

Australian Capital Territory

Road Transport (Public Passenger Services) Approval of Taxi Network Performance Standards 2003 (No 1)

Disallowable Instrument DI2003-298

made under the

Road Transport (Public Passenger Services) Regulations 2002, reg 81(1)
(Taxi network performance standards)

1. Name of instrument

The name of this instrument is the Road Transport (Public Passenger Services) Approval of Taxi Network Performance Standards 2003 (No1).

2. Revocation

I revoke determination No. 12 of 2002 dated 25 February 2002 and notified under the Legislation Register on 28 February 2002.

3. Approval

I approve the Taxi Network Performance Standards set out in the attached Schedule.

4. Commencement

This instrument commences on notification on the ACT Legislation Register.

ALAN GEOFFREY THOMPSON
Road Transport Authority
6 November 2003



AUSTRALIAN CAPITAL TERRITORY

TAXI NETWORK PERFORMANCE STANDARDS 2003

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DEFINITIONS

DEFINITIONS

Accredited Taxi Network Provider	means a taxi network that has been accredited under the Road Transport (Public Passenger Services) Regulations 2002 to operate a taxi network
Accredited Taxi Service Operator	means the person who is accredited under the Road Transport (Public Passenger Services) Regulations 2002 to operate a taxi service
Affiliated	in relation to an accredited taxi service operator, means affiliated with an accredited taxi network
Application	means the application for approval as an Accredited Taxi Network
Authority	means the Road Transport Authority as defined under the Road Transport (General) Act 1999
Restricted Taxi	means a vehicle (other than a bus) that stands or plies for hire for the transport of passengers along a road or road related area and that is licensed under the Road Transport (Public Passenger Services) Regulations 2002 as a restricted taxi
Taxi	means a vehicle (other than a bus) that stands or plies for hire for the transport of passengers along a road or road related area

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Taxi Booking Service	is a service provided by or for an accredited taxi network provider that: (a) accepts bookings for taxis from people; and (b) sends messages about bookings to taxi drivers by electromagnetic energy equipment in taxis that can receive such messages
Taxi Driver	means the person driving the taxi if the person holds a public vehicle licence authorising the person to drive the taxi for hire or reward
Taxi Network	means an entity that provides taxi related services to affiliated accredited taxi service operators, including providing (directly or through another entity) a taxi booking service for the network
Taxi Service	is a public passenger service operated using one or more taxis (including restricted taxis)
Wheelchair Accessible Taxi	means a taxi with wheelchair access

AUSTRALIAN CAPITAL TERRITORY

TAXI NETWORK PERFORMANCE STANDARDS

Introduction

The *Road Transport (Public Passenger Services) Act 2001* and regulations made under it permit the Road Transport Authority to approve Performance Standards pursuant to regulation 81 of the *Road Transport (Public Passenger Services) Regulations 2002*.

The Standards made under the regulations apply to all accredited taxi network providers that provide services, including a booking service, to accredited taxi service operators and taxi drivers who are affiliated to an Accredited Taxi Network Provider.

If the Accredited Taxi Network Provider does not continue to meet the Performance Standards the Authority may direct training be undertaken, impose or amend a condition of accreditation, order that a penalty be paid, issue a reprimand, and/or suspend or cancel the Taxi Network Provider Accreditation.

An Accredited Taxi Network Provider must meet the performance standards for:

- (a) maximum waiting times for a particular kind of taxi service where the taxi is licensed to operate pursuant to regulation 82(a) of the *Road Transport (Public Passenger Services) Regulations 2002*; and/or
- (b) maximum waiting times for a particular kind of taxi service where the taxi is licensed to operate as a restricted taxi pursuant to regulation 82(b) of the *Road Transport (Public Passenger Services) Regulations 2002* that is by virtue of the licence categorised as a wheelchair accessible taxi.

An Accredited Taxi Network Provider must provide the Authority with Monthly Performance Reports in the required format. Separate reports are required for standard taxi services and wheelchair accessible taxi services, where an Accredited Taxi Network Provider holds both types of accreditation.

All booked taxi hirings, including peak period hirings, must be included as part of the statistics. Hirings at ranks are not assessable.

The required format for reports is set by the Authority. Parts D & E of the report must be provided in Excel format. Electronic spreadsheets are available on request to the Authority.

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**PAGE SIX OF THE SCHEDULE TO THE INSTRUMENT MADE UNDER THE ROAD
TRANSPORT (PUBLIC PASSENGER SERVICES) REGULATIONS 2002 ON
THE 6th DAY OF NOVEMBER 2003**

An Accredited Taxi Network Provider's monthly statistics and performance must be independently audited and reconciled with the reports provided to the Authority, on an annual basis to coincide with the end of each financial year.

Results from Performance Measures by Accredited Taxi Network Providers may be published by the Authority on a quarterly basis.

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TAXI NETWORK PERFORMANCE STANDARDS

To retain Taxi Network Provider Accreditation the following Standards must be attained.

1. Standards Relating to Performance

1.1 An Accredited Taxi Network Provider must meet or exceed the following performance standards set by the Authority:

Peak Periods (0800 – 1000 hours & 1500 – 1700 hours Monday - Friday)

- 85% of all hirers experience a maximum waiting time of no more than 18 minutes
- 95% of all hirers experience a maximum waiting time of no more than 30 minutes

Peak Periods (0800 – 0900 hours and 1400 – 1600 hours Monday to Friday)

- 85% of hirers requesting a wheel chair accessible taxi experience a maximum waiting time of no more than 18 minutes
- 95% of hirers requesting a wheelchair accessible taxi experience a maximum waiting time of no more than 30 minutes

At all other times

- 85% of all hirers experience a maximum waiting time of no more than 10 minutes
- 95% of all hirers experience a maximum waiting time of no more than 20 minutes
- 85% of hirers requesting a wheel chair accessible taxi experience a maximum waiting time of no more than 10 minutes
- 95% of hirers requesting a wheelchair accessible taxi experience a maximum waiting time of no more than 20 minutes

1.2 The maximum waiting time for a person who requests a taxi as soon as possible by telephone is measured from the time when the person ends the telephone conversation with the taxi network to the time at which the taxi driver notifies the arrival of the taxi at the place requested by the hirer.

1.3 The maximum waiting time for a person who requests a taxi at a specified time is measured by the time elapsed from the time specified to the time at which the taxi driver notifies the arrival of the taxi at the place requested by the hirer.

1.4 An Accredited Taxi Network Provider must not have more than 40% of hirers experiencing a waiting time greater than ten (10) minutes within the network's area, or any zone of that area, at any time.

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- 1.5 Notwithstanding the minimum performance standards in clause 1.1 an Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must by December 2007 ensure that the network achieves response times at least equal to the actual performance in standard taxi hirings.

2 Standards Relating to Performance Reporting

- 2.1 A reporting period is calculated over a one (1) month period coinciding with a calender year, unless otherwise requested by the Road Transport Authority.
- 2.2 An Accredited Taxi Network Provider must measure and report on the number of all taxi hirings (excluding rank hirings) for the following waiting times:

Peak Periods

- Less than 10 minutes
- between 10 and 18 minutes
- between 18 and 30 minutes
- between 30 and 60 minutes
- more than 60 minutes

All Other Times

- Less than 10 minutes
- between 10 and 20 minutes
- between 20 and 30 minutes
- between 30 and 60 minutes
- more than 60 minutes

- 2.3 An Accredited Taxi Network Provider must measure and report against the specified Standard for the following:

Peak Periods

- Hirers experiencing a maximum waiting time of no more than 18 minutes :
Hirings _____ = _____ %/85%
- Hirers experiencing a maximum waiting time of no more than 30 minutes :
Hirings _____ = _____ %/95%

All other times

- Hirers experiencing a maximum waiting time of no more than 10 minutes :
Hirings _____ = _____ %/85%
- Hirers experiencing a maximum waiting time of no more than 20 minutes :
Hirings _____ = _____ %/95%

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2.4 An Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must also separately measure and report against the specified Standard for the following:

Peak Periods

- Hirers experiencing a maximum waiting time of no more than 18 minutes :
Hirings _____ = _____ %/85%
- Hirers experiencing a maximum waiting time of no more than 30 minutes :
Hirings _____ = _____ %/95%

All other times

- Hirers experiencing a maximum waiting time of no more than 10 minutes :
Hirings _____ = _____ %/85%
- Hirers experiencing a maximum waiting time of no more than 20 minutes :
Hirings _____ = _____ %/95%

2.5 An Accredited Taxi Network Provider may adjust the waiting times for each wheelchair hiring, each reporting period, to compensate for the taximeter not being engaged until after the wheelchair has been loaded and tied down.

2.6 The formula for adjustment permitted under clause 2.5 will be provided by the Authority at the beginning of each financial year. The Authority may give consideration to the number of Taxi Subsidy Scheme wheelchair journeys undertaken when assessing the formula to be applied.

2.7 An Accredited Taxi Network Provider will be given written notice of the formula to be applied on commencement of this instrument and thereafter by mid July each year.

2.8 It will be a breach of these Standards to apply a non-approved Authority formula to all, or part, of any reported performance information.

2.9 An Accredited Taxi Network Provider may adjust waiting times for wheelchair accessible taxi hirings downwards by a maximum of ten (10) minutes in accordance with the formula provided at clause 2.7.

2.10 In reporting under this Standard an Accredited Taxi Network Provider must give full details including time, locations and pick-up point for any hirers who have waited sixty (60) minutes or more.

2.11 Any booking of a wheelchair accessible taxi which exceeds a sixty (60) minute wait must be reported separately at the end of each calendar month and be identified by:

- the location
- time
- length of wait
- reason for the wait
- WATs that did not attend

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2.12 An Accredited Taxi Network that provides services to wheelchair accessible taxis must also measure for each wheelchair accessible taxi (WAT):

- the number of allocated school hirings
- WATs hirings effected by radio
- standard hirings
- high occupancy hirings

Each criteria must be represented as an individual total for each wheelchair accessible taxi and compared against their overall total number of hirings on a percentage basis.

2.13 An Accredited Taxi Network Provider that provides services to wheelchair accessible taxis must advise at the end of the reporting period if any WAT that is affiliated with the network was not available for hire during the period. If the WAT was not available for more than a twenty-four (24) hour period, the reasons why it was not available must also be provided.

2.14 The Accredited Taxi Network Provider must ensure that the monthly reports on performance criteria are independently audited, and reconciled with the reports provided to the Authority, on an annual basis to coincide with the end of each financial year.

3 Standards Relating to Production of Reports

3.1 An Accredited Taxi Network Provider must:

- (1) submit monthly statistical reports to the Authority within fourteen (14) days from the end of the reporting period, unless otherwise agreed to by the Authority;
- (2) provide within fourteen (14) days from the end of any calendar month, reports on hirings that experience a wait of sixty (60) minutes or more as detailed in the Performance Reporting Standards;
- (3) monthly statistical reports must be submitted electronically to taxiservices@act.gov.au ;
- (4) monthly statistical reports must comply with the “Standards for Report Formatting”; and
- (5) within two (2) calendar months from the end of the annual financial year lodge with the Authority the report of an independent auditor of an audit conducted of the network’s monthly statistics and performance.

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4 Standards relating to Report Formatting

- 4.1 An Accredited Taxi Network Provider must submit the monthly performance report for standard taxi services for:
- (1) Part A – Waiting Times;
 - (2) Part B – Performance Against Standards;
 - (3) Part C – Details of Each Sixty Minute or More Wait; and
 - (4) Part D – 24 Hour Hiring Waiting Time.
- 4.2 An Accredited Taxi Network Provider must submit the monthly performance report for wheelchair accessible taxi services for:
- (1) Part A – Waiting Times;
 - (2) Part B – Performance Against Standards;
 - (3) Part C – Details of Each Sixty Minute or More Wait;
 - (4) Part D – 24 Hour Hiring Waiting Time; and
 - (5) Part E – WATS Report.
- 4.3 For standard taxis services and wheelchair accessible services an Accredited Taxi Network Provider must submit Parts A, B & C in the format provided at Annexure A to this Standard.
- 4.4 The sample EXCEL spreadsheet that must be used for Part D – 24 Hour Waiting Time (standard and wheelchair accessible taxis) and Part E – WATS Report (wheelchair accessible taxis only) are provided at Annexure B & Annexure C to this Standard, and are available in electronic format by request.
- 4.5 For standard taxis and wheelchair accessible taxi services an Accredited Taxi Network Provider must submit Part D – 24 Hour Waiting Time, in the required sample EXCEL format provided as Annexure B to this Standard. A separate report is required for each type of taxi service operated.
- 4.6 For wheelchair accessible services an Accredited Taxi Network Provider must submit Part E – WATS Report in the required sample EXCEL format as provided as Annexure C to this Standard.

Annexure A

**MONTHLY PERFORMANCE REPORT
[MONTH – 200_]**

STANDARD TAXIS

PART A – WAITING TIMES

Peak Period - (Monday to Friday 8AM to 10AM)

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 18 minutes	
Between 18 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

Peak Period - (Monday – Friday 3PM to 5PM)

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 18 minutes	
Between 18 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

All Other Times

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 20 minutes	
Between 20 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

TOTAL OVERALL HIRINGS _____

PART B – PERFORMANCE AGAINST STANDARDS

Peak Periods

- Hirers experiencing a maximum waiting time of no more than 18 minutes:
Total Number of Hirings _____ = _____%/85%
- Hirers experiencing a maximum waiting time of no more than 30 minutes:
Total Number of Hirings _____ = _____%/95%

All Other Times

- Hirers experiencing a maximum waiting time of no more than 10 minutes:
Total Number of Hirings _____ = _____%/85%

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**2. Hirers experiencing a maximum waiting time of no more than 20 minutes:
Total Number of Hirings _____ = _____ %/95%**

PART C – DETAILS OF EACH SIXTY MINUTE OR MORE WAIT

Time requested _____ Time hiring collected _____

Location/Pick up Point _____

(60 minute wait report must be completed for each incident)

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MONTHLY PERFORMANCE REPORT [MONTH – 200_]

WHEELCHAIR ACCESSIBLE TAXIS

PART A – WAITING TIMES

Peak Period - (Monday to Friday 8AM to 9AM)

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 18 minutes	
Between 18 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

Peak Period - (Monday – Friday 2PM to 4PM)

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 18 minutes	
Between 18 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

All Other Times

WAITING TIME	HIRINGS
Less than 10 minutes	
Between 10 and 20 minutes	
Between 20 and 30 minutes	
Between 30 and 60 minutes	
More than 60 Minutes	

TOTAL OVERALL HIRINGS _____

PART B – PERFORMANCE AGAINST STANDARDS

Peak Periods

1. Hirers experiencing a maximum waiting time of no more than 18 minutes:
Total Number of Hirings _____ = _____%/85%
2. Hirers experiencing a maximum waiting time of no more than 30 minutes:
Total Number of Hirings _____ = _____%/95%

All Other Times

1. Hirers experiencing a maximum waiting time of no more than 10 minutes:
Total Number of Hirings _____ = _____%/85%
2. Hirers experiencing a maximum waiting time of no more than 20 minutes:
Total Number of Hirings _____ = _____%/95%

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PART C – DETAILS OF EACH SIXTY MINUTE OR MORE WAIT

Time requested _____ Time hiring collected _____

Location/Pick up Point _____

Reason _____

WATs that did not attend _____

Reason why other WATs did not attend _____

(60 minute wait report must be completed for each incident)

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ANNEXURE B (1)

PART D - 24 HOUR WAITING TIME- STANDARD TAXIS

PART D - 24 HOUR WAITING TIME - STANDARD TAXIS

Peak Periods (Mon - Fri 8am -10am)

Time	Total	<10min	%	<10>18	%	<18 > 30	%	<30 > 60	%	>60	%
08-09	16	1	6.25%	3	18.75%	5	31.25%	4	25.00%	3	18.75%
09-10	19	2	10.53%	4	21.05%	6	31.58%	4	21.05%	3	15.79%
	35	3	8.57%	7	20.00%	11	31.43%	8	22.86%	6	17.14%

Peak Periods (Mon - Fri 3pm -5pm)

Time	Total	<10min	%	<10>18	%	<18 > 30	%	<30 > 60	%	>60	%
03-04	16	1	6.25%	3	18.75%	5	31.25%	4	25.00%	3	18.75%
04-05	19	2	10.53%	4	21.05%	6	31.58%	4	21.05%	3	15.79%
	35	3	8.57%	7	20.00%	11	31.43%	8	22.86%	6	17.14%

All Other Times (Excluding Peak Periods)

Time	Total	< 10min	%	>10<20	%	>20<30	%	>30<60	%	>60	%
00-01	5	1	20.00%	3	60.00%	0	0.00%	1	20.00%	0	0.00%
01-02	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%
02-03	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%
03-04	1	0	0.00%	1	100%	0	0.00%	0	0.00%	0	0.00%
04-05	2	0	0.00%	1	50%	1	50.00%	1	50.00%	0	0.00%
05-06	5	1	20.00%	3	60.00%	0	0.00%	0	0.00%	0	0.00%
06-07	50	35	70.00%	12	24.00%	2	4.00%	5	10.00%	2	4.00%
07-08	414	247	59.66%	96	23.19%	13	3.14%	34	8.21%	24	5.80%
10-11	312	184	58.97%	67	21.47%	10	3.21%	32	10.26%	19	6.09%
11-12	352	228	64.77%	74	21.02%	3	0.85%	29	8.24%	18	5.11%
12-01	324	202	62.35%	70	21.60%	10	3.09%	26	8.02%	16	4.94%
01-02	604	398	65.89%	102	16.89%	16	2.65%	48	7.95%	40	6.62%
02-03	185	87	47.03%	43	23.24%	10	5.41%	27	14.59%	18	9.73%
05-06	97	40	41.24%	31	31.96%	4	4.12%	14	14.43%	8	8.25%
06-07	64	32	50.00%	12	18.75%	4	6.25%	10	15.63%	6	9.38%
07-08	45	23	51.11%	13	28.89%	2	4.44%	4	8.89%	3	6.67%
08-09	47	17	36.17%	18	38.30%	1	2.13%	6	12.77%	5	10.64%
09-10	40	24	60.00%	9	22.50%	2	5.00%	5	12.50%	0	0.00%
10-11	26	11	42.31%	8	30.77%	1	3.85%	4	15.38%	2	7.69%
11-12	26	11	42.31%	8	30.77%	1	3.85%	4	15.38%	2	7.69%
	2605	1543	59.23%	569	21.84%	80	3.07%	250	9.60%	163	6.26%

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ANNEXURE B (2)

PART D - 24 HOUR WAITING TIME- WATS

PART D - 24 HOUR WAITING TIME - WATS

Peak Periods (Mon - Fri 8am -9am)

Time	Total	<10min	%	<10>18	%	<18 > 30	%	<30 > 60	%	>60	%
08-09	16	1	6.25%	3	18.75%	5	31.25%	4	25.00%	3	18.75%
	16	1	6.25%	3	18.75%	5	31.25%	4	25.00%	3	18.75%

Peak Periods (Mon - Fri 2pm -4pm)

Time	Total	<10min	%	<10>18	%	<18 > 30	%	<30 > 60	%	>60	%
02-03	16	1	6.25%	3	18.75%	5	31.25%	4	25.00%	3	18.75%
03-04	19	2	10.53%	4	21.05%	6	31.58%	4	21.05%	3	15.79%
	35	3	8.57%	7	20.00%	11	31.43%	8	22.86%	6	17.14%

All Other Times (Excluding Peak Periods)

Time	Total	< 10min	%	>10<20	%	>20<30	%	>30<60	%	>60	%
00-01	11	6	54.55%	2	18.18%	1	9.09%	1	9.09%	1	9.09%
01-02	5	1	20.00%	3	60.00%	1	20.00%	0	0.00%	0	0.00%
02-03	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%
03-04	3	1	33.33%	2	66.67%	0	0.00%	0	0.00%	0	0.00%
04-05	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%
05-06	2	0	0.00%	0	0.00%	1	50.00%	1	50.00%	0	0.00%
06-07	5	1	20.00%	4	80.00%	0	0.00%	0	0.00%	0	0.00%
07-08	50	35	70.00%	12	24.00%	2	4.00%	5	10.00%	2	4.00%
09-10	414	247	59.66%	137	33.12%	13	3.14%	34	8.21%	24	5.80%
10-11	312	184	58.97%	107	34.29%	10	3.21%	32	10.26%	19	6.09%
11-12	352	228	64.77%	104	29.55%	3	0.85%	29	8.24%	18	5.11%
12-01	324	202	62.35%	102	31.51%	10	3.09%	26	8.02%	16	4.94%
01-02	604	398	65.89%	182	30.13%	16	2.65%	48	7.95%	40	6.62%
04-05	185	87	47.03%	98	53.03%	10	5.41%	27	14.59%	18	9.73%
05-06	97	40	41.24%	57	58.76%	4	4.12%	14	14.43%	8	8.25%
06-07	64	32	50.00%	32	50.00%	4	6.25%	10	15.63%	6	9.38%
07-08	45	23	51.11%	22	48.89%	2	4.44%	4	8.89%	3	6.67%
08-09	47	17	36.17%	30	63.83%	1	2.13%	6	12.77%	5	10.64%
09-10	40	24	60.00%	16	40.00%	2	5.00%	5	12.50%	0	0.00%
10-11	26	11	42.31%	15	57.69%	1	3.85%	4	15.38%	2	7.69%
11-12	26	11	42.31%	15	57.69%	1	3.85%	4	15.38%	2	7.69%
	2616	1549	59.21%	571	21.83%	81	3.10%	251	9.59%	164	6.27%

ANNEXURE C

PART E - WATS REPORT

PART E WATS REPORT

TX	Road	Total	School Hirings	School %	Wats	Wats %	School & Wats Total	School & Wats %	Hots	Hots % of Total	Standard Total	% of Total standard
900	90	1851	87	5%	140	7.56%	227	12.26%	165	8.91%	1459	78.82%
901	91	1741	157	9%	184	10.57%	341	19.59%	98	5.63%	1302	74.78%
902	91	1861	83	4%	150	8.06%	233	12.52%	170	9.13%	1458	78.34%
903	91	2030	110	5%	198	9.75%	308	15.17%	144	7.09%	1578	77.73%
904	91	1776	47	3%	207	11.66%	254	14.30%	189	10.64%	1333	75.06%
905	79	1554	69	4%	172	11.07%	241	15.51%	143	9.20%	1170	75.29%
906	81	1362	143	10%	136	9.99%	279	20.48%	111	8.15%	1002	73.57%
907	89	1840	87	5%	127	6.90%	214	11.63%	219	11.90%	1407	76.47%
908	71	986	4	0%	92	9.33%	96	9.74%	125	12.68%	765	77.59%
909	90	1625	74	5%	135	8.31%	209	12.86%	148	9.11%	1268	78.03%
910	90	1514	71	5%	127	8.39%	198	12.68%	75	4.95%	1247	82.36%
911	86	1113	178	16%	107	9.61%	259	23.27%	102	9.16%	752	67.57%
912	85	1183	6	0%	106	8.96%	172	14.54%	93	7.86%	918	77.60%
913	76	1149	73	6%	145	12.62%	218	18.97%	74	6.44%	857	74.59%
914	90	1701	47	3%	378	22.22%	425	24.99%	121	7.11%	1155	67.90%
915	91	1890	8	0%	173	9.15%	181	9.58%	246	13.02%	1463	77.41%
916	83	877	13	1%	107	12.20%	120	13.68%	50	5.70%	707	80.62%
917	58	1064	12	1%	131	12.31%	143	13.44%	63	5.92%	858	80.64%
918	63	1197	85	7%	82	6.85%	167	13.95%	100	8.35%	930	77.69%
919	58	782	10	1%	139	17.77%	149	19.05%	33	4.22%	600	76.73%
920	50	403	3	1%	50	12.41%	53	13.15%	50	12.41%	300	74.44%
921	50	510	10	2%	50	9.80%	60	11.76%	50	9.80%	400	78.43%
922	50	610	10	2%	50	8.20%	60	9.84%	50	8.20%	500	81.97%
923	61	1097	6	1%	114	10.39%	120	10.94%	87	7.93%	890	81.13%
924	50	810	10	1%	50	6.17%	60	7.41%	50	6.17%	700	86.42%
925	17	295	11	4%	35	11.86%	46	15.59%	30	10.17%	219	74.24%
Total	1922	32821	1414	4%	3413	10%	4827	14.71%	2756	8%	25238	77%