

Public Transport Services

Service Standard Report

July - September 2013



Government of South Australia

Department of Planning,
Transport and Infrastructure

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Sample and Methodology

The sample size was derived from the number of trips supplied in any given week, with separate sample sizes defined for each contract area, given the sample size the number of trips deemed appropriate to give a valid sample is stratified across the day types based upon their respective proportion in a given week.

Between the 1st July and 30th September 2013;

- **2,192** audits onboard Adelaide Metro bus services.
- **154** audits onboard Adelaide Metro train services.
- **230** audits onboard Adelaide Metro tram services.
- Services were audited in all metropolitan Metroticket contract areas.

The number of bus trips audited represents a 95% Confidence Interval with a maximum Margin of Error of +/- 5% (of the trips supplied). Trips supplied is defined as the number of trips available for five weekdays, plus a Saturday and Sunday in all contract areas for one whole week.

The sample base is selected from trips listed on PTS approved timetables submitted by SouthLink, Light City Buses, Torrens Transit and Rail Commissioner.

Contract Area	Weekday Trips		Sunday Trips	Total Trips	Sample Required	Trips Supplied
	Audited	Saturday Trips Audited	Audited	Audited		
SouthLink Outer North	320	27	22	369	366	7,695
Light City Buses Outer North East	310	32	28	370	367	8,140
Light City Buses North South	315	33	28	376	373	12,187
Transitplus Hills (Metro)	301	19	12	332	329	2,260
SouthLink Outer South	308	30	28	366	363	6,263
Torrens Transit East West	318	32	29	379	376	16,905
Rail Commissioner Train	94	30	30	154	149	2,810
Rail Commissioner Tram	162	34	34	230	230	1,064
TOTAL	2,128	237	211	2,576	2,553	57,324

*Please note: Due to Noarlunga and Tonsley line closure and Belair reopening 14th July 2013 Rail Commissioner Train quota was adjusted.

Table 1.1

Main Findings - Bus

		OUTER NORTH	OUTER NORTH EAST	NORTH SOUTH	HILLS	OUTER SOUTH	EAST WEST
ON TIME RUNNING							
VEHICLE CLEANLINESS	Vehicle exterior						
	Vehicle interior						
ROUTE & SHIFT NO DISP	Destination Displayed						
	Shift number						
INTERIOR SIGNAGE	Concession pass						
	Fare schedule						
	Priority Seating						
DRIVER COURTESY	Acknowledging passengers						
	Response to inquiries						
	Board or alight at safe locations						
PASSENGER SAFETY	Smooth ride						
	Compliance with road rules						
	Parked close to kerb						
	Unsteady passengers seated						
	Use of electronic equip whilst driving						
DRIVER APPEARANCE	Driver physically alert and prepared						
DRIVER APPEARANCE	Uniform						
	Personal appearance						
	Personal behaviour						

Table 1.2

Table 1.2 - Indicates the best performing contract area in each category.

ON-TIME RUNNING

A vehicle in the course of a scheduled trip departs from a place nominated in the timetable (Timepoint) not more than 59 seconds before and not more than 4 minutes and 59 seconds after the time stated in the timetable as the relevant departure time.

In July - September 2013;

- **85.17%** of services audited were on time.
- **13.27%** of services audited were late.
- **1.28%** of services audited were early.

TRIPS RUN

A vehicle embarks on a scheduled trip from a terminus not later than the time stated in the timetable for the departure of the next scheduled service on the same route.

In July - September 2013;

- **0.27%** of services audited did not run.

CONNECTIONS ACHIEVED

A vehicle in the course of a scheduled trip arrives at a place indicated in the timetable with words such as “connect” or “transfer passengers to” or a symbol representing a connection, and meets the connecting service.

In July - September 2013;

- **100.0%** service connections.

VEHICLE CONDITION

Compliance with interior and exterior vehicle cleanliness in accordance within the contract.

In July - September 2013;

- **99.4%** acceptable interior cleanliness.
- **99.9%** acceptable exterior cleanliness.

Main Findings - Bus

DRIVER QUALITY

Driver standards are audited in relation to courtesy, safety, appearance and assistance required.

In July - September 2013;

- **99.8%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **99.9%** compliance with road rules.
- **100.0%** bus parked close to kerb as possible.
- **100.0%** ensured unsteady passengers seated before driving.
- **0.1%** use of personal electronic equipment whilst driving.
- **99.7%** acceptable uniform.
- **100.0%** acceptable personal appearance.
- **100.0%** acceptable personal behaviour.

PROCESS COMPLIANCE

Compliance with processes determined in accordance within the contract.

In July - September 2013;

- **99.4%** displayed destination sign.
- **95.7%** displayed shift number.

SIGNAGE - ONBOARD

In July - September 2013;

- **99.9%** displayed concession pass schedule.
- **99.9%** displayed metroticket fare schedule.
- **99.9%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In July - September 2013;

- **1.12%** of passengers boarded the vehicle without validating a ticket.

When comparing the April - June 2013 quarter to the July - September 2013 quarter, fare evasion decreased by **0.35%**.

Further breakdowns can be found throughout the report.

Main Findings - Train

In relation to *On-Time Running*;

A train is considered to be on-time if it departs a time-point along a route no more than 1 minute early and no more than 5 minutes 59 seconds late.

- **81.17%** of services departed on time.
- Early running occurred on **0.00%** of services.
- Late running was **18.83%**.
- Services reported as *Did Not Run* was **0.00%**.

In relation to *Vehicle Exterior/Interior*;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- **0.0%** of services were recorded as poor.
- Acceptable ratings for interior cleanliness were **99.4%**.
- **0.6%** of services were recorded as poor.

In relation to *Driver and Automated Station Announcements*;

- In **96.5%** of situations, the Station Announcements were made by the driver or automated system for all stations.

In relation to *PSAs' Customer Service*;

- PSA's used Portable Reading Devices (PRDs) when checking tickets in **100.0%** of cases.
- PSA's were rated as having been polite when asking to check passengers tickets in **100.0%** of cases.
- A ticket offence report was issued in **4.5%** of cases in which the PSA used a PRD to check tickets.

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on the rail system was **7.11%**.

When comparing the April - June 2013 quarter to the July - September 2013 quarter, fare evasion decreased by **0.89%**

Main Findings - Tram

In relation to *On-Time Running*;

A tram is considered to be on-time if it departs a time-point along a route no more than 1 minute early and no more than 5 minutes and 59 seconds late.

- **90.00%** of services departed on time.
- Early running occurred on **6.09%** of services.
- Late running was **3.91%**.
- Services reported as *Did Not Run* was **0.00%**.

In relation to *Vehicle Exterior/Interior*;

- Acceptable ratings for exterior cleanliness were **99.6%**.
- **0.4%** of services were recorded as poor.

- Acceptable ratings for interior cleanliness were **100.0%**.
- **0.0%** of services were recorded as poor.

In relation to *Conductors Customer Service*;

- In **99.3%** of cases, Tram conductors achieved acceptable ratings in relation to their acknowledgment of passengers.

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on the tram system was **12.35%**.

When comparing the April - June 2013 quarter to the July - September 2013 quarter, fare evasion decreased by **2.09%**

On-Time Running - Bus

Bus departure time	Total All Contract Areas		Best Performing		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
10+ min early	0.00%	0.00%				
3-9 min early	0.05%	0.23%				
1-2 min early	1.41%	1.05%				
On-time (<4.59 min late)	83.97%	85.17%	90.63%	94.54%	68.70%	72.61%
5-6 min late	3.78%	4.24%	HILLS	O.S.	N.S.	N.S.
6-9 min late	6.65%	6.61%				
10+ min late	4.01%	2.42%				
Did Not Run	0.14%	0.27%				
Bus arrival time						
10+ min late	2.87%	1.88%	0.55%	0.55%	9.60%	5.05%

Table 1.3

With the commencement of the new contracts, effective 1 July 2011, a bus is considered to be on time if it departs a timepoint along a route no more than 59 seconds early and no more than 4 minutes 59 seconds late (previously 5 minutes 59 seconds late).

In July - September 2013;

- **85.17%** of Adelaide Metro bus services departed on time.
- SouthLink Outer South Contract Area was the *Best Performing Contract Area*, with **94.54%** on time running.
- Light City Buses North South contract area recorded **72.61%**.
- Early running occurred on **1.28%** of services.
- Late running was **13.27%**.
- Services reported as *Did Not Run* was **0.27%**.

Bus On Time Running

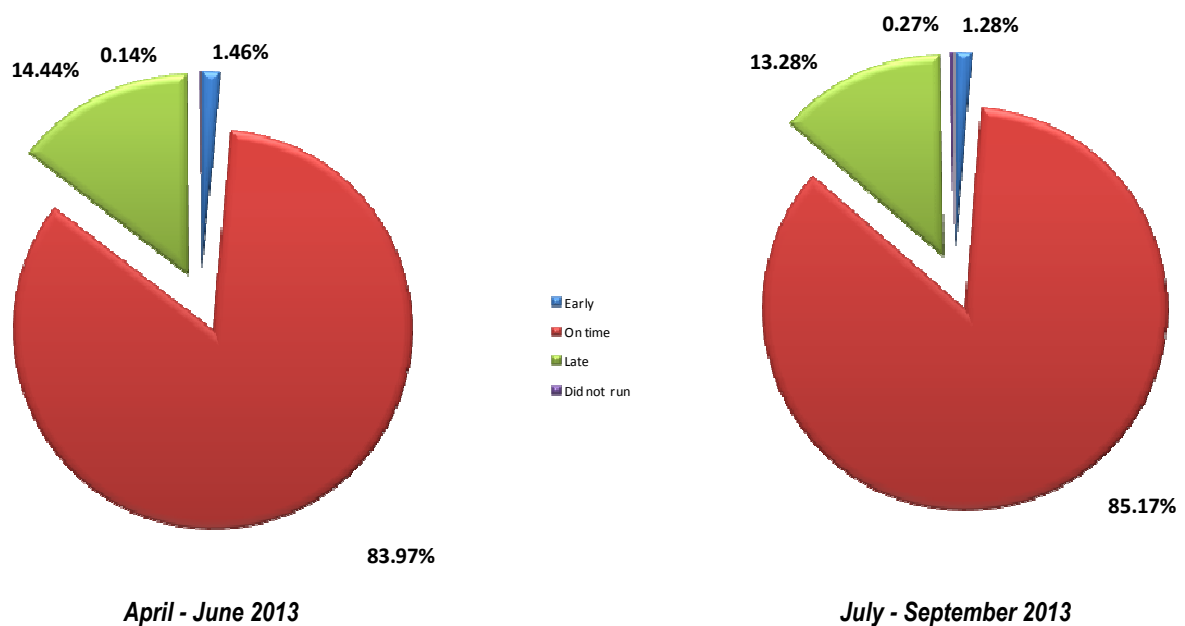


Figure 1.1

On-Time Running - Bus

All Areas On Time Running

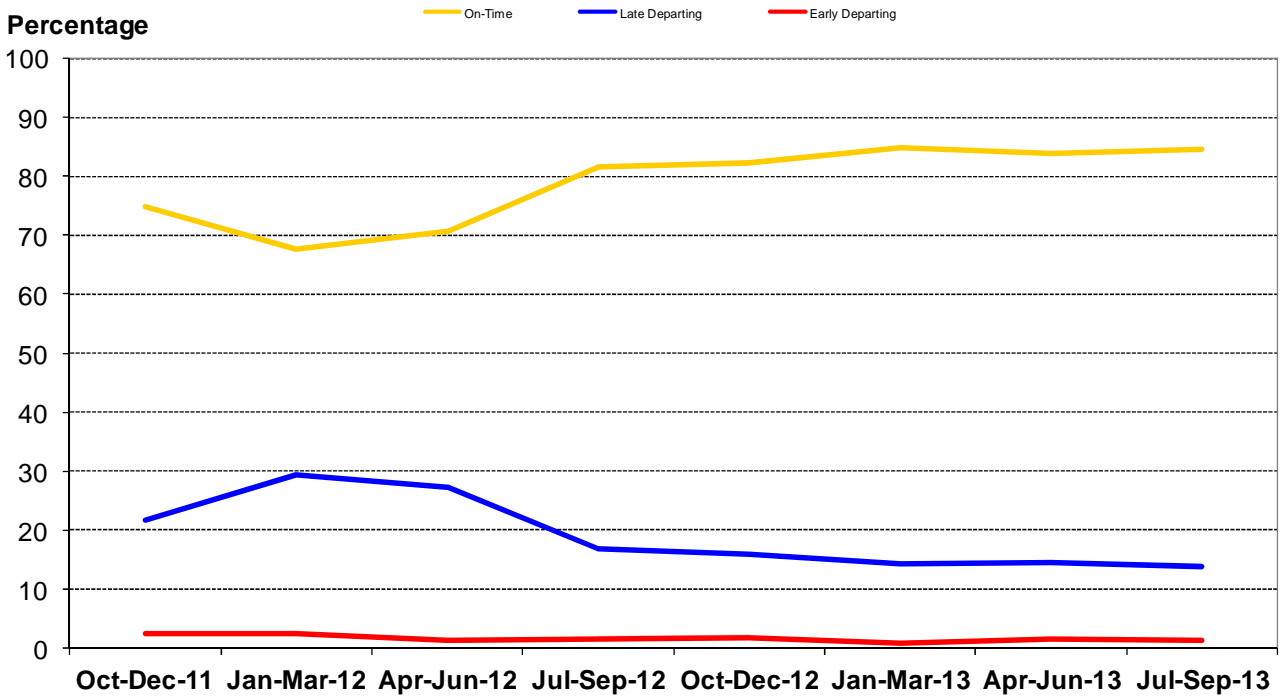


Figure 1.2

Top Ten Routes for On-Time Running

Route	Early	On time	Late	Trips sampled
734		100.0%		39
733		100.0%		26
556		100.0%		19
868		100.0%		15
565		100.0%		12
837		100.0%		11
740		100.0%		11
840F		100.0%		11
842F		100.0%		9
99C		100.0%		9

Table 1.4

Top 10 Routes by Contract Area

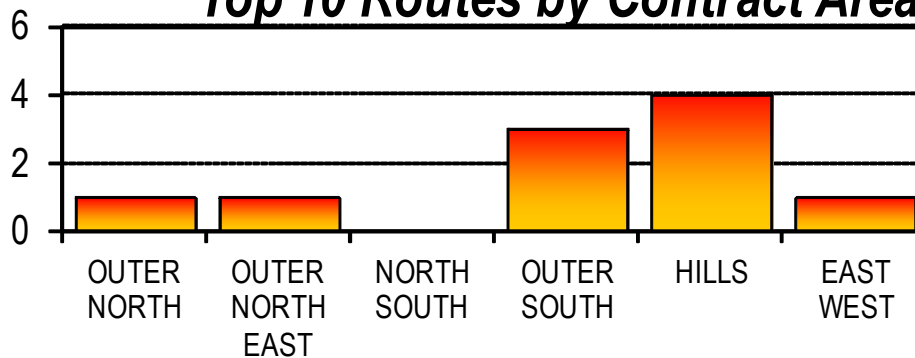


Figure 1.3

Connections - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Bus required to connect						
Yes	5.7%	7.5%	n/a	n/a	n/a	n/a
No	94.3%	92.5%				
Mode						
Bus	100.0%	99.4%	n/a	n/a	n/a	n/a
Train	0.0%	0.6%				
Not applicable	0.0%	0.0%				
Able to transfer						
Yes	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	0.0%	0.0%	O.N.,HILLS,O.S.	O.N.,HILLS,O.S.		
If No, why not?						
Bus arrived late	0.0%	0.0%	n/a	n/a	n/a	n/a
Bus, train departed early	0.0%	0.0%	n/a	n/a	n/a	n/a
Bus, train not seen	0.0%	0.0%	n/a	n/a	n/a	n/a
Insufficient transfer time	0.0%	0.0%	n/a	n/a	n/a	n/a
Not applicable	100.0%	100.0%	n/a	n/a	n/a	n/a
Passengers asked to re-validate at terminus on change of route number						
Yes	0.0%	0.0%	n/a	n/a	n/a	n/a
No	0.0%	0.1%				
N/A	100.0%	99.9%				

Table 1.5

In July - September 2013;

- 7.5% of services (163) were required to connect, with 100.0% of these connections successfully occurring.

Vehicle Exterior Cleanliness - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Vehicle exterior clean						
Excellent + Good + Fair	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%
Excellent	0.7%	0.1%	O.N.E.,HILLS, O.S,E.W.	O.N.E.,N.S.,HILLS, O.S.	O.N, N.S.	O.N, E.W.
Good	90.6%	82.2%				
Fair	8.6%	17.5%				
Poor	0.1%	0.1%				

Table 1.6

In July - September 2013;

- Acceptable ratings for exterior cleanliness were 99.9%.
- 0.1% of services were recorded as poor.
- SouthLink's Hills, Outer South, Light City's Outer North East and North South contract areas were the *Best Performing Contract Area* achieving 100.0%.

Bus Vehicle Exterior Cleanliness

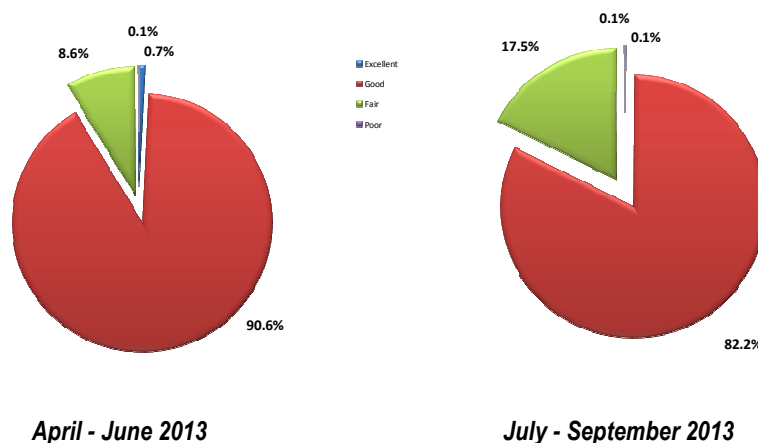


Figure 1.4

Vehicle Interior Cleanliness - Bus

Vehicle interior clean	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Excellent + Good + Fair	99.5%	99.4%	100.0%	100.0%	98.9%	98.4%
Excellent	0.5%	0.1%	O.N.E.	O.N.E.,HILLS	O.S.	E.W.
Good	88.0%	81.2%				
Fair	10.9%	18.0%				
Poor	0.5%	0.6%				

Table 1.7

In July - September 2013;

- Acceptable ratings for interior cleanliness were **99.4%**.
- **0.6%** of services were recorded as poor.
- Light City's Outer North East Contract Area and SouthLink's Hills were the *Best Performing Contract Areas* achieving **100.0%**.

Bus Vehicle Interior Cleanliness

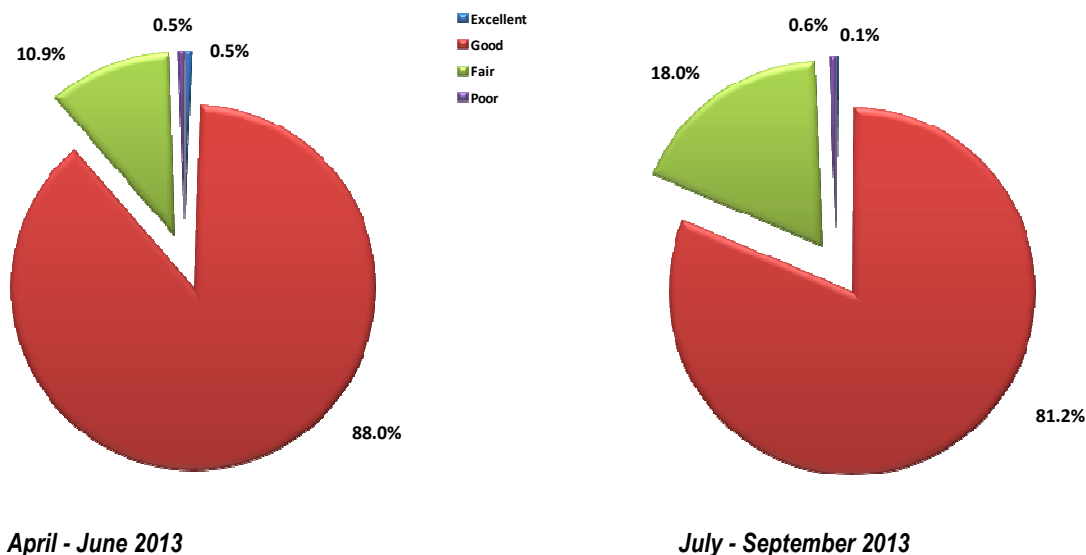


Figure 1.5

Vehicle Exterior/Interior Cleanliness - Bus

All Areas Cleanliness

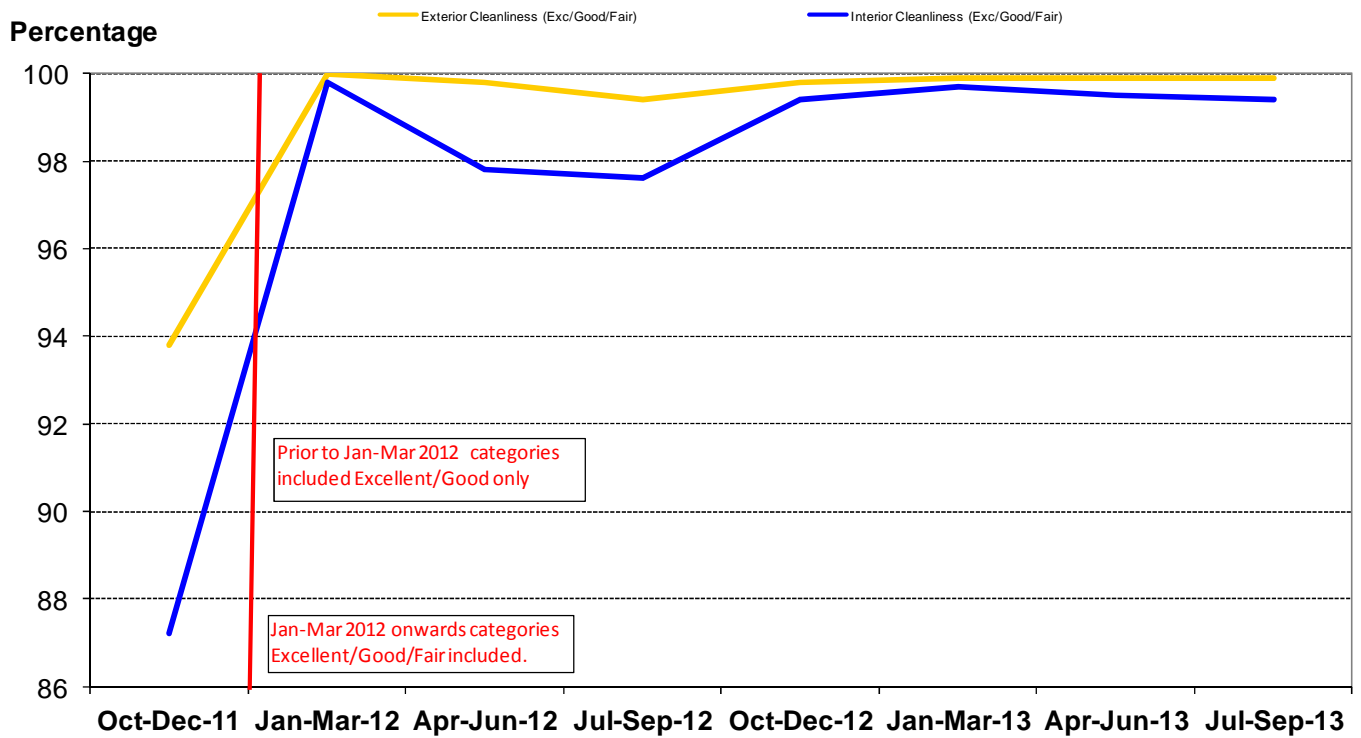


Figure 1.6

Bus Vehicle Cleanliness by Contract Area

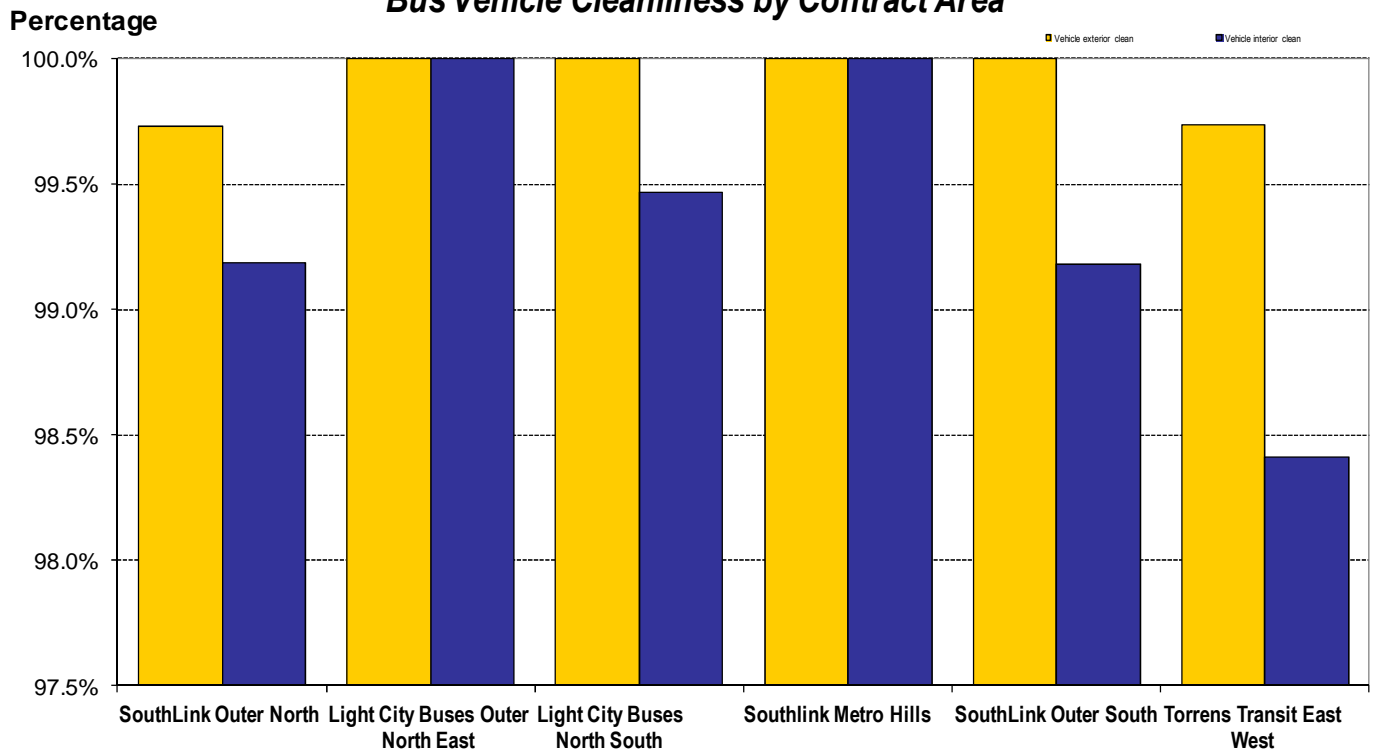


Figure 1.7

Driver Quality - Courtesy - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Acknowledging passengers						
Excellent + Good + Fair	99.9%	99.8%	100.0%	100.0%	99.2%	99.2%
Excellent	8.3%	5.4%	O.N.,O.N.E.,N.S, HILLS,O.S.	O.N.E.,HILLS,E.W.	E.W.	O.N.
Good	68.6%	69.5%				
Fair	23.0%	25.0%				
Poor	0.1%	0.2%				
Response to passenger enquiries*						
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	11.1%	5.5%	ALL	ALL	n/a	n/a
Good	72.1%	76.6%				
Fair	16.8%	17.9%				
Poor	0.0%	0.0%				
Board or alight between stops*						
Yes	91.5%	89.4%	100.0%	100.0%	66.7%	75.0%
No	8.5%	10.6%	N.S,O.S,E.W.	O.N.E.,HILLS,E.W.	O.N.E.	O.S.
If Yes, board/alight at safe locations*						
Yes	93.0%	95.2%	100.0%	100.0%	50.0%	88.9%
No	7.0%	4.8%	O.N,O.N.E,N.S, HILLS.	O.N,O.N.E,HILLS, O.S.	O.S.	N.S.,E.W.

* Not applicable cases have been excluded from the percentage base

Table 1.8

In July - September 2013;

- Acknowledging Passengers was **99.8%**.
- Response to Passenger Inquiries was **100.0%**.
- Drivers who allowed boarding or alighting between stops, **95.2%** did so at safe locations.

All Areas Driver Courtesy

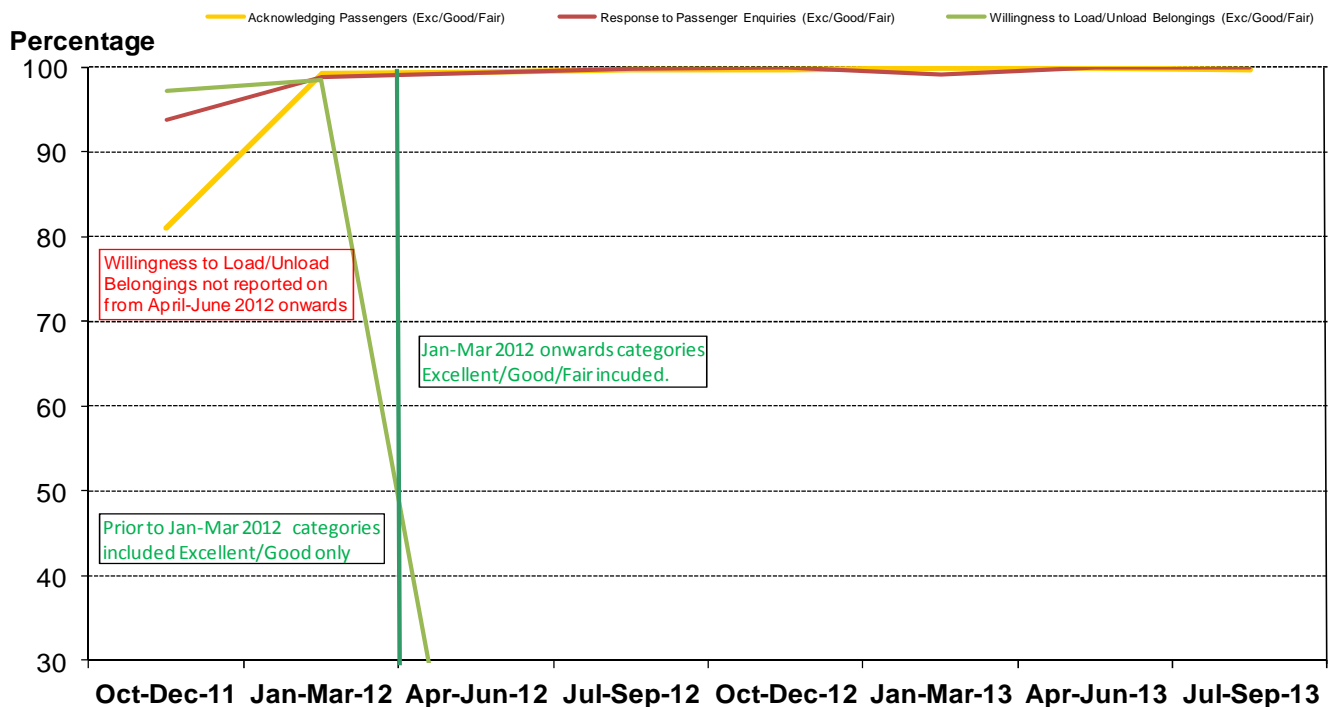


Figure 1.8

Driver Quality - Safety - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Smooth ride						
Excellent + Good + Fair	99.8%	100.0%	100.0%	100.0%	99.5%	n/a
Excellent	4.4%	1.1%	O.N.,O.N.E,E.W.	ALL	N.S.	n/a
Good	85.3%	88.0%				
Fair	10.1%	10.8%				
Poor	0.2%	0.0%				
Compliance with road rules						
Excellent + Good + Fair	100.0%	99.9%	100.0%	100.0%	n/a	99.7%
Excellent	4.4%	1.3%	ALL	O.N.E.,HILLS,E.W.	n/a	O.N., N.S.,O.S.,
Good	93.4%	96.3%				
Fair	2.2%	2.2%				
Poor	0.0%	0.1%				
Bus parked Close to Kerb as possible						
Excellent + Good + Fair	99.8%	100.0%	100.0%	100.0%	98.9%	99.7%
Excellent	4.3%	1.7%	O.N,O.N.E,HILLS, E.W.	O.N,O.N.E,HILLS, O.S.,E.W.	N.S.	N.S.
Good	92.0%	92.4%				
Fair	3.4%	5.8%				
Poor	0.2%	0.0%				
Ensured unsteady passengers seated before driving						
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	3.3%	3.0%	O.N,O.N.E,HILLS, O.S,E.W.	O.N,O.N.E,HILLS, O.S,E.W.	N.S.	N.S.
Good	90.8%	90.4%				
Fair	5.8%	6.5%				
Poor	0.0%	0.0%				
Use of personal electronic equipment whilst driving						
Yes	0.1%	0.1%	0.0%	0.0%	0.5%	0.5%
No	99.9%	99.9%	O.N,O.N.E, N.S,HILLS,O.S.	O.N,O.N.E,HILLS, E.W.	E.W.	N.S.
Driver physically alert and prepared						
Yes	100.0%	99.7%	100.0%	100.0%	n/a	98.9%
No	0.0%	0.3%	ALL	O.N.E.,N.S.,E.W.	n/a	O.S.

Table 1.9

In July - September 2013;

- Acceptable ratings for smooth ride were **100.0%**.
- Compliance with road rules category was **99.9%**.
- Ensured unsteady passengers seated before driving category was **100.0%**.

All Areas Passenger Safety

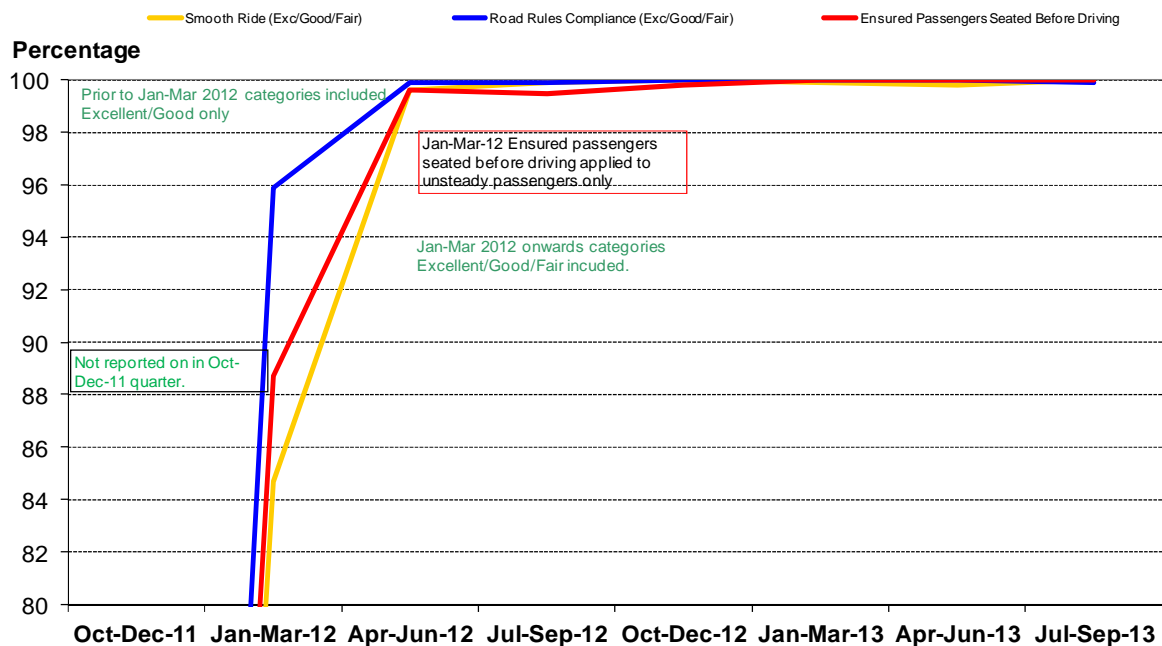


Figure 1.9

Driver Quality - Appearance - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Uniform						
Excellent + Good + Fair	99.8%	99.7%	100.0%	100.0%	99.2%	98.9%
Excellent	11.9%	6.2%	O.N,HILLS, O.S,E,W	O.N,HILLS, O.S.	N.S.	N.S.
Good	87.5%	92.9%				
Fair	0.4%	0.6%				
Poor	0.2%	0.3%				
Personal appearance						
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	13.7%	6.5%	ALL	ALL		
Good	86.2%	92.9%				
Fair	0.1%	0.5%				
Poor	0.0%	0.0%				
Personal behaviour						
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	99.7%	n/a
Excellent	5.1%	2.0%	O.N,E,N.S,HILLS, O.S,E,W.	ALL	O.N.	n/a
Good	93.7%	95.8%				
Fair	1.2%	2.2%				
Poor	0.0%	0.0%				
Driver eat whilst vehicle in motion						
Yes	0.1%	0.0%	0.0%	0.0%	0.5%	0.3%
No	99.9%	100.0%	O.N,O.N.E,HILLS, O.S,E,W	O.N,E,N.S.,HILLS, O.S,E,W	O.N.E.	O.N.
Driver drink whilst vehicle in motion						
Yes	0.1%	0.1%	0.0%	0.0%	0.3%	0.3%
No	99.9%	99.9%	O.N,O.N.E,N.S, HILLS.	O.N,N.S,E,W.	O.S,E,W.	O.N.E., HILLS,O.S,
Driver smoke whilst on board the vehicle						
Yes	0.0%	0.0%	0.0%	0.0%	0.3%	n/a
No	100.0%	100.0%	O.N.E,N.S,HILLS,O. S,E,W.	ALL	O.N.	n/a
Driver stop for personal business						
Yes	0.1%	0.3%	0.0%	0.0%	0.5%	0.5%
No	99.9%	99.7%	O.N.,O.N.E,HILLS, O.S.	HILLS,O.S.	N.S.	O.N.E.,N.S., E.W.

Table 1.10

In July - September 2013;

- Acceptable ratings for driver uniform was **99.7%**.
- Personal appearance category was **100.0%**.
- Personal behaviour category was **100.0%**.

Driver Quality - Special Needs - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Assistance Required						
Required	1.8%	2.4%	n/a	n/a	n/a	n/a
Not Required	98.2%	97.6%				
Driver assisted						
Yes	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	0.0%	0.0%	ALL	ALL		
Reason						
Pram	10.3%	5.7%	n/a	n/a	n/a	n/a
Wheelchair	64.1%	49.1%	n/a	n/a	n/a	n/a
Shopping Cart	2.6%	9.4%	n/a	n/a	n/a	n/a
Suitcase	0.0%	0.0%	n/a	n/a	n/a	n/a
Non-wheelchair bound elderly person	15.4%	26.4%	n/a	n/a	n/a	n/a
Other	7.7%	9.4%	n/a	n/a	n/a	n/a

Table 1.11

Driver Quality - Driver Response - Bus

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Knowledge of basic routes and Interchange						
Yes	14.2%	19.2%	15.9%	19.9%	0.3%	0.3%
No	0.1%	0.0%	O.S.	N.S.	O.N.	O.S.
N/A	85.7%	80.8%				
Direct to Adelaide Metro Infoline, Centre or Website						
Yes	0.0%	0.2%	n/a	0.5%	n/a	n/a
No	0.0%	0.0%	n/a	O.N.	n/a	n/a
N/A	100.0%	99.8%				
Timetables available						
Yes	0.1%	0.2%	0.3%	0.3%	n/a	n/a
No	0.0%	0.0%	O.N,HILLS,E.W.	O.N,N.S., HILLS,O.S.	n/a	n/a
N/A	99.9%	99.8%				

Table 1.12

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Informing Passengers of any disruptions to normal service						
Yes	0.3%	0.2%	0.6%	0.5%	0.3%	0.3%
No	0.1%	0.0%	HILLS	O.N.,O.S.	O.S.	E.W.
N/A	99.6%	99.7%				

Table 1.13

	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Did any passenger display anti-social or offensive behaviour?						
Yes	0.0%	0.1%	n/a	n/a	n/a	n/a
No	100.0%	99.9%				
If Yes, did driver act appropriately in applicable cases?						
Yes	0.0%	100.0%	n/a	100.0%	0.0%	n/a
No	100.0%	0.0%		N.S.	N.S.	n/a

Table 1.14

Process Compliance - Signage - Bus

All Areas Route/Shift Number Displayed

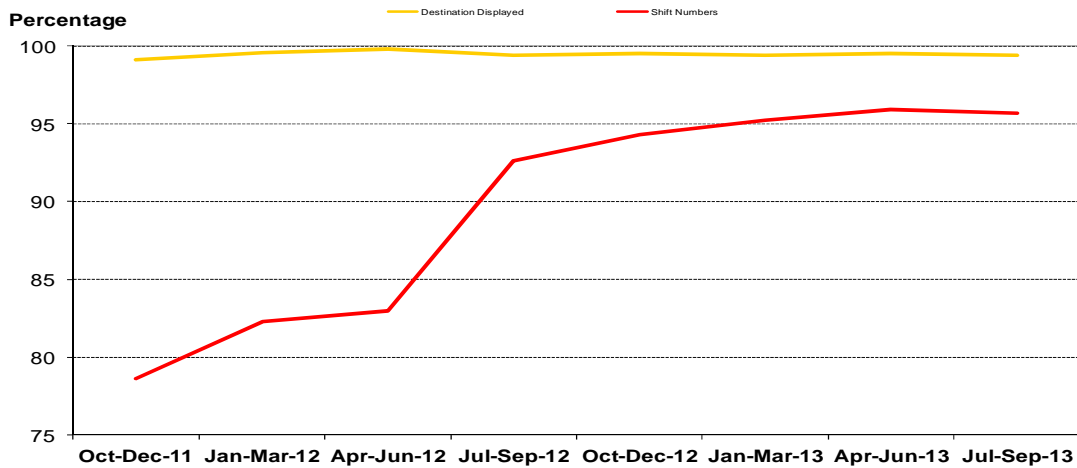


Figure 1.10

In July - September 2013;

- **99.4%** of services displayed correct *Vehicle Destination Signs*.
- Torrens Transit's East West was the *Best Performing Contract Area* with **100.0%**.
- Correct *Shift Numbers* were displayed in **95.7%** of cases.
- The *Best Performing Contract Area* was Torrens Transit's East West which achieved **99.2%**.

On the exterior of Vehicle	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Destination Sign						
Yes	99.5%	99.4%	100.0%	100.0%	98.9%	98.4%
No	0.3%	0.5%	HILLS.	E.W.	N.S.	O.N.
Wrong No	0.2%	0.2%				
Shift Number						
Yes	95.9%	95.7%	98.7%	99.2%	93.2%	92.9%
No	3.1%	3.4%	E.W.	E.W.	O.N.E.	O.N.
Wrong No	0.9%	0.9%				

Table 1.15

Destination Sign/Shift Number Displayed by Contract Area

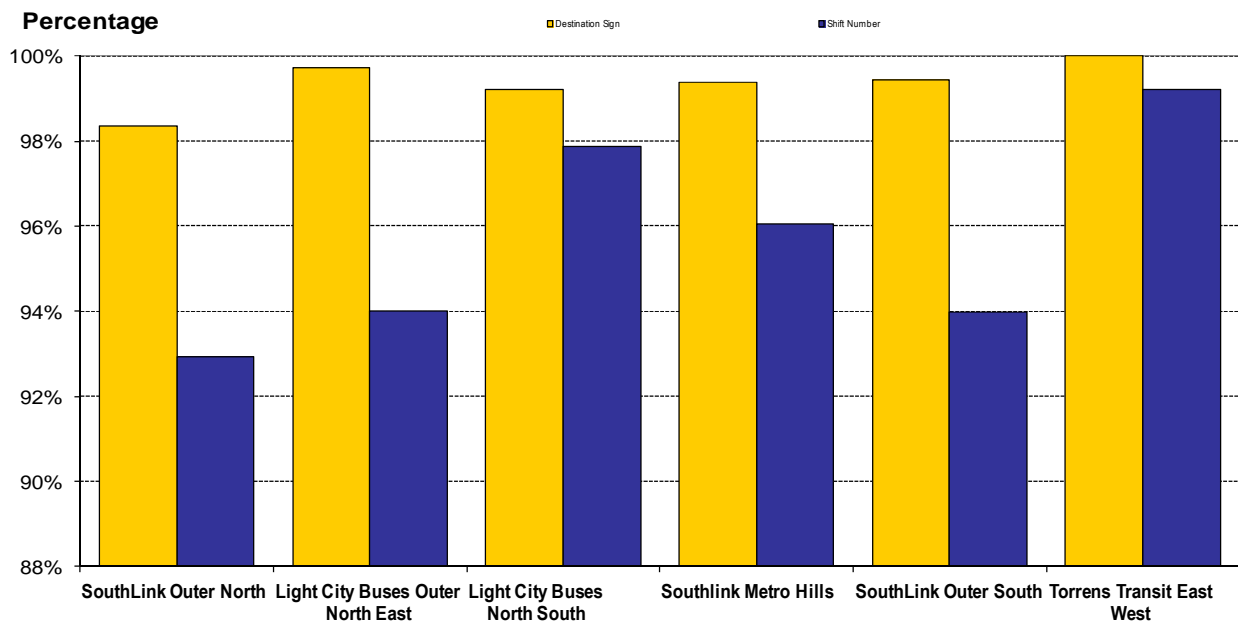


Figure 1.11

Signage - Onboard - Bus

All Areas Signage

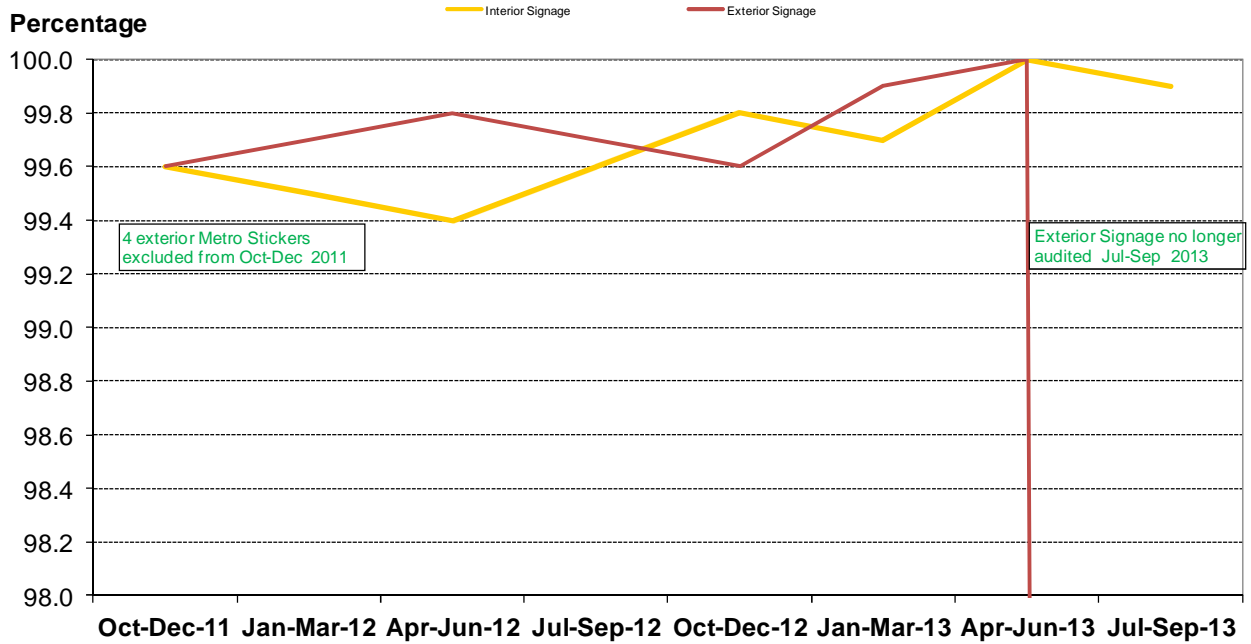


Figure 1.12

On the interior of Vehicle	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Concession Pass Schedule						
Yes	99.9%	99.9%	100.0%	100.0%	99.5%	99.7%
No	0.1%	0.1%	O.N,O.N.E,HILLS, O.S.,E.W.	O.N,HILLS, O.S.	N.S.	O.N.E.,N.S., E.W.
Metroticket Fare Schedule						
Yes	100.0%	99.9%	100.0%	100.0%	n/a	99.5%
No	0.0%	0.1%	ALL	O.N.,O.N.E.,HILLS, O.S.		N.S.
Stickers for Disability/Elderly Priority Seating						
Yes	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%
No	0.1%	0.1%	O.N.E,HILLS,O.S, E.W.	HILLS,O.S, E.W.	O.N,N.S.	O.N,O.N.E., N.S.

Table 1.16

Ticketing - Bus

	Total All Contract Areas		Best Performing Contract Area	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Faulty ticket				
Pass. purchased another ticket	14.7%	33.0%		
Issued problem slip	16.0%	6.4%	30.0%	12.5%
Wrote on ticket and returned	14.7%	4.3%	O.N.	O.N.
Metrocard failed-driver took appropriate action	n/a	28.7%		
Observed ticket: no action	17.3%	4.3%		
No action taken	16.0%	10.6%		
Driver observed senior card and issued ticket	0.0%	0.0%		
Driver ignored senior free	1.3%	0.0%		
Driver sighted senior card no action	1.3%	1.1%		
Drivers view obscured including hearing	18.7%	11.7%		
Non validation of ticket				
Asked to validate	2.5%	4.3%	4.7%	17.9%
Driver ignored passenger	11.5%	12.9%	O.N.E.	N.S.
Drivers view obscured	31.9%	36.3%		
Driver not on board	0.0%	0.0%		
Driver had no change	3.2%	5.6%		
Driver observed slip / ticket	29.2%	8.6%		
Passenger had no money	18.2%	27.7%		
Driver did not issue "00" ticket (free seniors)	1.0%	2.0%		
Driver view of senior passenger obscured	2.0%	2.6%		
Senior did not validate their "00" ticket	0.5%	0.0%		
Driver took money and issued "00" ticket	0.0%	0.0%		

Table 1.17

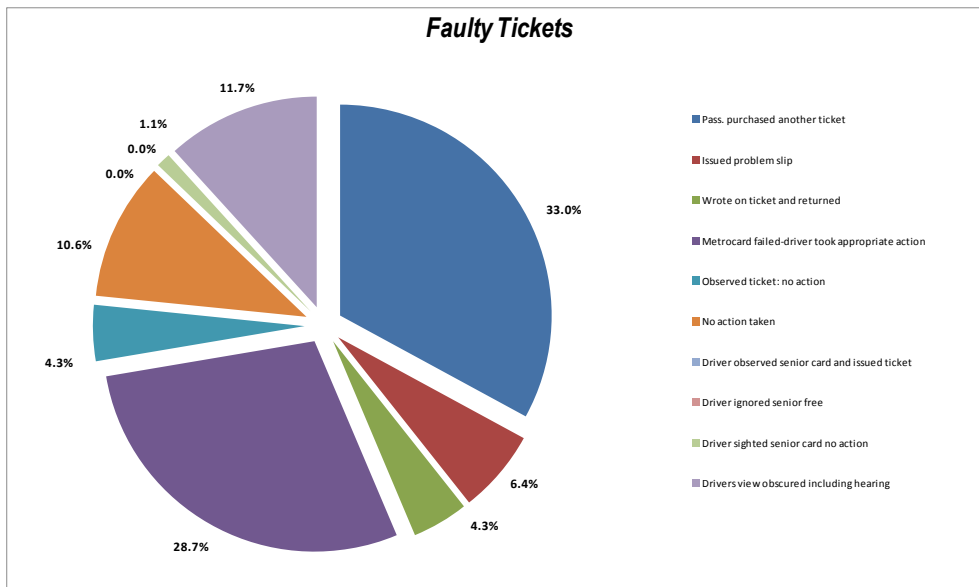


Figure 1.13

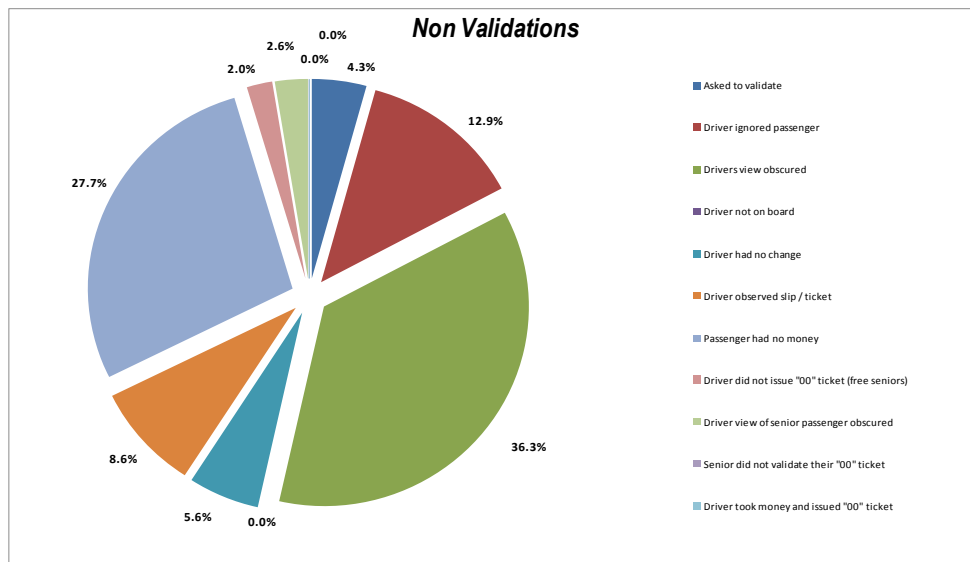


Figure 1.14

Test Ticket Information - Bus

Test Tickets	Total - All Contract Areas		Outer North	Outer North East	North South	Hills	Outer South	East West	Audited with Incorrect Ticket
	Apr-Jun - 13	Jul-Sep-13							
	Number	Number	Number	Number	Number	Number	Number	Number	Number
Validator not functioning	15	1	0	0	0	0	1	0	1
Incorrect Route (BCU not Updated)	49	52	9	11	8	7	6	11	52
Incorrect Section (BCU not Updated)	49	54	7	17	10	7	5	8	54
Total	113	107	16	28	18	14	12	19	107
	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage	Percentage of Total Services Audited
Validator not functioning	13.3%	0.9%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Incorrect Route (BCU not Updated)	43.4%	48.6%	56.3%	39.3%	44.4%	50.0%	50.0%	57.9%	2.4%
Incorrect Section (BCU not Updated)	43.4%	50.5%	43.8%	60.7%	55.6%	50.0%	41.7%	42.1%	2.5%
Total									4.9%

Table 1.18

On boarding a vehicle the Service Standard Officer will use a "Test Ticket" to assist in verifying the validity of trip data as set up by the driver on the vehicles "Bus Control Unit" (BCU). The information stamped on the test ticket is checked to ascertain that it contains the correct trip information including route and section information.

In July - September 2013;

- Of the total trips audited, **4.9%** resulted in information displayed incorrectly on the test ticket. This resulted in **107** issues in Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **0.9%** of trips.
 - An incorrect route was stamped on the test ticket in **48.6%** of trips.
 - In **50.5%** of trips the test ticket contained *Incorrect Section* information.

Bus Test Ticket

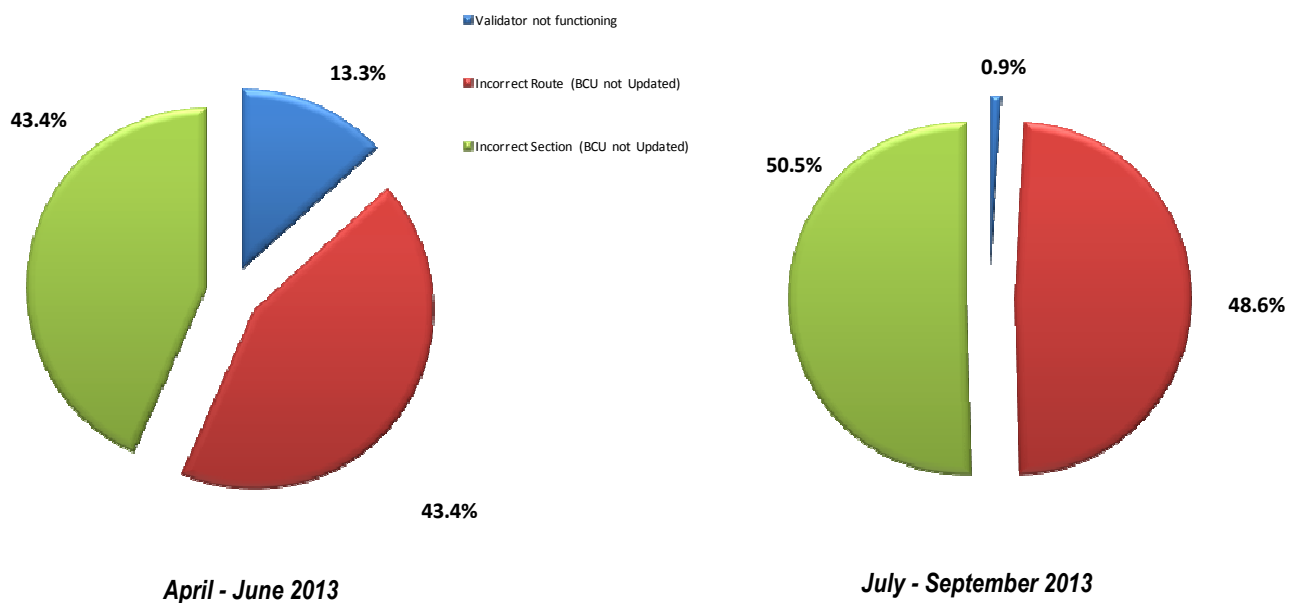


Figure 1.15

Ticket/Cash Reconciliation Whilst In Motion - Bus

Ticket/cash reconciliation whilst in motion	Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract	
	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13	Apr-Jun-13	Jul-Sep-13
Yes	0.1%	0.1%	0.0%	0.0%	0.5%	0.5%
No	99.9%	99.9%	O.N.E.N.S.,HILLS, O.S, E.W.	N.S.,HILLS, O.S, E.W.	O.N.	O.N.

Table 1.19

Fare Evasion - Bus

In July - September 2013;

- 1.12% of passengers boarded a vehicle without validating a ticket.

Service Incident Notifications - Bus

In July - September 2013;

- 763 issues warranted Service Audit Reports.
- 5.9% related to *Driver Quality*.
- 1.3% related to *Signage*.
- 15.0% related to *Test Ticket information*.

Problem	No. of issues within SAR's (Unadjusted)	No. of issues within SAR's (Adjusted)	% of total SARs (Adjusted)
On Time Running- Departure	348	325	45.6%
On Time Running-Arrival	44	41	5.8%
Vehicle Exterior Cleanliness	2	2	0.3%
Vehicle Interior Cleanliness	19	14	2.0%
Driver Quality—Courtesy—Bus	7	7	1.0%
Driver Quality—Safety—Bus	16	15	2.1%
Driver Quality—Appearance—Bus	21	18	2.5%
Driver Quality—Special Needs—Bus	0	0	0.0%
Driver Quality—Driver Response—Bus	2	2	0.3%
Process Compliance—Signage—Bus	114	108	15.1%
Signage—Onboard—Bus	9	9	1.3%
Ticketing—Bus	68	65	9.1%
Test Ticket Information	113	107	15.0%
Connections	0	0	0.0%
Total	763	713	

Table 1.20