

Rail Commissioner

Service Standard Report

July - September 2013



Government of South Australia

Department of Planning,
Transport and Infrastructure

Contents

Sample and Methodology	3
Main Findings	4-5

TRAIN

On-Time Running	7
Interior Cleanliness	8-9
Exterior Cleanliness	10
Wheelchair Ramp Deployment	11
Station Announcements	12
Passenger Service Assistants	13-14
Ticket Vending Machines	15
Validators	16
Fare Evasion	16

TRAM

On-Time Running	18
Interior Cleanliness	19
Exterior Cleanliness	20
Ticket Inspections	21
Conductor Behaviour	22-23
Fare Evasion	23

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 2013 to 30th September 2013;

- **384** audits onboard Rail Commissioner services.
- **154** audits on-board Train services.
- **230** audits on-board Tram services.

The trips audited represent **11.8%** of the **3,264** trips supplied (defined as the number of trips available for five weekdays, plus a Saturday and Sunday) for one whole week Sunday to Saturday. The sample base is selected from trips listed on PTS approved timetables submitted by the Rail Commissioner.

Contract Area	Weekday Trips		Sunday Trips		Trips Supplied
	Audited	Saturday Trips Audited	Audited	Trips Audited	
Rail Commissioner Train	94	30	30	154	2,200
Rail Commissioner Tram	162	34	34	230	1,064
TOTAL	256	64	64	384	3,264

**Please note, due to network rail closure for Noarlunga for the full quarter and Belair partial quarter, rail comm sample size was adjusted.*

Table 1.1 – Trips Sampled

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 5.59 minutes late.

- **81.17%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **0.00%**.
- Late departing totalled **18.83%**.

In relation to *Cleanliness*;

- **100.0%** of services had acceptable ratings for interior cleanliness.
- **99.4%** of services had acceptable ratings for exterior cleanliness.

In relation to *Station Announcements*;

- Station announcements were made by the driver or automated announcements were made for all stations in **96.5%** of situations.

In relation to *PSAs' Customer Service*;

- PSAs used Portable Reading Devices (PRDs) when checking tickets in **100.0%** of cases.
- PSAs 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 relation to *Fare Evasion*;

- Overall Fare Evasion was **7.11%**.

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

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 5.59 minutes late.

- **90.00%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **6.09%**.
- Late departing totalled **3.91%**.

In relation to *Cleanliness*;

- **100.0%** of services had acceptable ratings for interior cleanliness.
- **99.6%** of services had acceptable ratings for exterior cleanliness.

In relation to *Conductors Customer Service*;

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

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on trams was **12.35%**.

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

Train

Service Standard Report

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On-Time Running

Train On Time Running

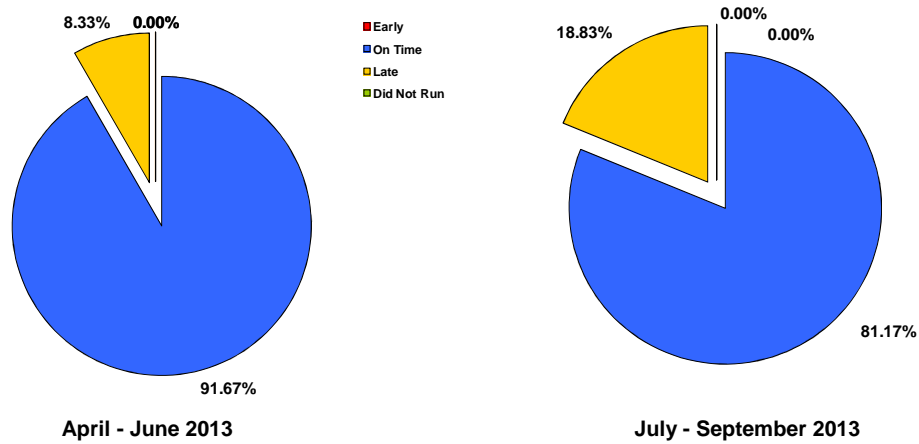


Figure 1.1 – On Time Running

In July - September 2013;

- **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%**.

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Departures				
10+ minutes early	0	0.00%	0	0.00%
3 to 9 minutes early	0	0.00%	0	0.00%
1 to 2 minutes early	0	0.00%	0	0.00%
On Time*	99	91.67%	125	81.17%
6 to 9 minutes late	8	7.41%	20	12.99%
10+ minutes late	1	0.93%	9	5.84%
Did Not Run	0	0.00%	0	0.00%
TOTAL	108	100.00%	154	100.00%
Arrivals				
10+ minutes late	0	0.00%	0	0.00%

* On Time is defined as no more than 1 minute early and no more than 5.59 minutes late

Table 1.2 – On Time Running

Train On Time Running

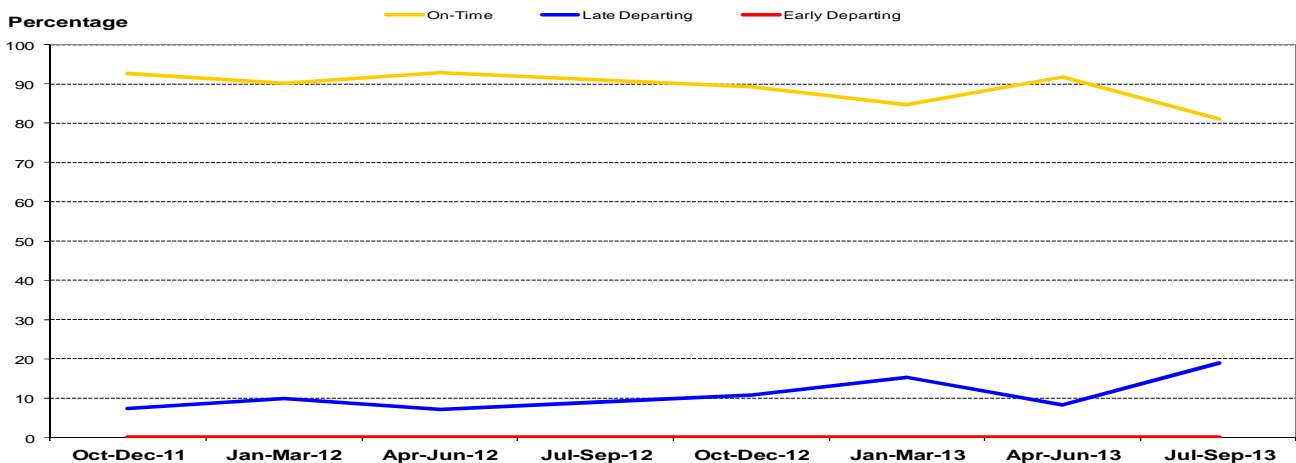


Figure 1.2 – On Time Running Trend

Interior Cleanliness

Train Vehicle Interior

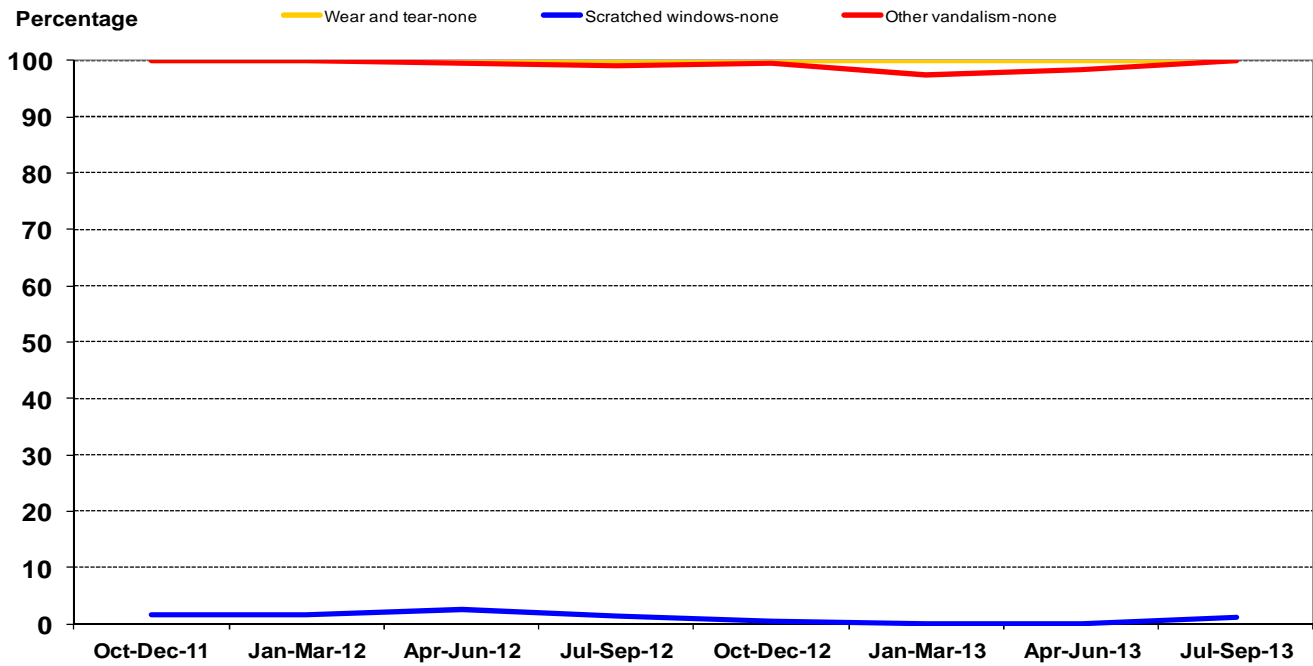


Figure 1.3 – Train Interior Cleanliness

Train Vehicle Interior Cleanliness

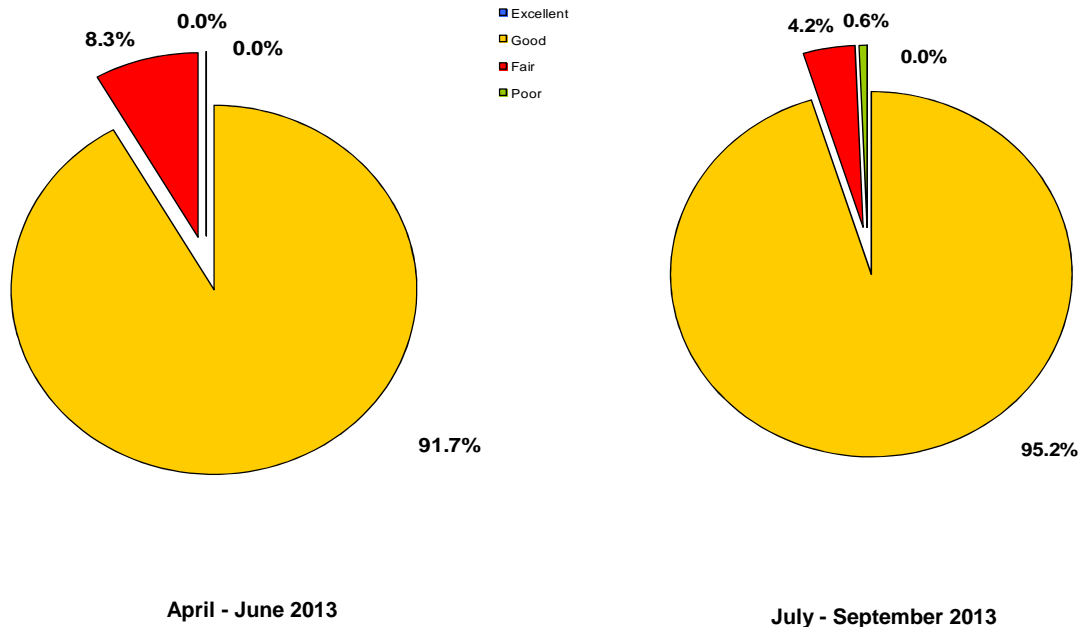


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	200	91.7%	297	95.2%
Fair	18	8.3%	13	4.2%
Poor	0	0.0%	2	0.6%
TOTAL	218	100.0%	312	100.0%
Evidence of wear and tear				
None	218	100.0%	312	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%
Scratched windows				
None	0	0.0%	4	1.3%
Slight	192	88.1%	297	95.2%
Medium	26	11.9%	11	3.5%
Severe	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%
Evidence of graffiti				
None	96	44.0%	204	65.4%
Slight	116	53.2%	96	30.8%
Medium	5	2.3%	12	3.8%
Severe	1	0.5%	0	0.0%
TOTAL	218	100.0%	312	100.0%
Evidence of other vandalism				
None	214	98.2%	312	100.0%
Slight	4	1.8%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%

Table 1.3

In July - September 2013;

- The vehicles interior was acceptable in **99.4%** of trips surveyed.
- There was evidence of wear and tear on **0.0%** of services.
- There were scratched windows on **98.7%** of services.
- There was no evidence of graffiti on **65.4%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

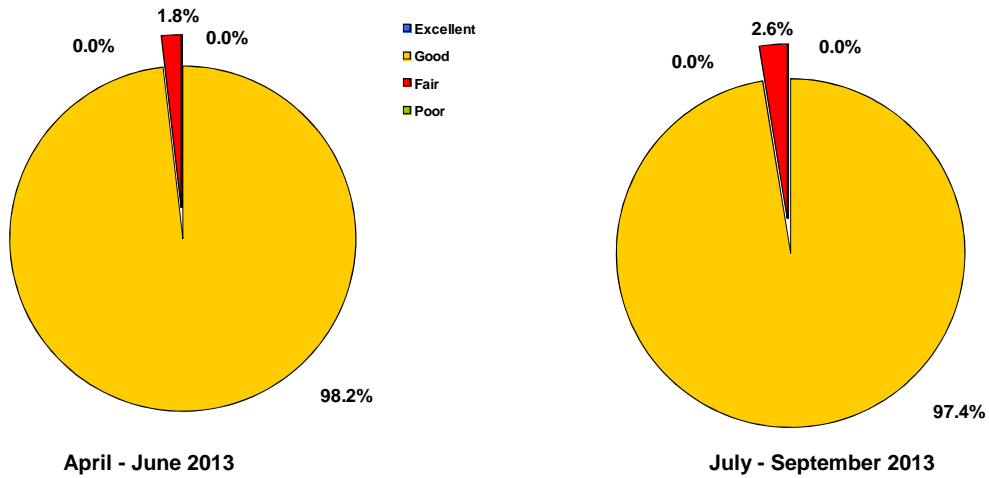


Figure 1.5 - Exterior Cleanliness

In July - September 2013;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **1.9%** of services audited.

Vehicle exterior cleanliness	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Excellent	0	0.0%	0	0.0%
Good	214	98.2%	304	97.4%
Fair	4	1.8%	8	2.6%
Poor	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%
Evidence of exterior graffiti				
None	218	100.0%	306	98.1%
Slight	0	0.0%	6	1.9%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

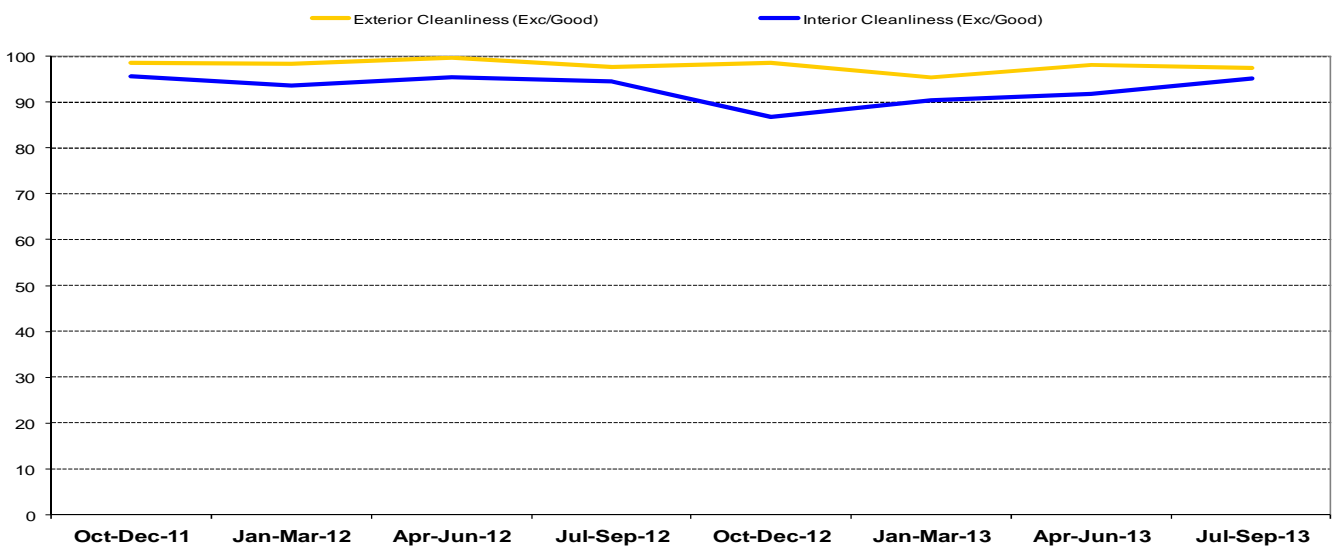


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In July - September 2013;

- The wheelchair ramp was deployed for a passenger in **100.0%** of applicable cases.
- The ramp was deployed in **93.1%** of these occasions by the Driver.

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	25	100.0%	29	100.0%
No	0	0.0%	0	0.0%
TOTAL	25	100.0%	29	100.0%
Who deployed the wheelchair ramp?				
Driver	25	100.0%	27	93.1%
PSA	0	0.0%	2	6.9%
TOTAL	25	100.0%	29	100.0%

NB*** Not applicable cases have been excluded from the percentage base

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

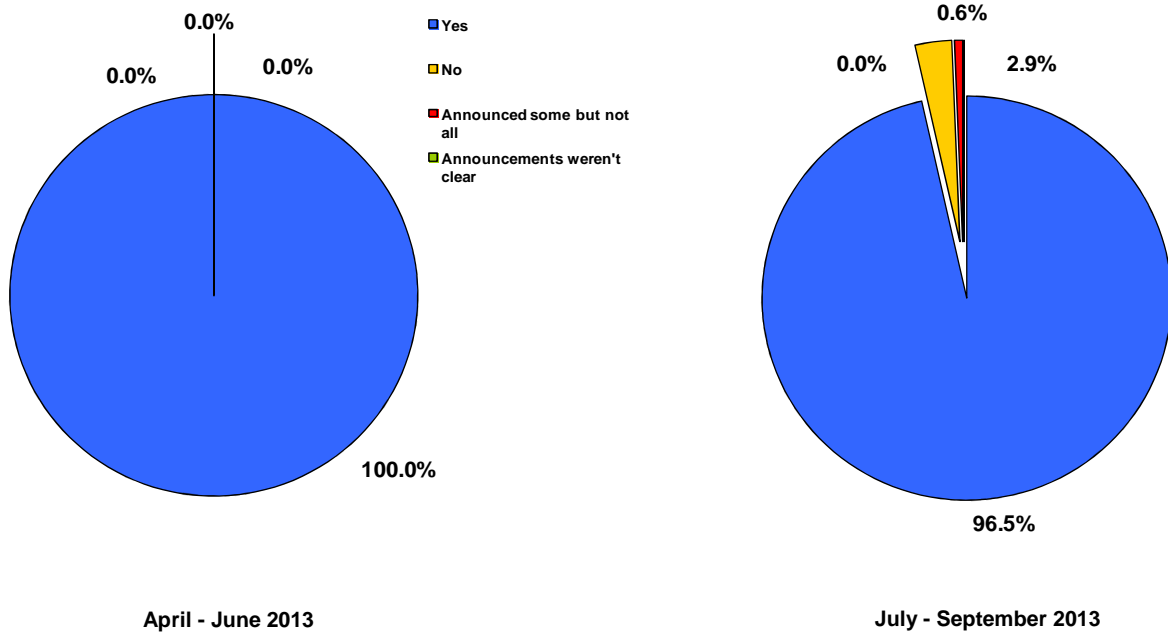


Figure 1.17 – Station Announcements

In July - September 2013;

- **96.5%** of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in **2.9%** of cases.
- In **0.6%** of cases the driver announced some stations but not all and in **0.0%** of cases the announcements were not clear.
- In situations where the driver could have announced a reason for delay, the driver did so in **82.6%** of cases.

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Did driver announce all stations?				
Yes	218	100.0%	301	96.5%
No	0	0.0%	9	2.9%
Announced some but not all	0	0.0%	2	0.6%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%
Did driver announce reasons for delays?				
Yes	6	100.0%	19	82.6%
No	0	0.0%	4	17.4%
TOTAL	6	100.0%	23	100.0%

NB*** Not applicable cases for delays only have been excluded from the percentage base

Table 1.6 – Station Announcements

Passenger Service Assistants

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Eating				
Yes	0	0.0%	0	0.0%
No	15	100.0%	29	100.0%
TOTAL	15	100.0%	29	100.0%
Drinking				
Yes	1	6.7%	1	3.4%
No	14	93.3%	28	96.6%
TOTAL	15	100.0%	29	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	15	100.0%	29	100.0%
TOTAL	15	100.0%	29	100.0%
Reading Newspaper				
Yes	0	0.0%	0	0.0%
No	15	100.0%	29	100.0%
TOTAL	15	100.0%	29	100.0%

NB*** Not applicable cases have been excluded from the percentage base

Table 1.7 – PSA Personal Behavior

In July - September 2013;

- There were **3.4%** instances of a Passenger Service Assistant observed to be *Drinking* and **0.0%** instances of *Smoking* whilst onboard the railcar.
- There was **no** instances of a Passenger Service Assistant observed to be *Eating*.
- There was **no** instances of *Reading the Newspaper* whilst onboard the railcar.
- Acceptable ratings for the PSAs' *Response to Ticketing Enquiries* was **100.0%** in July - September 2013.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Response to ticketing enquiries				
Excellent	0	0.0%	0	0.0%
Good	7	100.0%	16	94.1%
Fair	0	0.0%	1	5.9%
Poor	0	0.0%	0	0.0%
TOTAL	7	100.0%	17	100.0%
Response to destination/route enquiries				
Excellent	0	0.0%	0	0.0%
Good	3	100.0%	5	100.0%
Fair	0	0.0%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	3	100.0%	5	100.0%

NB*** Not applicable cases have been excluded from the percentage base

Table 1.8 – PSAs' Customer Service

Passenger Service Assistants

In July - September 2013;

- **100.0%** of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the **22** cases in which the PSA conducted a ticket check, a ticket offence report was issued **4.5%** of the time.
- The PSA was rated as being polite when asking to view passengers tickets in **all** cases.

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Did the PSA use a PRD to check passenger's tickets?				
Yes	12	100.0%	22	100.0%
No	0	0.0%	0	0.0%
TOTAL	12	100.0%	22	100.0%
Was a ticket offence report issued?				
Yes	1	8.3%	1	4.5%
No	11	91.7%	21	95.5%
TOTAL	12	100.0%	22	100.0%
If <u>yes</u>, how many?				
One	0		0	
Two	1		1	
Three	0		0	
Four +	0		0	
TOTAL	1	N/A	1	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	12	100.0%	22	100.0%
No	0	0.0%	0	0.0%
TOTAL	12	100.0%	22	100.0%

NB*** Not applicable cases have been excluded from the percentage base

Table 1.9 – PSA's Customer Service

Train PSA Behaviour

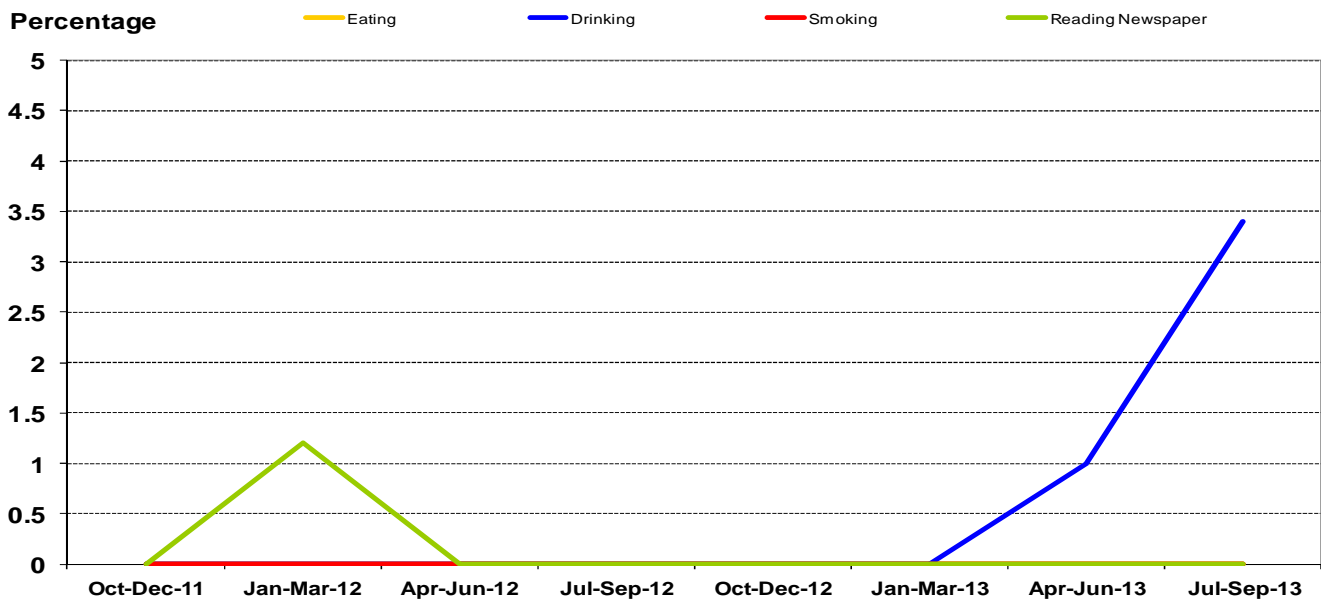


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

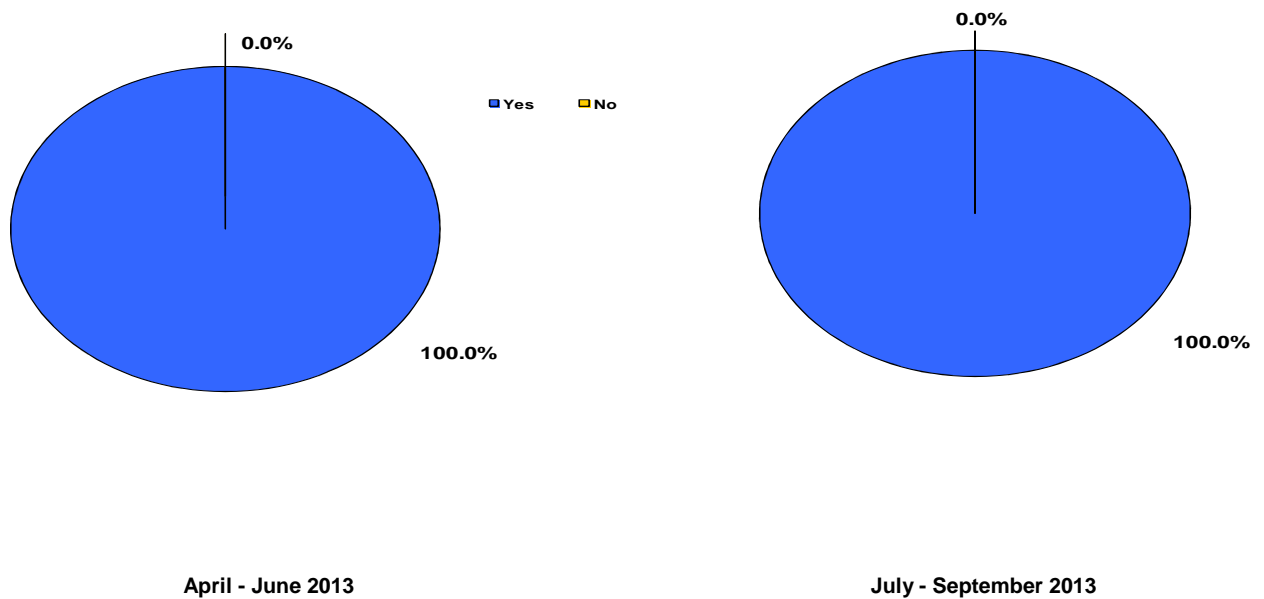


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in July - September 2013;

- In **68.9%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **0.6%** of cases the Ticket Vending Machine was not functioning due to equipment failure.
- There were **Nil** reported cases of the Ticket Vending Machine not functioning because of vandalism.

	Number of Carriages Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Was there a ticket vending machine in the railcar?				
Yes	218	100.0%	312	100.0%
No	0	0.0%	0	0.0%
TOTAL	218	100.0%	312	100.0%
If <u>yes</u> was it operating?				
Operating	155	71.1%	215	68.9%
Not operating (broken)	4	1.8%	2	0.6%
Not operating (vandalised)	0	0.0%	0	0.0%
Not used	59	27.1%	95	30.4%
TOTAL	218	100.0%	312	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

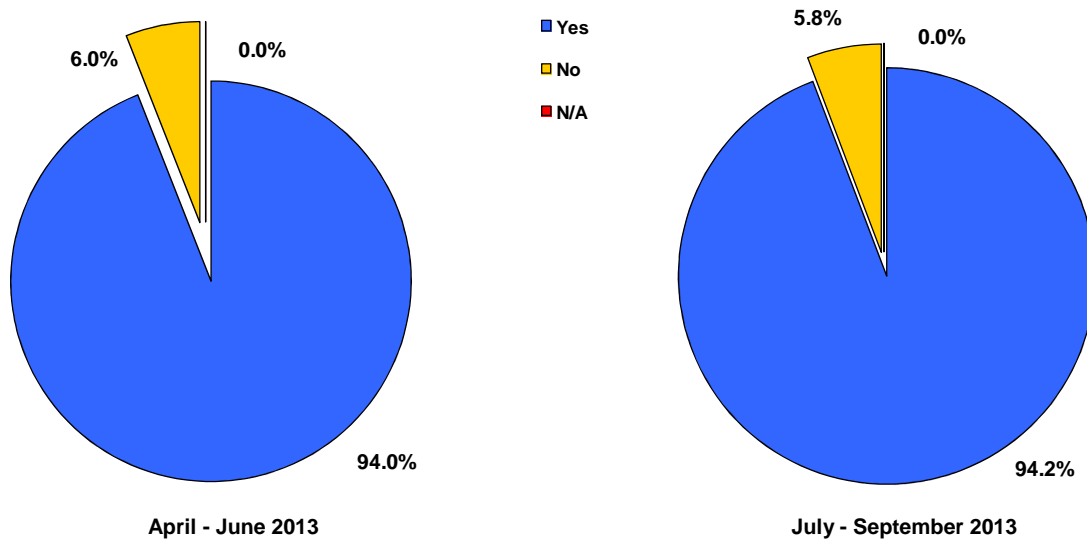


Figure 1.10 – Stamp on Test Tickets

Test tickets are inserted in one validator in each railcar at the commencement of each trip audited. This is to verify that the validators are functioning correctly and this also verifies that the correct line information has been entered into the Control Unit by the driver

In July - September 2013 test tickets with correct trip details stamped on the ticket amounted to **94.2%** of instances.

Fare Evasion

7.11% of passengers boarded the vehicle without validating a ticket.

Tram

Service Standard Report

July - September 2013



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

Tram On Time Running

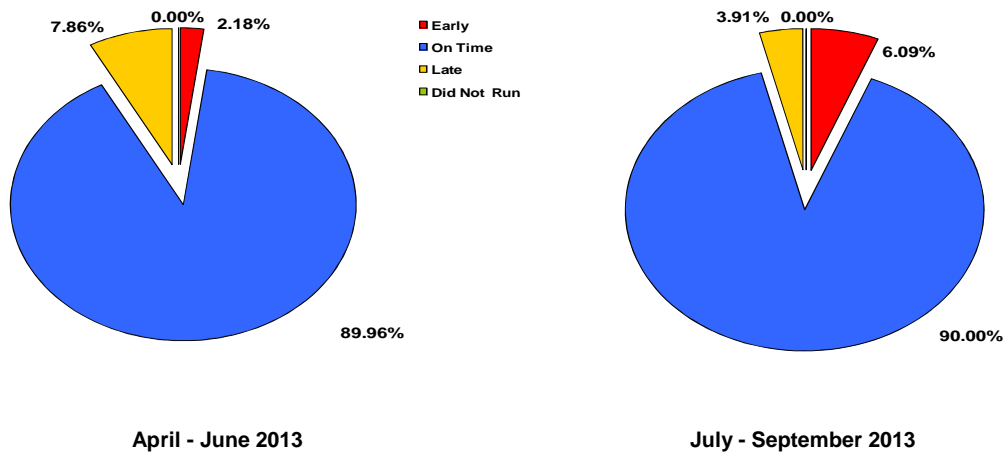


Figure 2.1 – On Time Running

In July - September 2013;

- **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%**.

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Departures				
3+ minutes early	0	0.00%	0	0.00%
1 to 2 minutes early	5	2.18%	14	6.09%
On Time*	206	89.96%	207	90.00%
6 to 9 minutes late	16	6.99%	9	3.91%
10+ minutes late	2	0.87%	0	0.00%
Did Not Run	0	0.00%	0	0.00%
TOTAL	229	100.00%	230	100.00%
Arrivals				
10+ minutes late	0	0.0%	0	0.0%

* On Time is defined as no more than 1 minute early and no more than 5.59 minutes late

Tram On Time Running

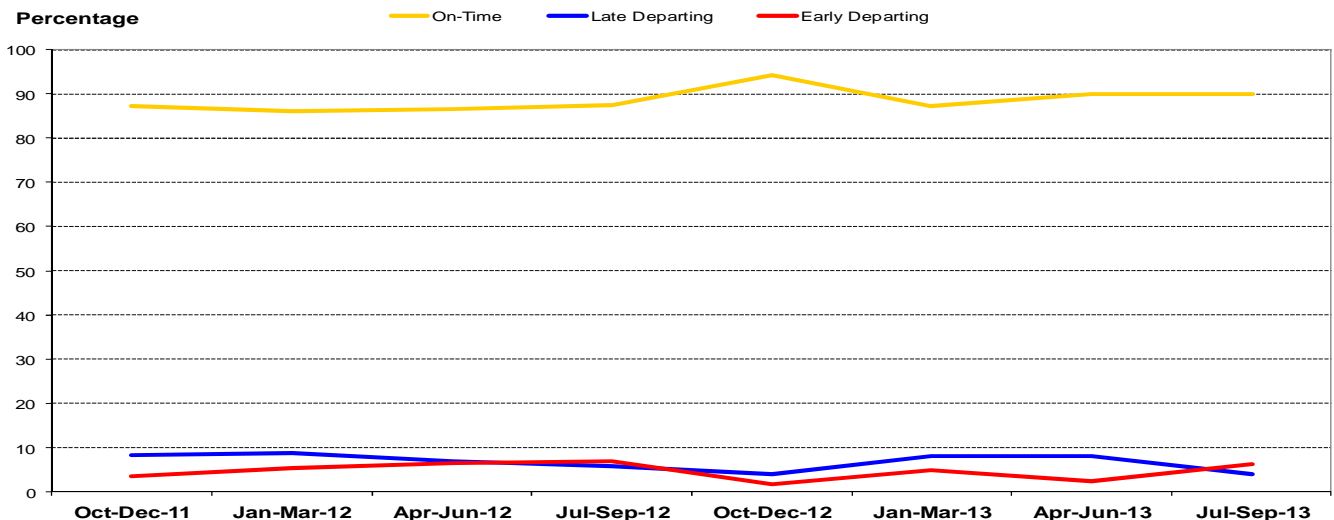


Figure 2.2 – On Time Running

Interior Cleanliness

Tram Vehicle Interior Cleanliness

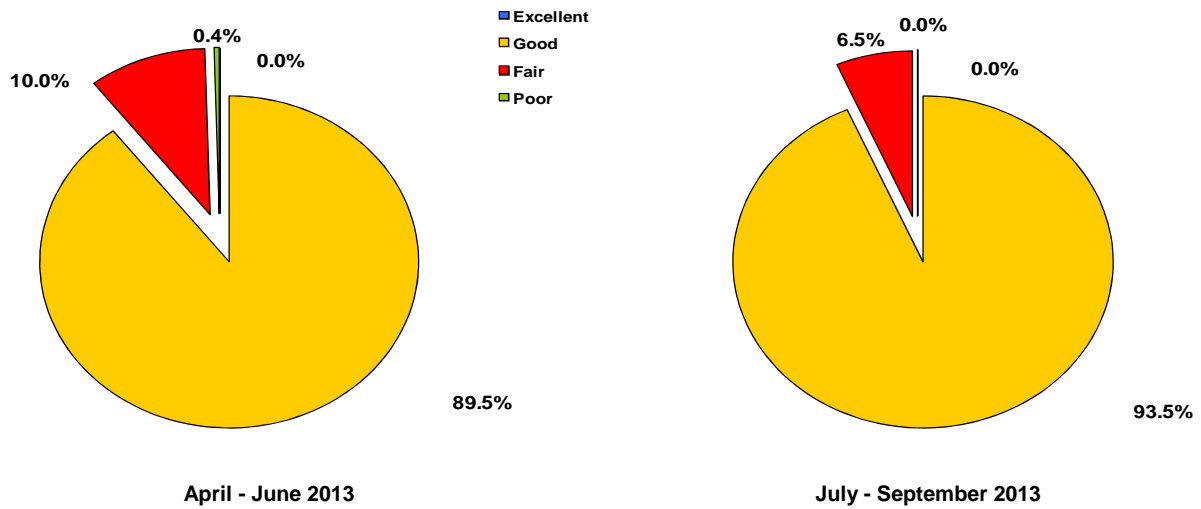


Figure 2.3 – Interior Cleanliness

In July - September 2013;

- The vehicles interior was acceptable in **100.0%** of trips surveyed.
- There was evidence of wear and tear on **4.3%** of services.
- There were scratched windows on **72.6%** of services.
- There was no evidence of graffiti on **100.0%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	205	89.5%	215	93.5%
Fair	23	10.0%	15	6.5%
Poor	1	0.4%	0	0.0%
TOTAL	229	100.0%	230	100.0%
Evidence of wear and tear				
None	225	98.3%	220	95.7%
Slight	4	1.7%	7	3.0%
Medium	0	0.0%	3	1.3%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	230	100.0%
Scratched windows				
None	75	32.8%	63	27.4%
Slight	154	67.2%	167	72.6%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	230	100.0%
Evidence of graffiti				
None	229	100.0%	230	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	230	100.0%
Evidence of other vandalism				
None	229	100.0%	230	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	230	100.0%

Table 2.2 - Interior Cleanliness

Exterior Cleanliness

Tram Vehicle Exterior Cleanliness

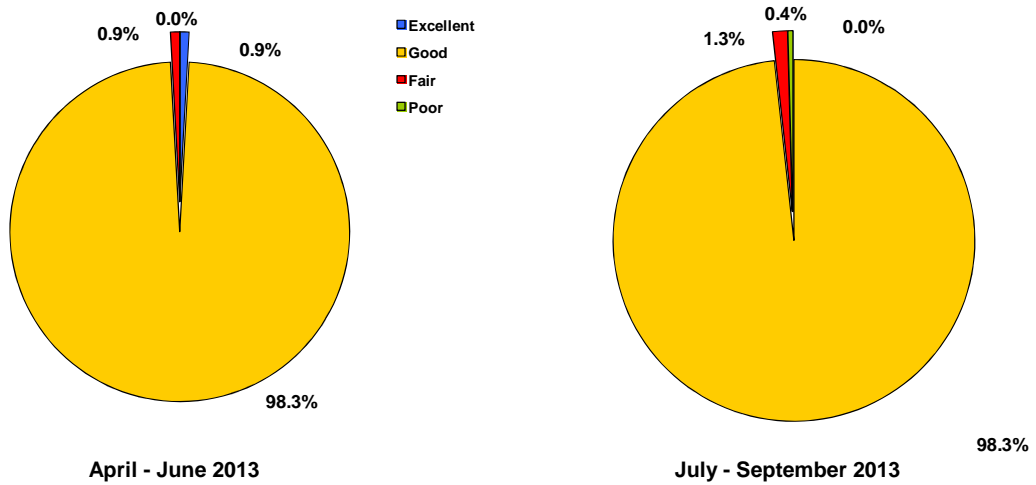


Figure 2.4- Exterior Cleanliness

In July - September 2013;

- Acceptable ratings for exterior cleanliness were **99.6%**.
- Exterior graffiti was evident on **0.0%** services audited.

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Vehicle exterior cleanliness				
Excellent	2	0.9%	0	0.0%
Good	225	98.3%	226	98.3%
Fair	2	0.9%	3	1.3%
Poor	0	0.0%	1	0.4%
TOTAL	229	100.0%	230	100.0%
Evidence of exterior graffiti				
None	227	99.1%	230	100.0%
Slight	2	0.9%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	230	100.0%

Table 2.3 – Exterior Cleanliness

Tram Vehicle Cleanliness

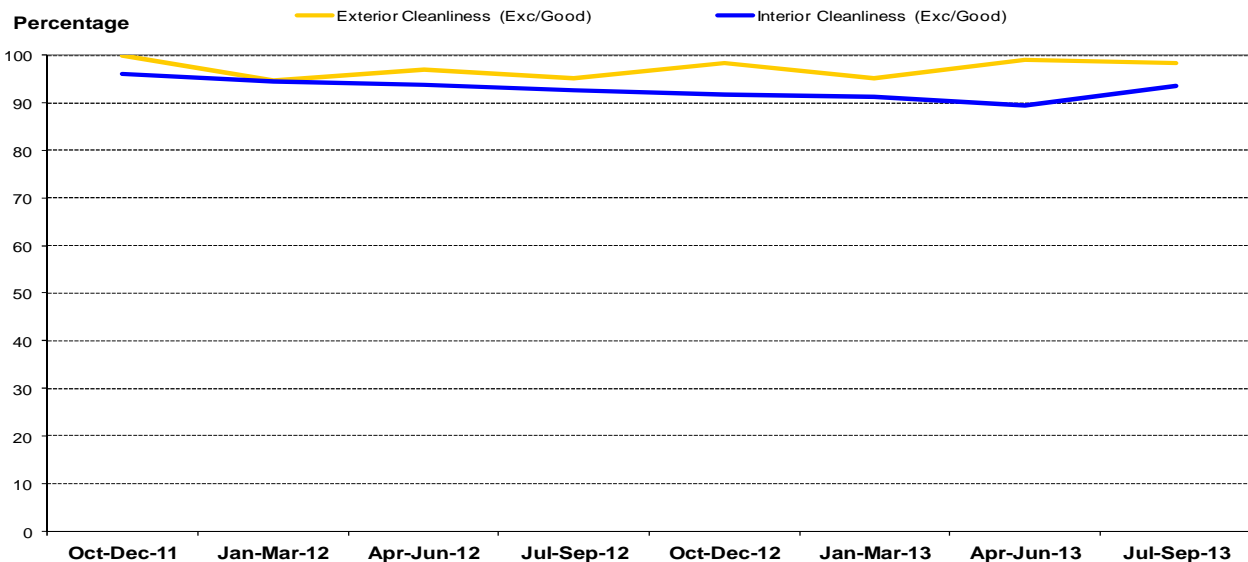


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

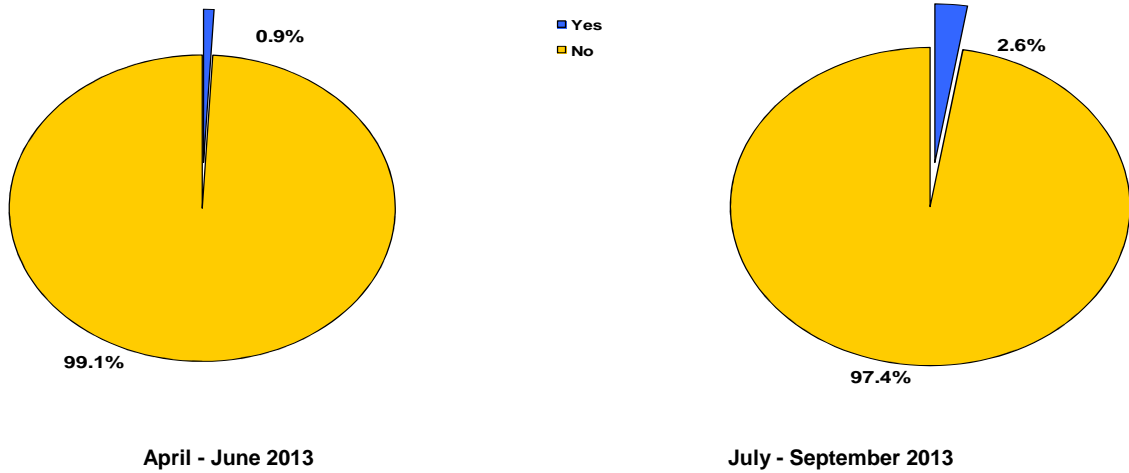


Figure 2.6– Ticket Inspection

In July - September 2013;

- There were 6 cases (2.6%) in which a *Ticket Inspection* was carried out by an inspector in July - September 2013.
- There were 4 instances of a PRD being used to check tickets.

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Was a ticket inspection carried out?				
Yes	2	0.9%	6	2.6%
No	227	99.1%	224	97.4%
TOTAL	229	100.0%	230	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	1	50.0%	4	66.7%
No	1	50.0%	2	33.3%
TOTAL	2	100.0%	6	100.0%

*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

Tram Conductor

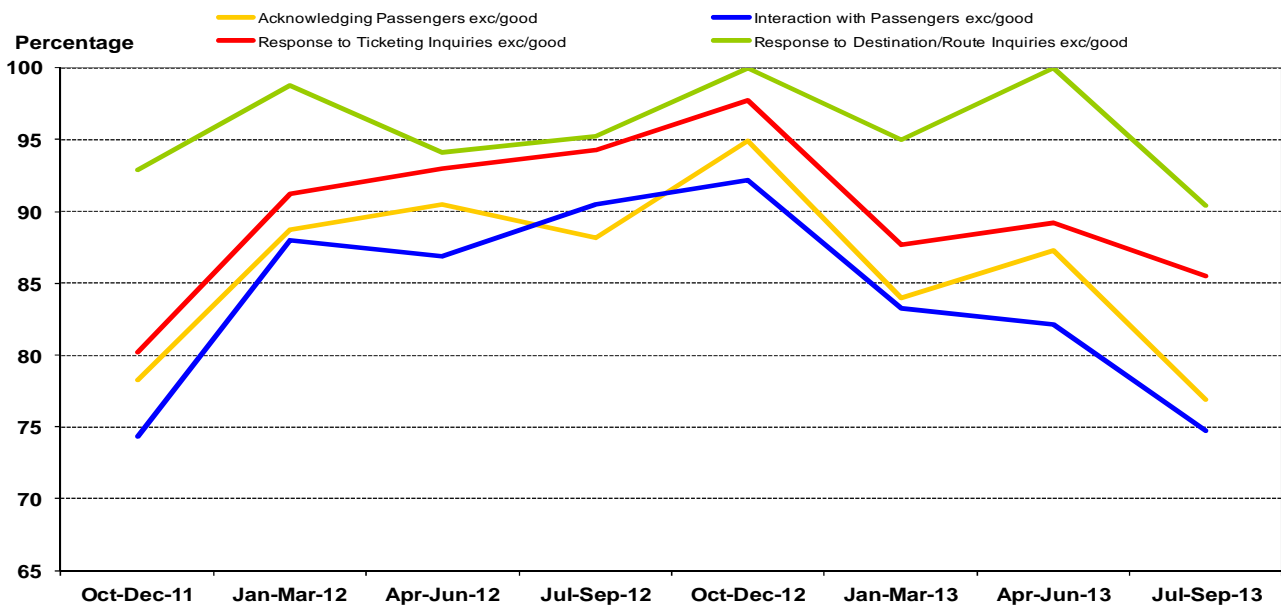


Figure 2.7– Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Acknowledging passengers*				
Excellent	20	14.9%	10	7.5%
Good	97	72.4%	93	69.4%
Fair	16	11.9%	30	22.4%
Poor	1	0.7%	1	0.7%
TOTAL	134	100.0%	134	100.0%
Interaction with passengers*				
Excellent	20	14.9%	10	7.5%
Good	90	67.2%	90	67.2%
Fair	23	17.2%	32	23.9%
Poor	1	0.7%	2	1.5%
TOTAL	134	100.0%	134	100.0%
Response to ticketing enquiries*				
Excellent	21	18.9%	11	9.4%
Good	78	70.3%	89	76.1%
Fair	12	10.8%	16	13.7%
Poor	0	0.0%	1	0.9%
TOTAL	111	100.0%	117	100.0%
Response to destination/route enquiries*				
Excellent	4	12.9%	5	8.1%
Good	27	87.1%	51	82.3%
Fair	0	0.0%	5	8.1%
Poor	0	0.0%	1	1.6%
TOTAL	31	100.0%	62	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In July - September 2013;

- Acceptable ratings of the *Conductor's Acknowledging Passengers* category was **99.3%**.
- In the *Conductor's Interaction with Passengers* category **98.5%** were rated as acceptable.

Tram Conductor Behaviour

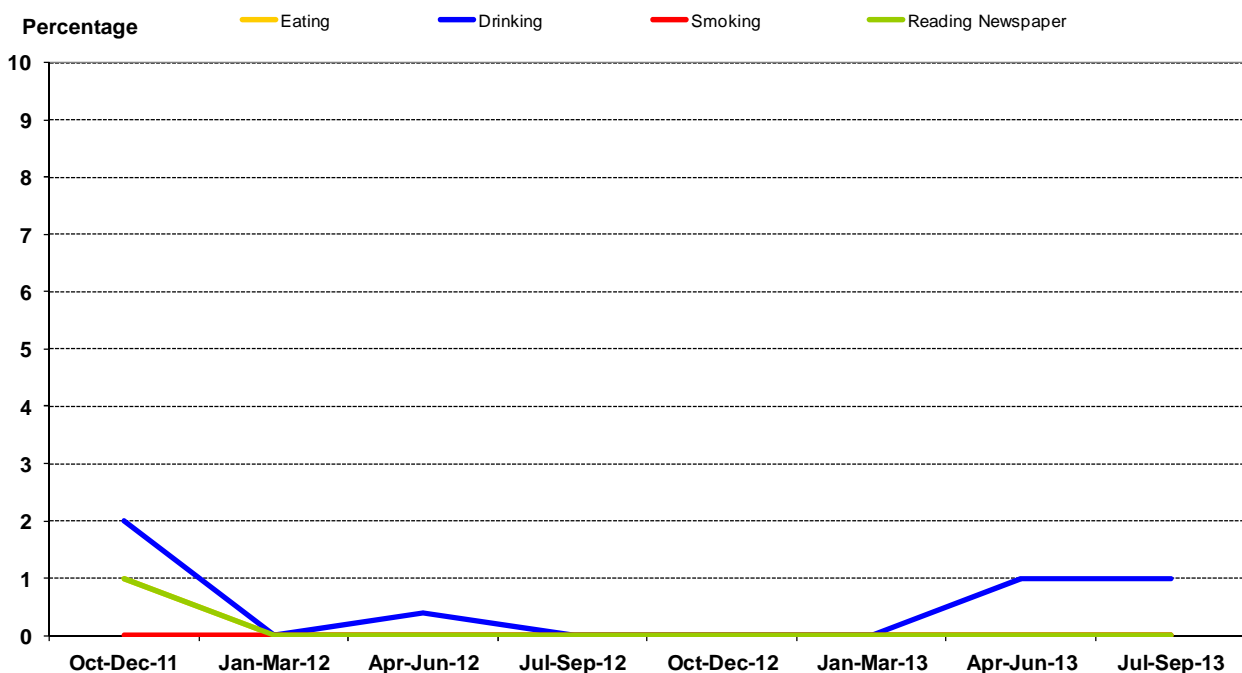


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Apr-Jun-13	Apr-Jun-13	Jul-Sep-13	Jul-Sep-13
Eating*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	230	100.0%
TOTAL	229	100.0%	230	100.0%
Drinking*				
Yes	1	0.4%	1	0.4%
No	228	99.6%	229	99.6%
TOTAL	229	100.0%	230	100.0%
Smoking*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	230	100.0%
TOTAL	229	100.0%	230	100.0%
Reading Newspaper*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	230	100.0%
TOTAL	229	100.0%	230	100.0%

* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behaviour

In July - September 2013;

- There was **0.4%** instance of the conductor drinking while in the railcar.
- There were **no** instances of a conductor eating.
- There were **no** instances of smoking while in the railcar.
- There were **no** instances of the conductor reading a newspaper.

Fare Evasion

12.35% of passengers boarded the vehicle without validating a ticket.