV dashboard** allows authorised on-demand booking services and other authorised entities to check the PTV authorisation status of a vehicle.

For example, as an ODBS you could use the web services to automatically check that your drivers and vehicles are authorised when a driver logs on for a shift.

There is no charge from DoT to access and use the web services – they are an extension of the service already provided through the Driver and Vehicle Industry Dashboard.

Visit www.transport.wa.gov.au/odtwebservices for more information.

Notes for using the passenger transport web services

Accessing the API

Requests are made to the API using OAuth 2. Each end point for the API is prefixed by: <https://ondemand-industry-api.bis.transport.wa.gov.au/ondemand-industry-api>

Requesting a token

To request a token, pass in the `client_id` and `client_secret` with a `grant_type` of 'client_credentials' to the following URL:

<https://auth2.bis.transport.wa.gov.au/oauth2/token>

Security configuration

Each request requires a Header “Authorization” that is a string prefixed with “Bearer” and a space character followed by the retrieved token.

Periodically, DoT will require industry clients to “roll over” the `client_id` (access key) and `client_secret` (secret key). You should factor this into your design when integrating with the passenger transport web services – ideally updating the security keys for the client system should be as simple as possible.

All requests to the passenger transport web services must be made over HTTPS.

Bundling records

Adding and removing a driver or vehicle can only be done one at a time. Retrieving their status can be done as either a single query or as a filtered export all query.

What is the rate limit (or how frequently can we hit an endpoint)?

DoT have implemented a limit of requests to 4,200 in a 5-minute window (approximately 14 per second).

Scheduled outages

DoT schedules periodic system outages to facilitate system upgrades and improvements. DoT systems may also experience occasional non-scheduled outages.

You should factor outages of DoT systems into your design when integrating with the passenger transport web services.

Change process

Planned changes will be communicated by DoT, however DoT reserves the right to upgrade and undertake scheduled maintenance without approval by approved interface users should critical need arise.

Audit and compliance

All transactions and communications via the interface will be subject to review, audit and compliance actions. This will apply to test, development and production environments.

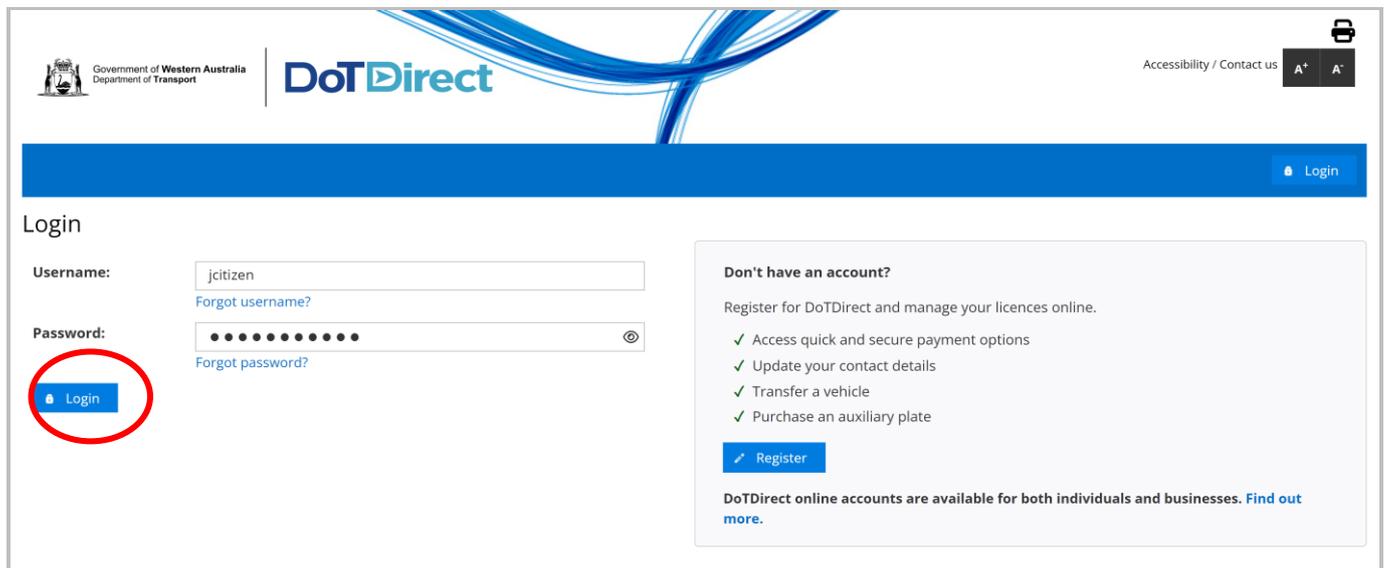
You are expected to notify DoT of any known or suspected issues in relation to inappropriate use or unexpected behaviour (which may include, but not limited to, systems and staff actions).

Security of the interface in each environment must be maintained and will be subject to review and further change as deemed necessary to maintain integrity of the data and systems.

DoT provides access to data in good faith at the time of transaction.

How to request access to web services

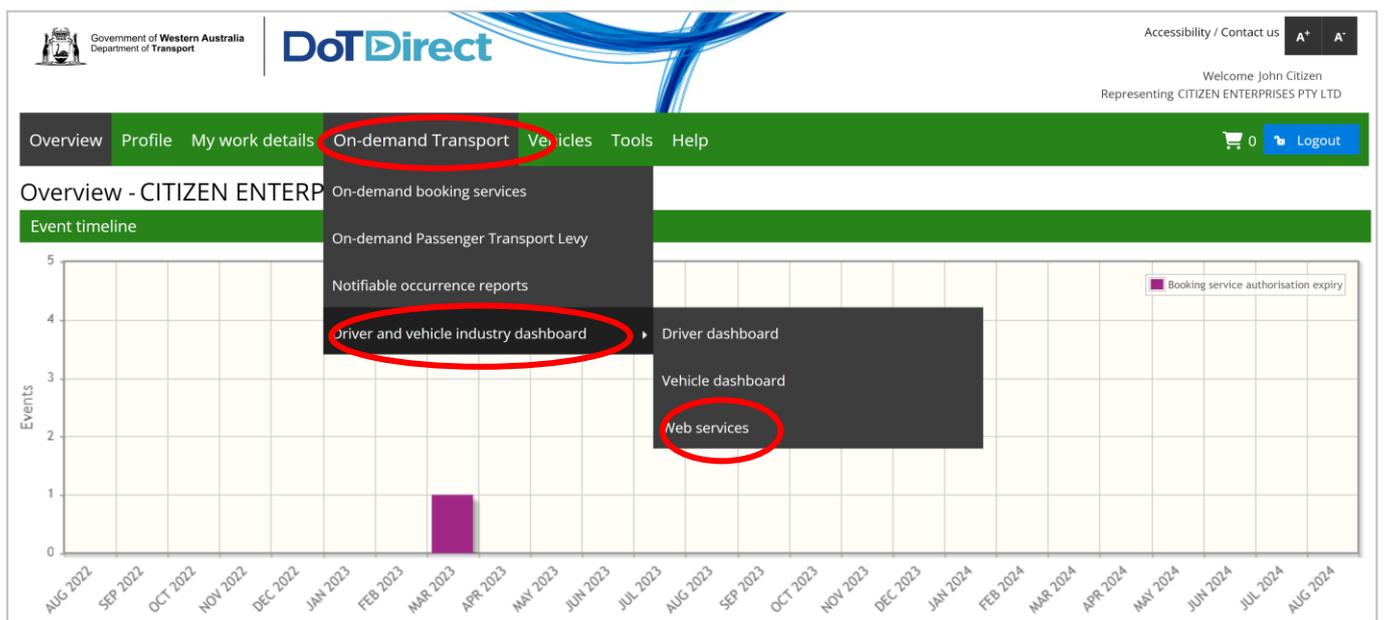
1. On the DoTDirect Login page, enter your username and password, then click “Login”



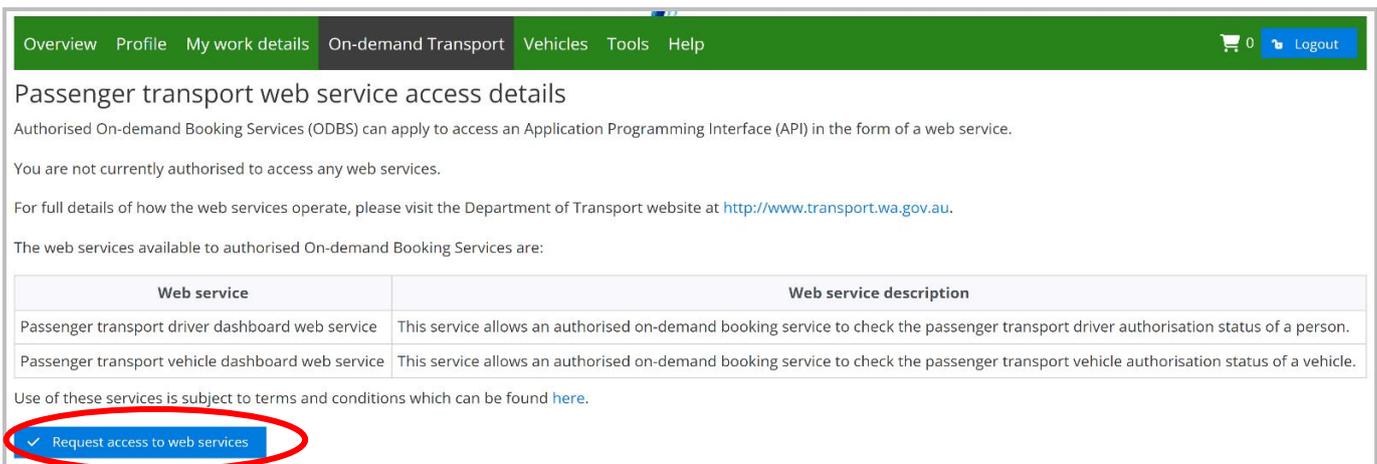
2. Select the DoTDirect profile for the on-demand booking service (ODBS) for which you wish to request access to web services.



3. Once the account profile has opened, select the “On-demand Transport” menu and click “Driver and vehicle industry dashboard” and then click “Web services” from the drop-down menu.



4. The “Passenger transport web service access details” landing page provides information about the passenger transport web services that are available to your authorised ODBS. Click the “Request access to web services” button to proceed.



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Passenger transport web service access details

Authorised On-demand Booking Services (ODBS) can apply to access an Application Programming Interface (API) in the form of a web service.

You are not currently authorised to access any web services.

For full details of how the web services operate, please visit the Department of Transport website at <http://www.transport.wa.gov.au>.

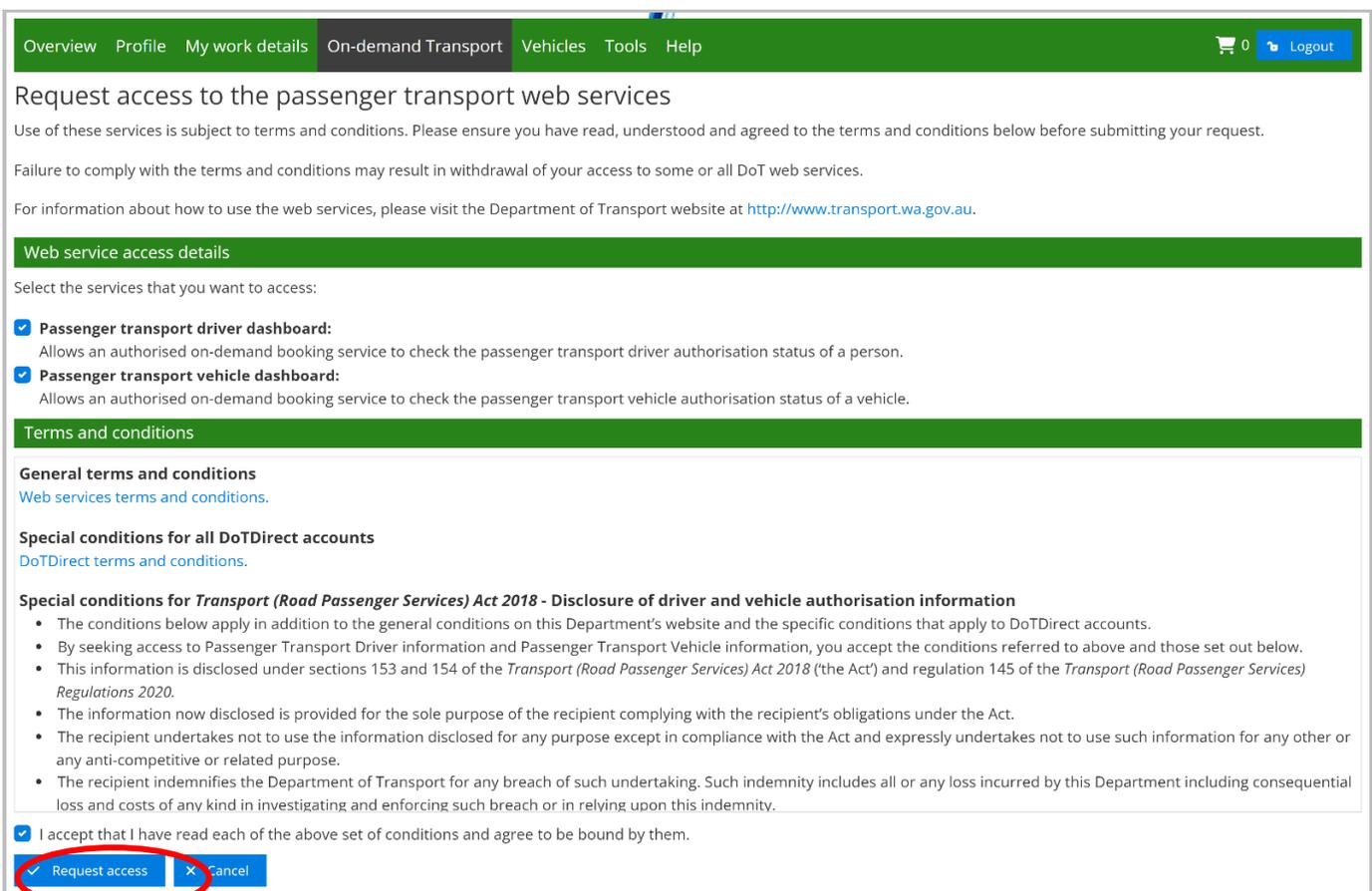
The web services available to authorised On-demand Booking Services are:

Web service	Web service description
Passenger transport driver dashboard web service	This service allows an authorised on-demand booking service to check the passenger transport driver authorisation status of a person.
Passenger transport vehicle dashboard web service	This service allows an authorised on-demand booking service to check the passenger transport vehicle authorisation status of a vehicle.

Use of these services is subject to terms and conditions which can be found [here](#).

Request access to web services

5. Select which web service(s) you wish to request access to. Ensure you read all the terms and conditions carefully. Once you have done so, accept and agree to the terms and conditions by ticking the box underneath, then click the “Request access” button.



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Request access to the passenger transport web services

Use of these services is subject to terms and conditions. Please ensure you have read, understood and agreed to the terms and conditions below before submitting your request.

Failure to comply with the terms and conditions may result in withdrawal of your access to some or all DoT web services.

For information about how to use the web services, please visit the Department of Transport website at <http://www.transport.wa.gov.au>.

Web service access details

Select the services that you want to access:

- Passenger transport driver dashboard:**
Allows an authorised on-demand booking service to check the passenger transport driver authorisation status of a person.
- Passenger transport vehicle dashboard:**
Allows an authorised on-demand booking service to check the passenger transport vehicle authorisation status of a vehicle.

Terms and conditions

General terms and conditions

[Web services terms and conditions.](#)

Special conditions for all DoTDirect accounts

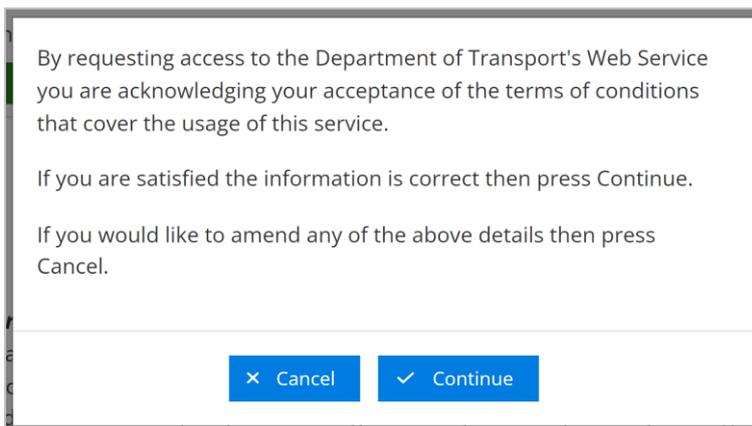
[DoTDirect terms and conditions.](#)

Special conditions for *Transport (Road Passenger Services) Act 2018 - Disclosure of driver and vehicle authorisation information*

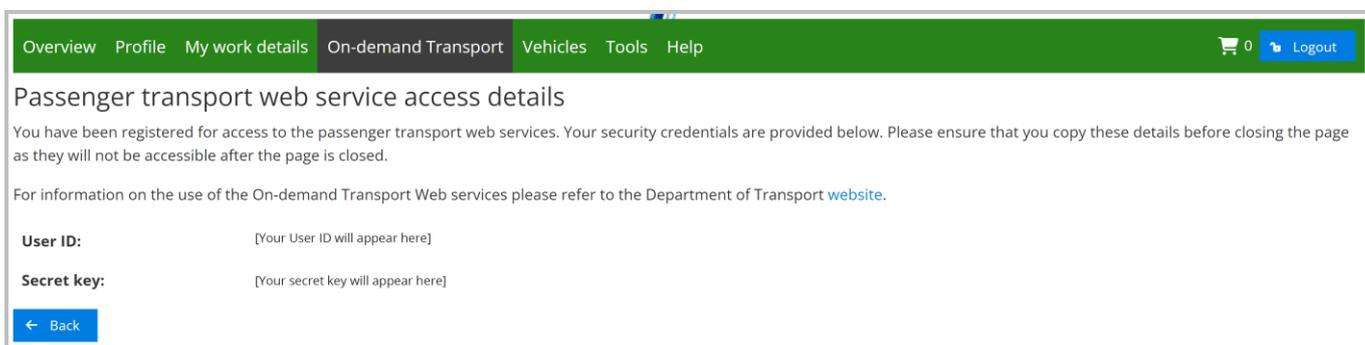
- The conditions below apply in addition to the general conditions on this Department's website and the specific conditions that apply to DoTDirect accounts.
- By seeking access to Passenger Transport Driver information and Passenger Transport Vehicle information, you accept the conditions referred to above and those set out below.
- This information is disclosed under sections 153 and 154 of the *Transport (Road Passenger Services) Act 2018* ('the Act') and regulation 145 of the *Transport (Road Passenger Services) Regulations 2020*.
- The information now disclosed is provided for the sole purpose of the recipient complying with the recipient's obligations under the Act.
- The recipient undertakes not to use the information disclosed for any purpose except in compliance with the Act and expressly undertakes not to use such information for any other or any anti-competitive or related purpose.
- The recipient indemnifies the Department of Transport for any breach of such undertaking. Such indemnity includes all or any loss incurred by this Department including consequential loss and costs of any kind in investigating and enforcing such breach or in relying upon this indemnity.

I accept that I have read each of the above set of conditions and agree to be bound by them.

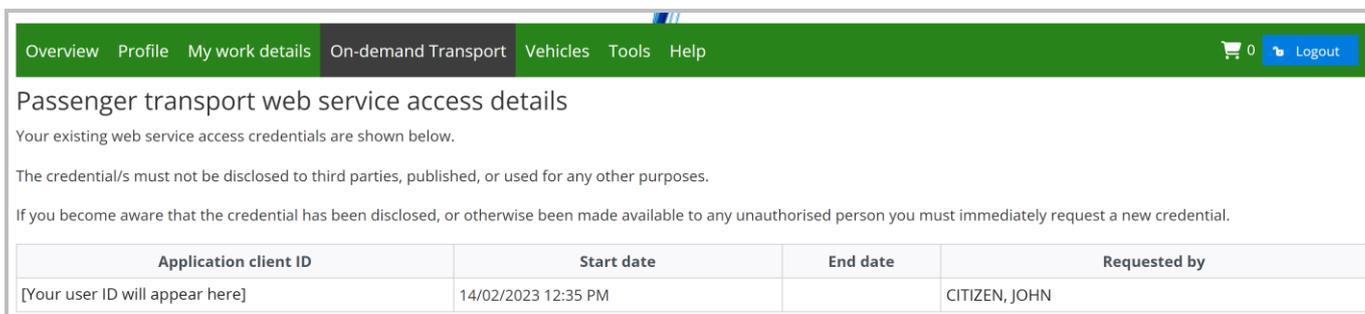
6. Carefully read the declaration pop-up and click “Continue”.



7. You will be returned to the “Passenger transport web service access details” landing page. You can now view your user ID and secret key. **Make sure you record these details as the secret key cannot be viewed or accessed after this screen is closed.**



8. The next time you navigate to this page, the passenger transport web services you have access to will be displayed. Your user ID will show, but not the secret key.

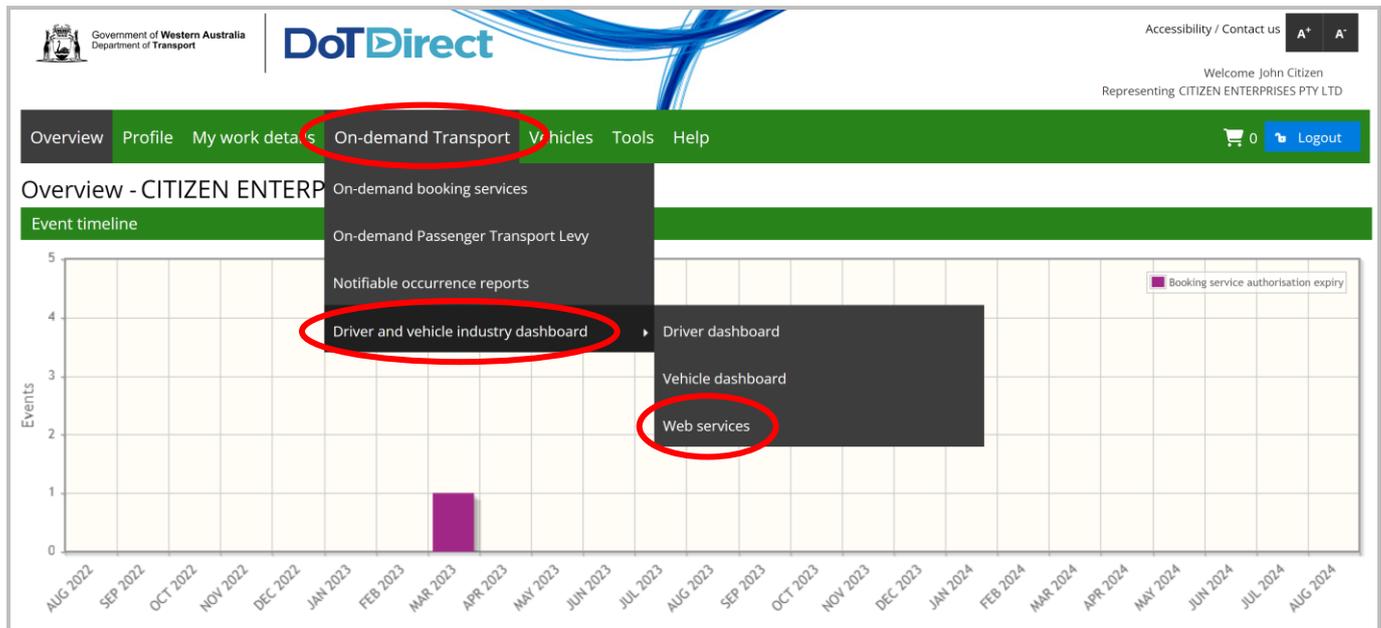


Misplaced or forgotten secret key

If you misplace or forget your secret key, you will need to request new credentials. Be aware – requesting new credentials will cancel the existing set of credentials.

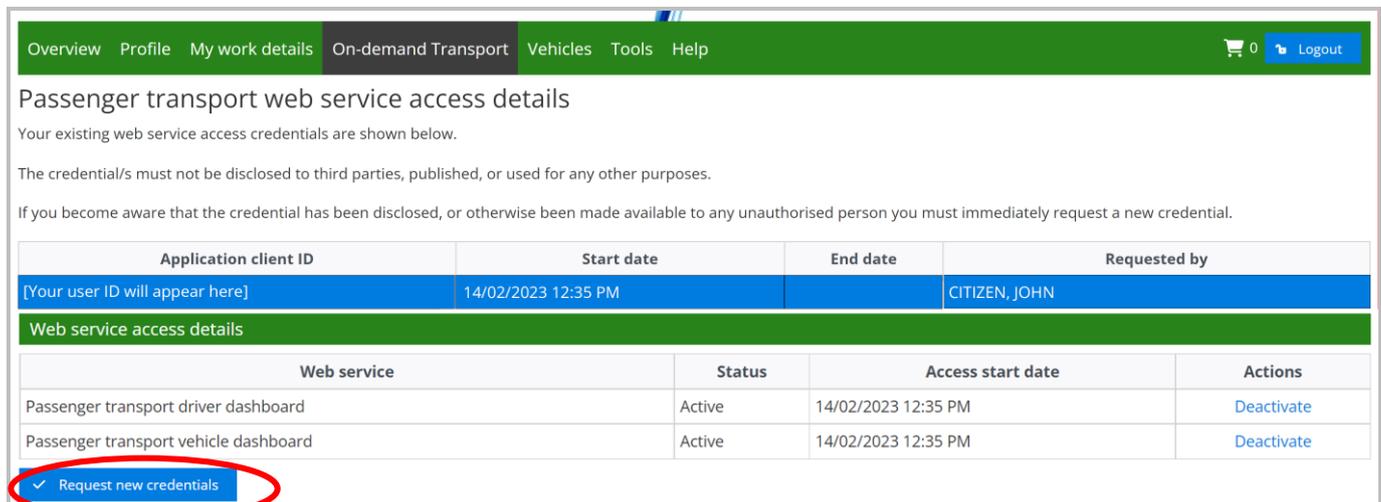
To request new credentials, follow the below steps.

1. Navigate to the “Passenger transport web service access details” landing page.



The screenshot shows the DOT Direct website interface. The navigation menu includes 'Overview', 'Profile', 'My work details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The 'On-demand Transport' menu is open, showing options like 'On-demand booking services', 'On-demand Passenger Transport Levy', 'Notifiable occurrence reports', 'Driver and vehicle industry dashboard', 'Driver dashboard', 'Vehicle dashboard', and 'Web services'. A bar chart titled 'Event timeline' is visible in the background, showing a single event in March 2023.

2. Click on the “Application client ID” you require access to, then click the “Request new credentials” button.



The screenshot shows the 'Passenger transport web service access details' page. It displays a table with the following data:

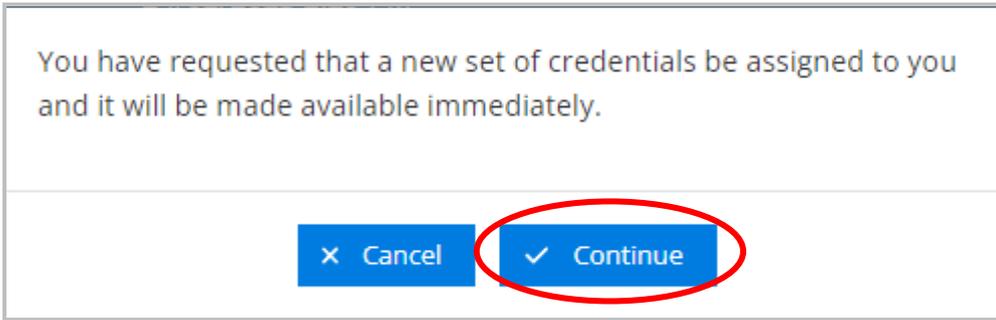
Application client ID	Start date	End date	Requested by
[Your user ID will appear here]	14/02/2023 12:35 PM		CITIZEN, JOHN

Below the table, there is a section for 'Web service access details' with the following data:

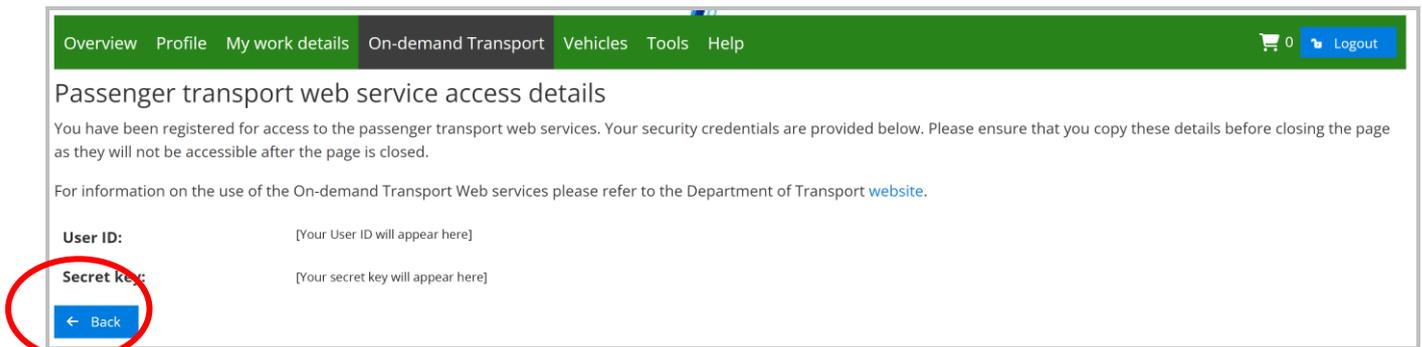
Web service	Status	Access start date	Actions
Passenger transport driver dashboard	Active	14/02/2023 12:35 PM	Deactivate
Passenger transport vehicle dashboard	Active	14/02/2023 12:35 PM	Deactivate

A 'Request new credentials' button is visible at the bottom left of the page, circled in red.

- Carefully read the declaration pop-up and click “Continue”.



- The new credentials will then be displayed on the screen. Once you have recorded them, click the “back” button.



- When you return to the “Passenger transport web service access details” page, the web service you requested new credentials for will have an updated start date that reflects the current date.

