

Rail Commissioner

Service Standard Report

January - March 2014



Government of South Australia

Department of Planning,
Transport and Infrastructure

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TRAM

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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 January 2014 to 31st March 2014;

- **439** audits onboard Rail Commissioner services.
- **198** audits on-board Train services.
- **241** audits on-board Tram services.

The trips audited represent **11.2%** of the **3,911** 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	128	36	34	198	2,795
Rail Commissioner Tram	172	34	35	241	1,116
TOTAL	300	70	69	439	3,911

**Please note: Due to Tonsley line closure entire quarter and Seaford, Belair and Outer Harbor timetable updates 23/02/2014 the Rail Commissioner Train quota 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.

- **87.88%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **0.51%**.
- Late departing totalled **11.62%**.

In relation to *Cleanliness*;

- **97.4%** of services had acceptable ratings for interior cleanliness.
- **100.0%** 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 **98.7%** 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 **4.2%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion was **5.51%**.

When comparing the October—December 2013 quarter to the January— March 2014 quarter, fare evasion decreased by **0.78%**

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.

- **87.55%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **6.22%**.
- Late departing totalled **6.22%**.

In relation to *Cleanliness*;

- **99.6%** of services had acceptable ratings for interior cleanliness.
- **100.0%** 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 **98.0%** of cases.

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on trams was **14.71%**.

When comparing the October—December 2013 quarter to the January— March 2014 quarter, fare evasion increased by **0.85%**

Train

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On-Time Running

Train On Time Running

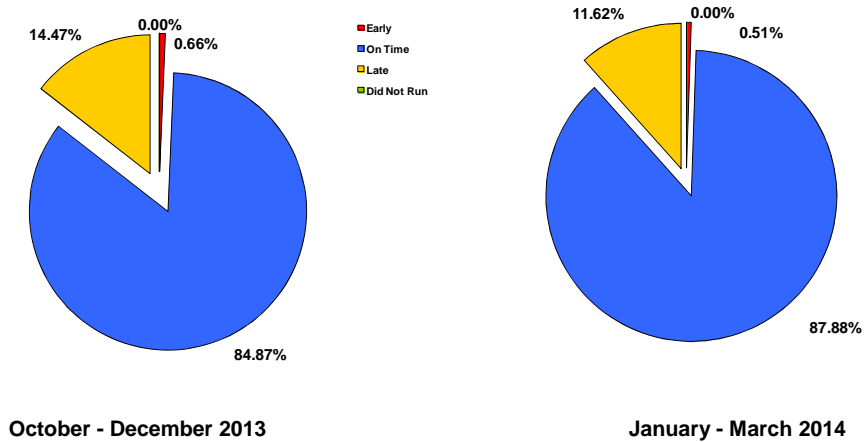


Figure 1.1 – On Time Running

In January - March 2014;

- **87.88%** of services departed on time.
- Early running occurred on **0.51%** of services.
- Late running was **11.62%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
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	1	0.66%	1	0.51%
On Time*	129	84.87%	174	87.88%
6 to 9 minutes late	17	11.18%	20	10.10%
10+ minutes late	5	3.29%	3	1.52%
Did Not Run	0	0.00%	0	0.00%
TOTAL	152	100.00%	198	100.00%
Arrivals				
10+ minutes late	4	2.63%	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

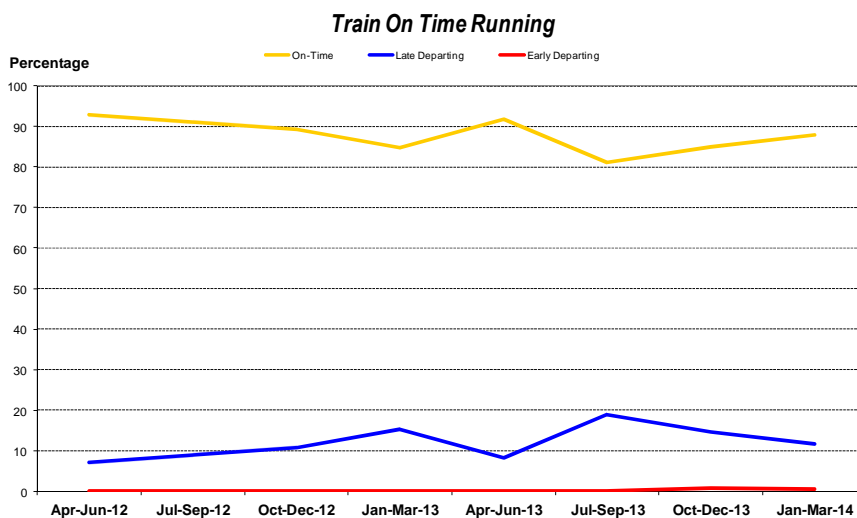


Figure 1.2 – On Time Running Trend

Interior Cleanliness

Train Vehicle Interior

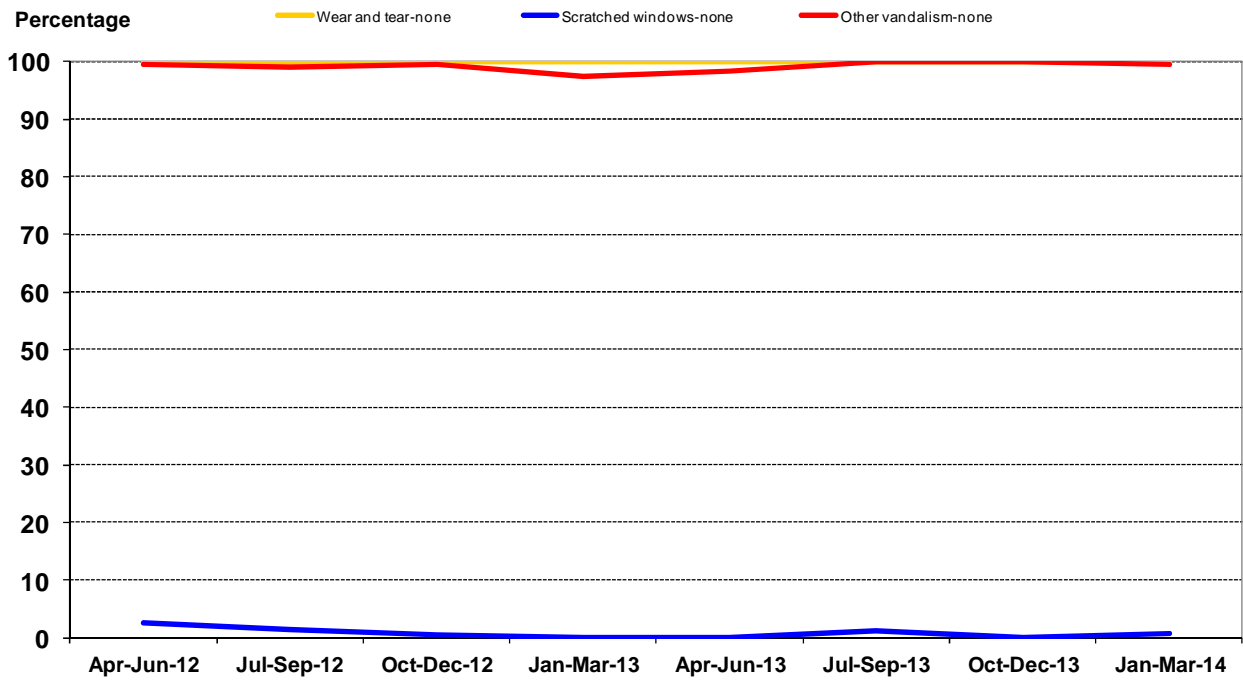


Figure 1.3 – Train Vehicle Interior Trend

Train Vehicle Interior Cleanliness

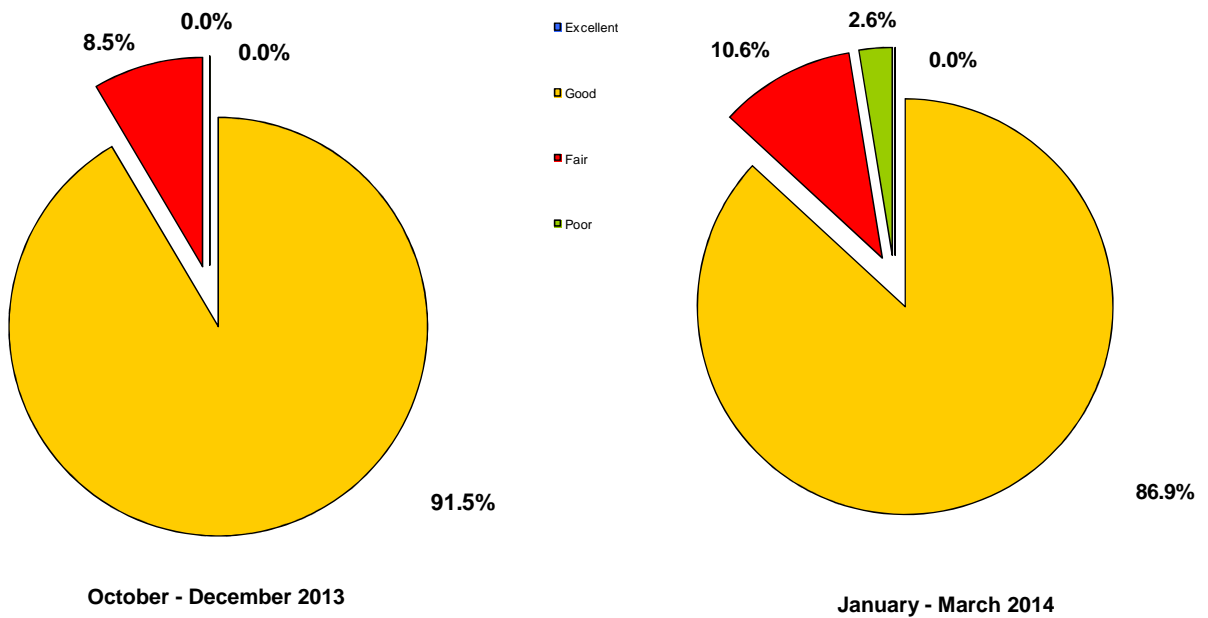


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	280	91.5%	337	86.9%
Fair	26	8.5%	41	10.6%
Poor	0	0.0%	10	2.6%
TOTAL	306	100.0%	388	100.0%
Evidence of wear and tear				
None	306	100.0%	388	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%
Scratched windows				
None	0	0.0%	3	0.8%
Slight	249	81.4%	303	78.1%
Medium	53	17.3%	82	21.1%
Severe	4	1.3%	0	0.0%
TOTAL	306	100.0%	388	100.0%
Evidence of graffiti				
None	152	49.7%	175	45.1%
Slight	137	44.8%	186	47.9%
Medium	17	5.6%	27	7.0%
Severe	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%
Evidence of other vandalism				
None	306	100.0%	386	99.5%
Slight	0	0.0%	2	0.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%

Table 1.3

In January - March 2014;

- The vehicles interior was acceptable in **97.4%** of trips surveyed.
- There was evidence of wear and tear on **0.0%** of services.
- There were scratched windows on **99.2%** of services.
- There was no evidence of graffiti on **45.1%** of services.
- There was no evidence of other vandalism on **99.5%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

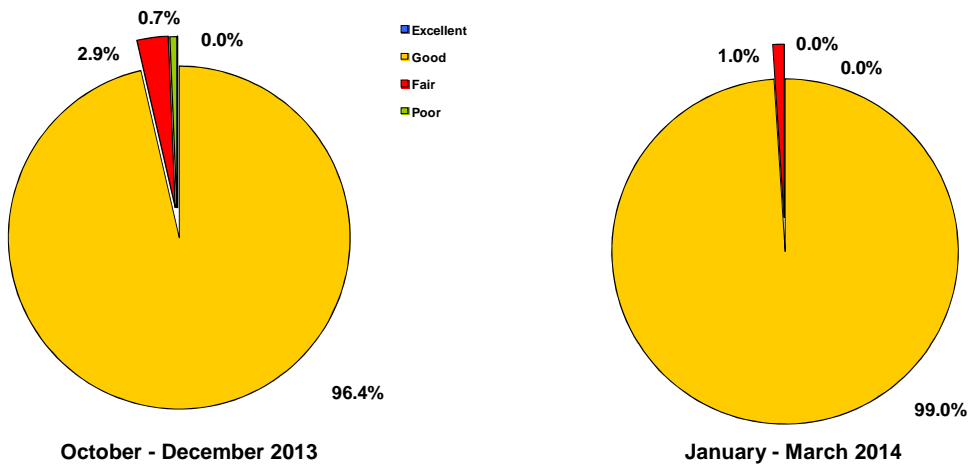


Figure 1.5 - Exterior Cleanliness

In January - March 2014;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **1.0%** of services audited.

	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Vehicle exterior cleanliness				
Excellent	0	0.0%	0	0.0%
Good	295	96.4%	384	99.0%
Fair	9	2.9%	4	1.0%
Poor	2	0.7%	0	0.0%
TOTAL	306	100.0%	388	100.0%
Evidence of exterior graffiti				
None	298	97.4%	384	99.0%
Slight	8	2.6%	4	1.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

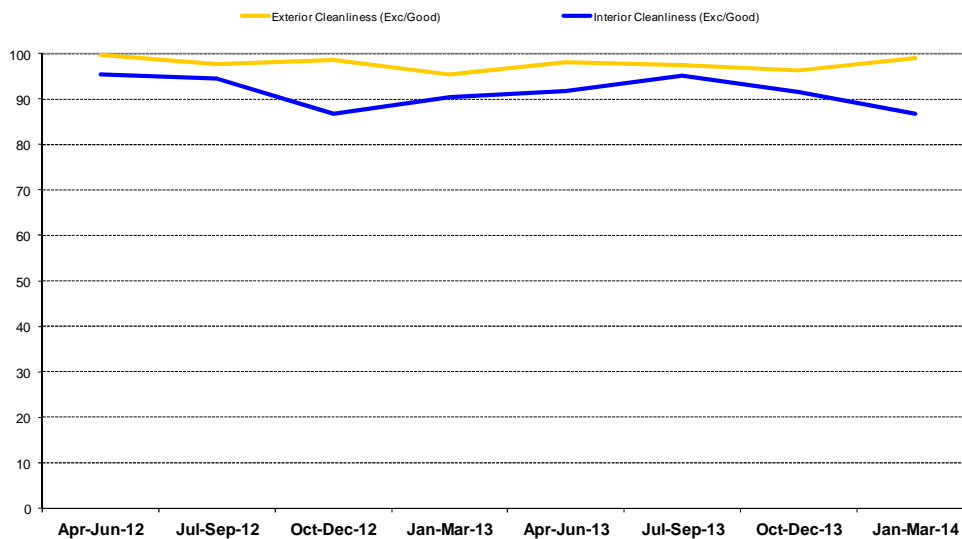


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In January - March 2014;

- The wheelchair ramp was deployed for a passenger in **100.0%** of applicable cases.
- The ramp was deployed in **95.5%** of these occasions by the Driver.

	Number of Carriages Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	14	100.0%	22	100.0%
No	0	0.0%	0	0.0%
TOTAL	14	100.0%	22	100.0%
Who deployed the wheelchair ramp?				
Driver	13	92.9%	21	95.5%
PSA	1	7.1%	1	4.5%
TOTAL	14	100.0%	22	100.0%

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

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

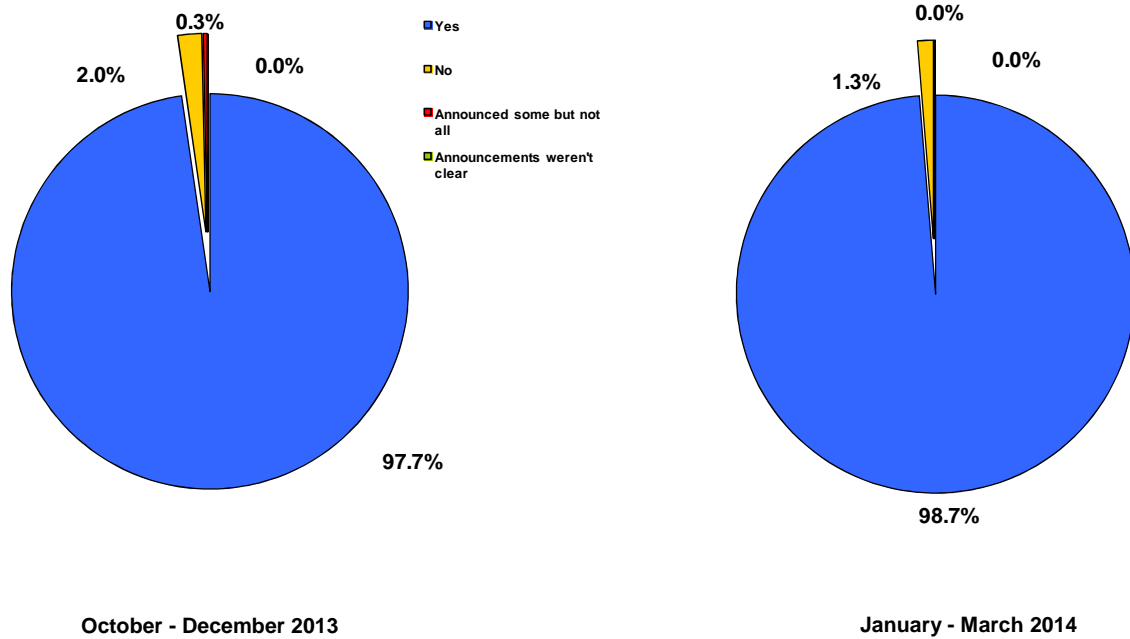


Figure 1.17 – Station Announcements

In January - March 2014;

- **98.7%** of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in **1.3%** of cases.
- In **0.0%** 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 **77.8%** of cases.

	Number of Carriages Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Did driver announce all stations?				
Yes	299	97.7%	383	98.7%
No	6	2.0%	5	1.3%
Announced some but not all	1	0.3%	0	0.0%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%
Did driver announce reasons for delays?				
Yes	8	100.0%	7	77.8%
No	0	0.0%	2	22.2%
TOTAL	8	100.0%	9	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			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Eating				
Yes	0	0.0%	0	0.0%
No	62	100.0%	66	100.0%
TOTAL	62	100.0%	66	100.0%
Drinking				
Yes	0	0.0%	0	0.0%
No	62	100.0%	66	100.0%
TOTAL	62	100.0%	66	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	62	100.0%	66	100.0%
TOTAL	62	100.0%	66	100.0%
Reading Newspaper				
Yes	0	0.0%	1	1.5%
No	62	100.0%	65	98.5%
TOTAL	62	100.0%	66	100.0%

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

Table 1.7 – PSA Personal Behavior

In January - March 2014;

- There were **0.0%** 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 **1.5%** instances of *Reading the Newspaper* whilst onboard the railcar.
- Acceptable ratings for the PSAs' *Response to Ticketing Enquiries* was **97.4%** in January - March 2014.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Response to ticketing enquiries				
Excellent	1	4.3%	1	2.6%
Good	19	82.6%	28	73.7%
Fair	2	8.7%	8	21.1%
Poor	1	4.3%	1	2.6%
TOTAL	23	100.0%	38	100.0%
Response to destination/route enquiries				
Excellent	0	0.0%	0	0.0%
Good	5	83.3%	13	100.0%
Fair	0	0.0%	0	0.0%
Poor	1	16.7%	0	0.0%
TOTAL	6	100.0%	13	100.0%

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

Table 1.8 – PSAs' Customer Service

Passenger Service Assistants

In January - March 2014;

- **100.0%** of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the **48** cases in which the PSA conducted a ticket check, a ticket offence report was issued **4.2%** of the time.
- The PSA was rated as being polite when asking to view passengers tickets in **all** cases.

	Number of Carriages Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Did the PSA use a PRD to check passenger's tickets?				
Yes	38	97.4%	48	100.0%
No	1	2.6%	0	0.0%
TOTAL	39	100.0%	48	100.0%
Was a ticket offence report issued?				
Yes	4	9.8%	2	4.2%
No	37	90.2%	46	95.8%
TOTAL	41	100.0%	48	100.0%
If <u>yes</u>, how many?				
One	1		1	
Two	3		1	
Three	1		0	
Four +	0		0	
TOTAL	5	N/A	2	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	41	100.0%	48	100.0%
No	0	0.0%	0	0.0%
TOTAL	41	100.0%	48	100.0%

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

Table 1.9 – PSA's Customer Service

Train PSA Behaviour

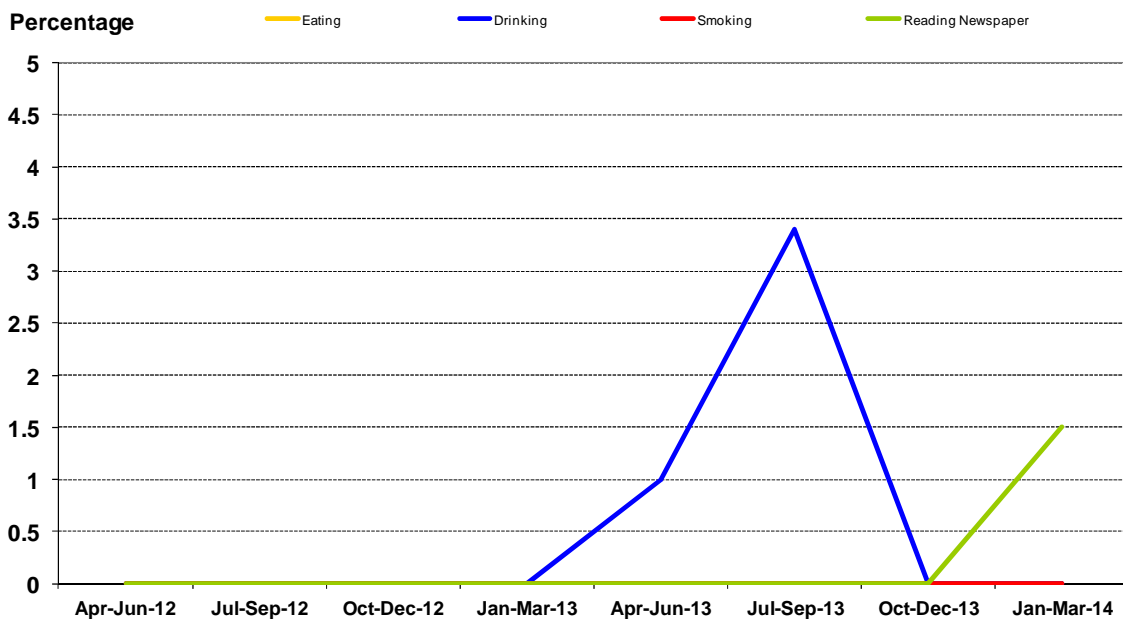


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

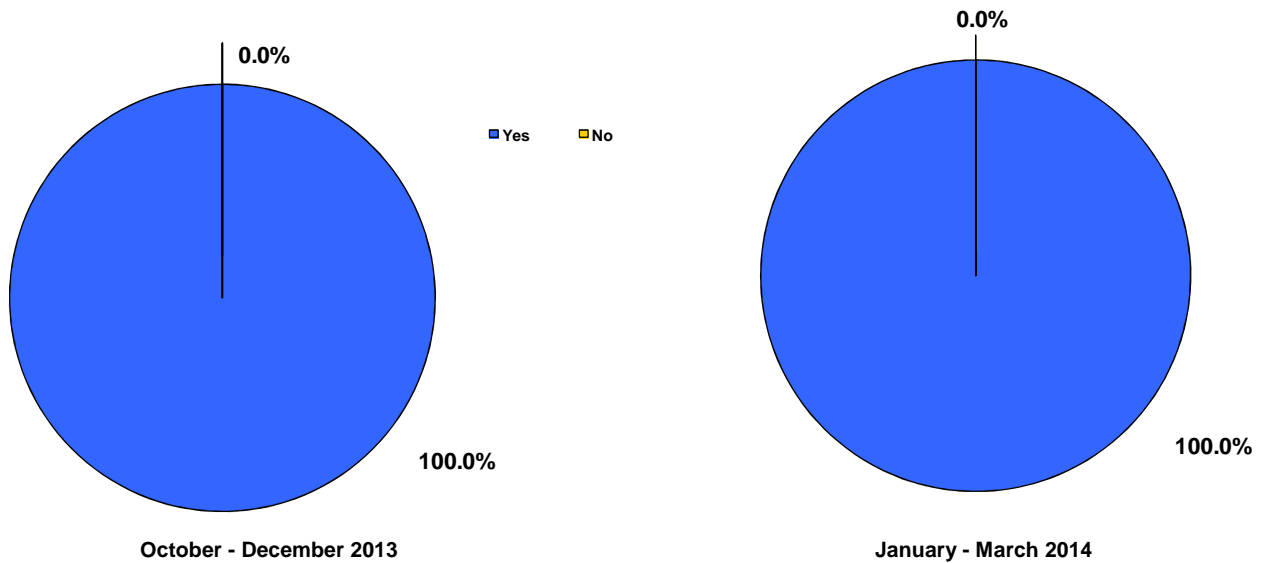


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in January - March 2014;

- In **65.5%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **1.5%** 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			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Was there a ticket vending machine in the railcar?				
Yes	306	100.0%	388	100.0%
No	0	0.0%	0	0.0%
TOTAL	306	100.0%	388	100.0%
If <u>yes</u> was it operating?				
Operating	196	64.1%	254	65.5%
Not operating (broken)	0	0.0%	6	1.5%
Not operating (vandalised)	0	0.0%	0	0.0%
Not used	110	35.9%	128	33.0%
TOTAL	306	100.0%	388	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

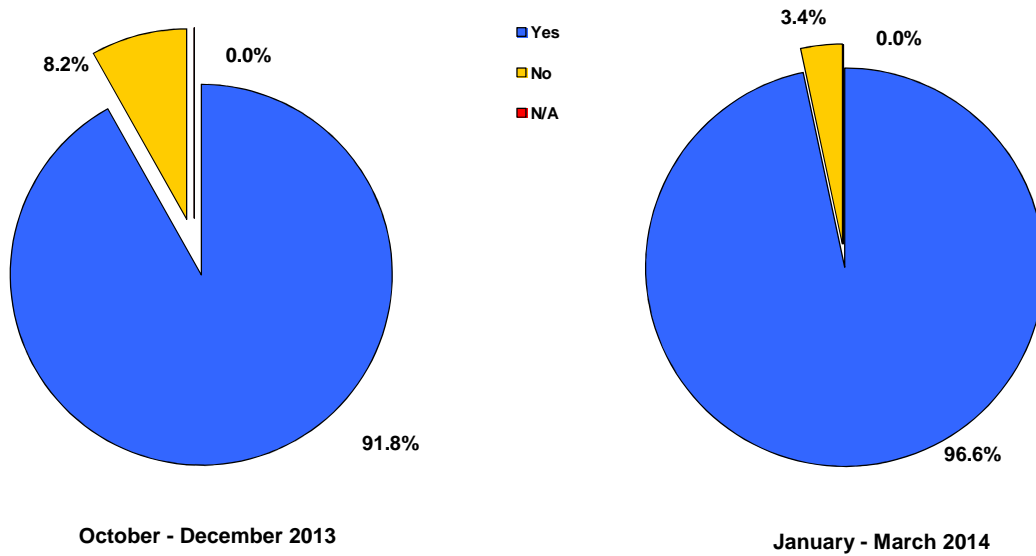


Figure 1.10 – Stamp on Test Tickets

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 January - March 2014 test tickets with correct trip details stamped on the ticket amounted to **96.6%** of instances.

Fare Evasion

5.51% of passengers boarded the vehicle without validating a ticket.

Tram

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Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

Tram On Time Running

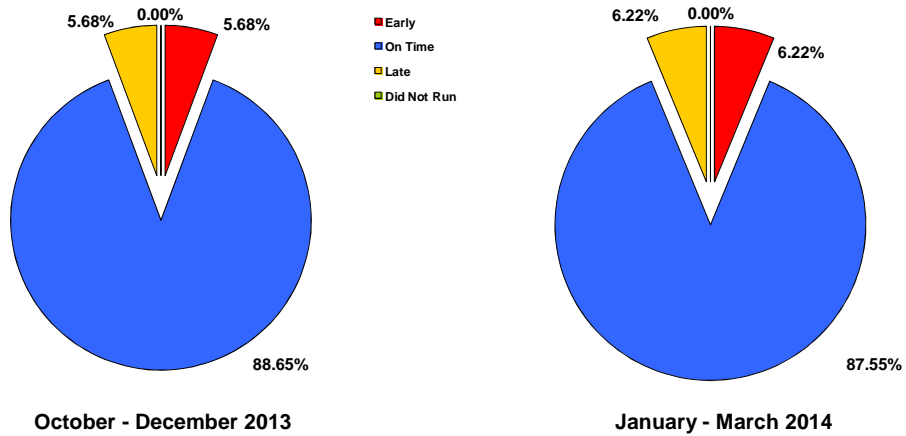


Figure 2.1 – On Time Running

In January - March 2014;

- **87.55%** of services departed on time.
- Early running occurred on **6.22%** of services.
- Late running was **6.22%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Departures				
3+ minutes early	0	0.00%	1	0.41%
1 to 2 minutes early	13	5.68%	14	5.81%
On Time*	203	88.65%	211	87.55%
6 to 9 minutes late	9	3.93%	11	4.56%
10+ minutes late	4	1.75%	4	1.66%
Did Not Run	0	0.00%	0	0.00%
TOTAL	229	100.00%	241	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

Table 2.1 – On Time Running

Tram On Time Running

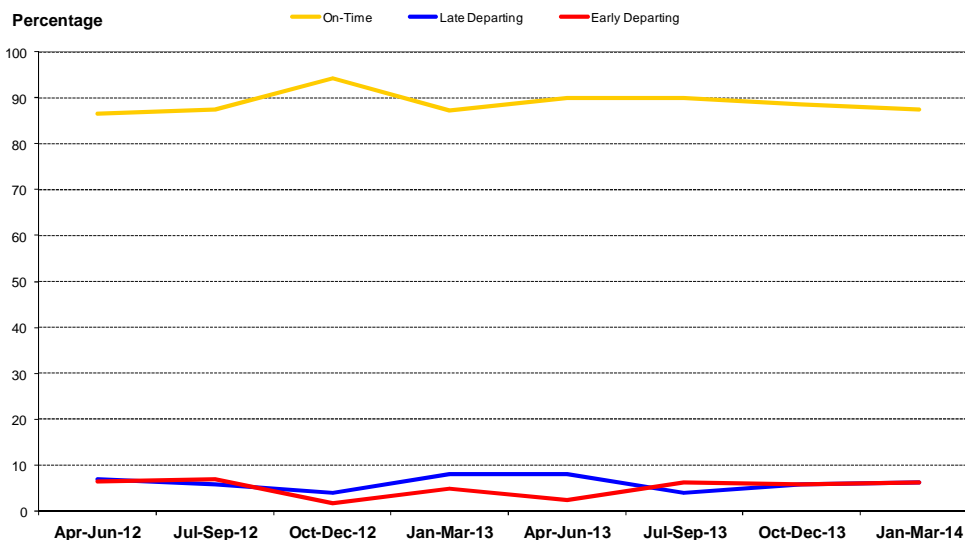


Figure 2.2 – On Time Running

Interior Cleanliness

Tram Vehicle Interior Cleanliness

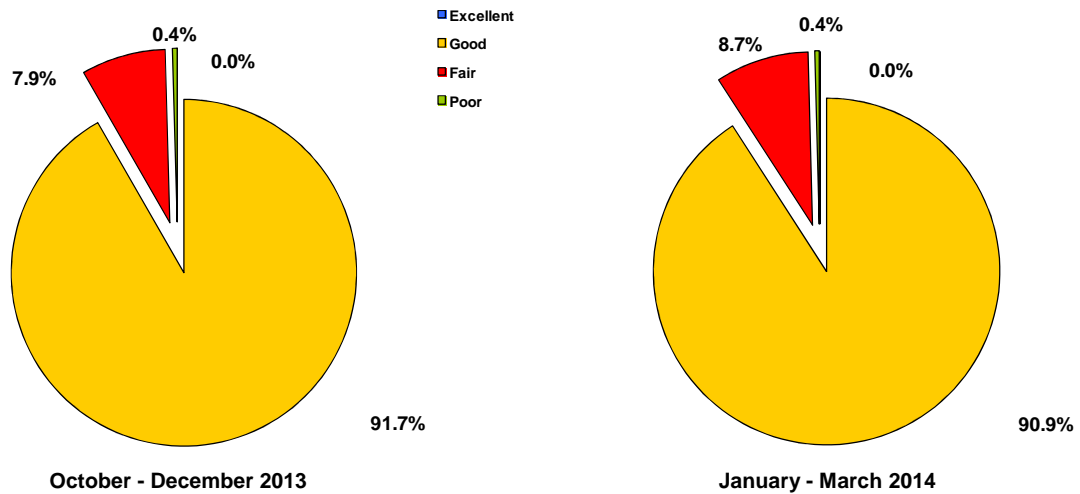


Figure 2.3 – Interior Cleanliness

In January - March 2014;

- The vehicles interior was acceptable in **99.6%** of trips surveyed.
- There was evidence of wear and tear on **0.8%** of services.
- There were scratched windows on **87.1%** of services.
- There was no evidence of graffiti on **99.6%** of services.
- There was no evidence of other vandalism on **99.6%** of services.

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	210	91.7%	219	90.9%
Fair	18	7.9%	21	8.7%
Poor	1	0.4%	1	0.4%
TOTAL	229	100.0%	241	100.0%
Evidence of wear and tear				
None	229	100.0%	239	99.2%
Slight	0	0.0%	2	0.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	241	100.0%
Scratched windows				
None	23	10.0%	31	12.9%
Slight	203	88.6%	206	85.5%
Medium	3	1.3%	4	1.7%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	241	100.0%
Evidence of graffiti				
None	226	98.7%	240	99.6%
Slight	3	1.3%	1	0.4%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	241	100.0%
Evidence of other vandalism				
None	228	99.6%	240	99.6%
Slight	1	0.4%	1	0.4%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	241	100.0%

Table 2.2 - Interior Cleanliness

Exterior Cleanliness

Tram Vehicle Exterior Cleanliness

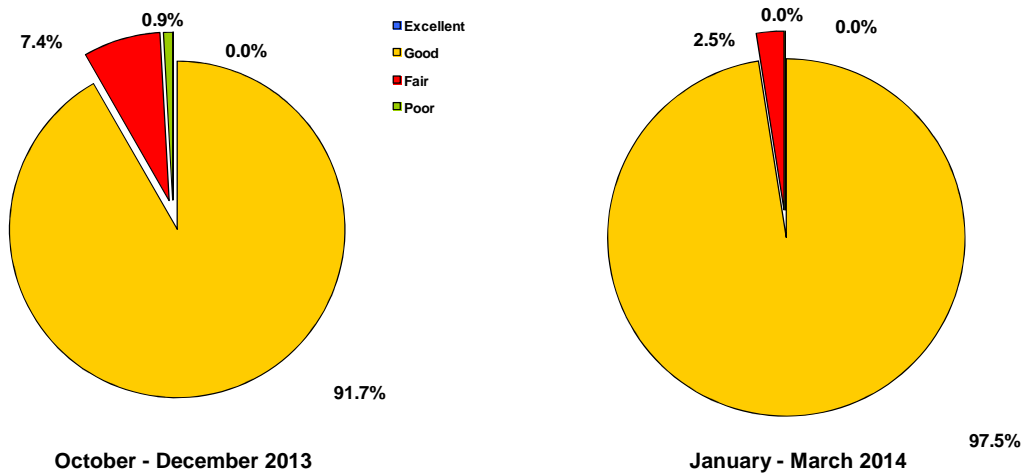


Figure 2.4– Exterior Cleanliness

In January - March 2014;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **0.0%** services audited.

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Vehicle exterior cleanliness				
Excellent	0	0.0%	0	0.0%
Good	210	91.7%	235	97.5%
Fair	17	7.4%	6	2.5%
Poor	2	0.9%	0	0.0%
TOTAL	229	100.0%	241	100.0%
Evidence of exterior graffiti				
None	228	99.6%	241	100.0%
Slight	1	0.4%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	241	100.0%

Table 2.3 – Exterior Cleanliness

Tram Vehicle Cleanliness

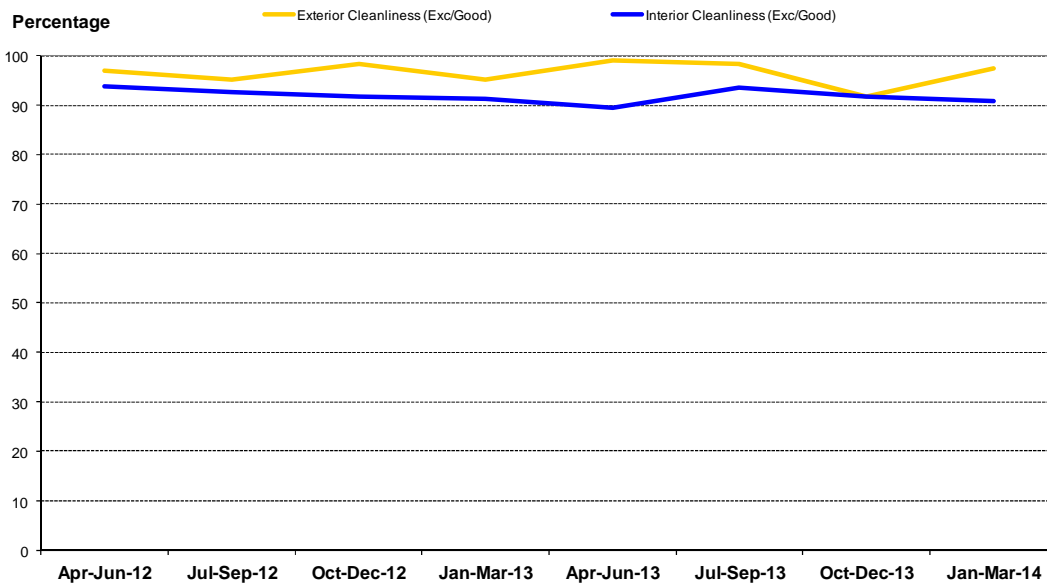


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

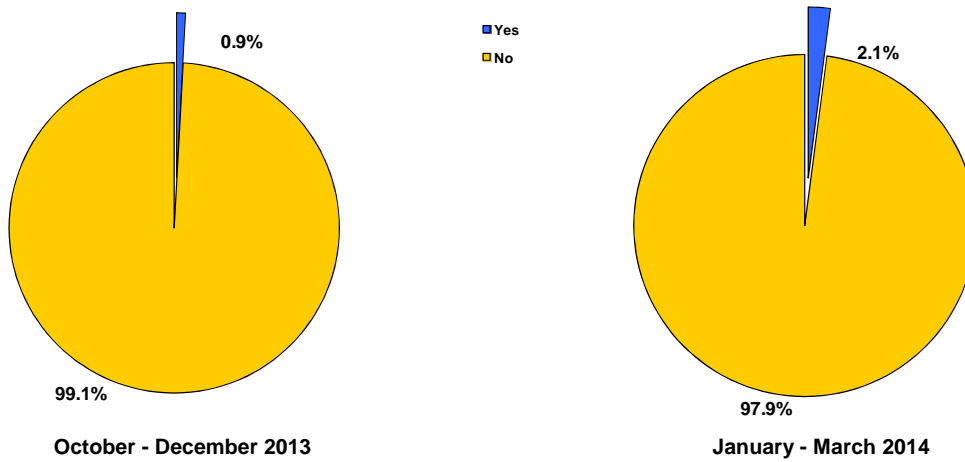


Figure 2.6- Ticket Inspection

In January - March 2014;

- There were 5 cases (2.1%) in which a *Ticket Inspection* was carried out by an inspector in January - March 2014.
- There was **no** instance of a PRD being used to check tickets.

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Was a ticket inspection carried out?				
Yes	2	0.9%	5	2.1%
No	227	99.1%	236	97.9%
TOTAL	229	100.0%	241	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	1	50.0%	0	0.0%
No	1	50.0%	5	100.0%
TOTAL	2	100.0%	5	100.0%

*Percentage base excludes not applicable cases

Table 2.4- Ticket Inspections

Tram Conductor

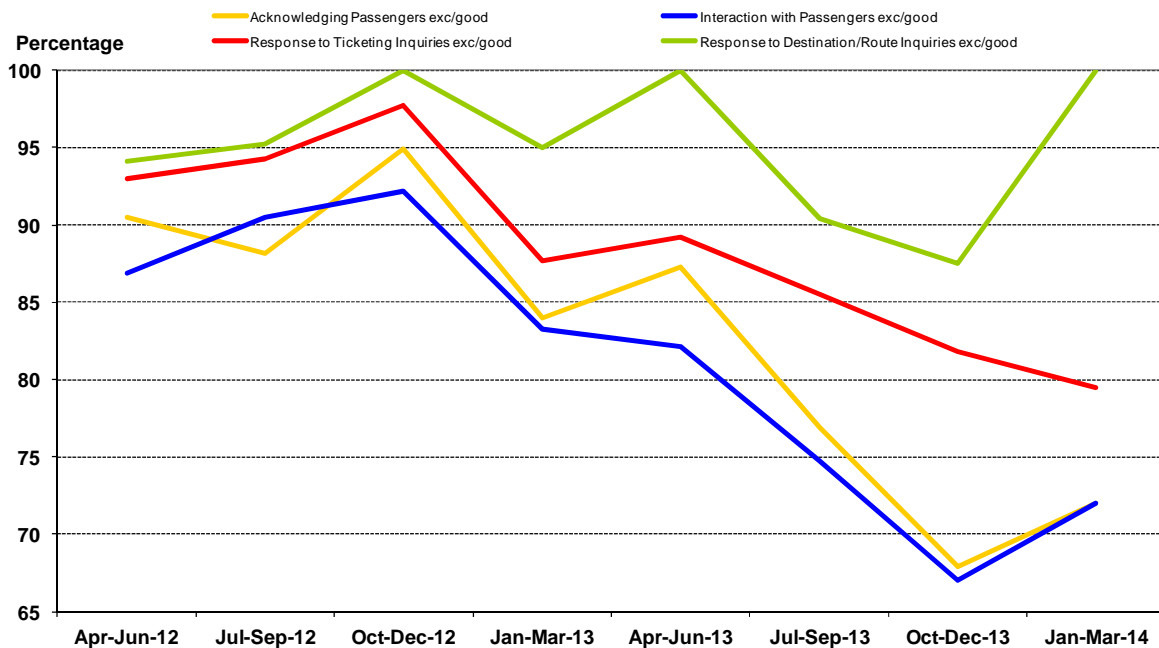


Figure 2.7- Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Acknowledging passengers*				
Excellent	6	5.4%	4	8.0%
Good	70	62.5%	32	64.0%
Fair	33	29.5%	13	26.0%
Poor	3	2.7%	1	2.0%
TOTAL	112	100.0%	50	100.0%
Interaction with passengers*				
Excellent	6	5.4%	4	8.0%
Good	69	61.6%	32	64.0%
Fair	33	29.5%	12	24.0%
Poor	4	3.6%	2	4.0%
TOTAL	112	100.0%	50	100.0%
Response to ticketing enquiries*				
Excellent	8	9.1%	3	6.8%
Good	64	72.7%	32	72.7%
Fair	16	18.2%	9	20.5%
Poor	0	0.0%	0	0.0%
TOTAL	88	100.0%	44	100.0%
Response to destination/route enquiries*				
Excellent	1	4.2%	2	15.4%
Good	20	83.3%	11	84.6%
Fair	3	12.5%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	24	100.0%	13	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In January - March 2014;

- Acceptable ratings of the *Conductor's Acknowledging Passengers* category was **98.0%**.
- In the *Conductor's Interaction with Passengers* category **96.0%** were rated as acceptable.

Tram Conductor Behaviour

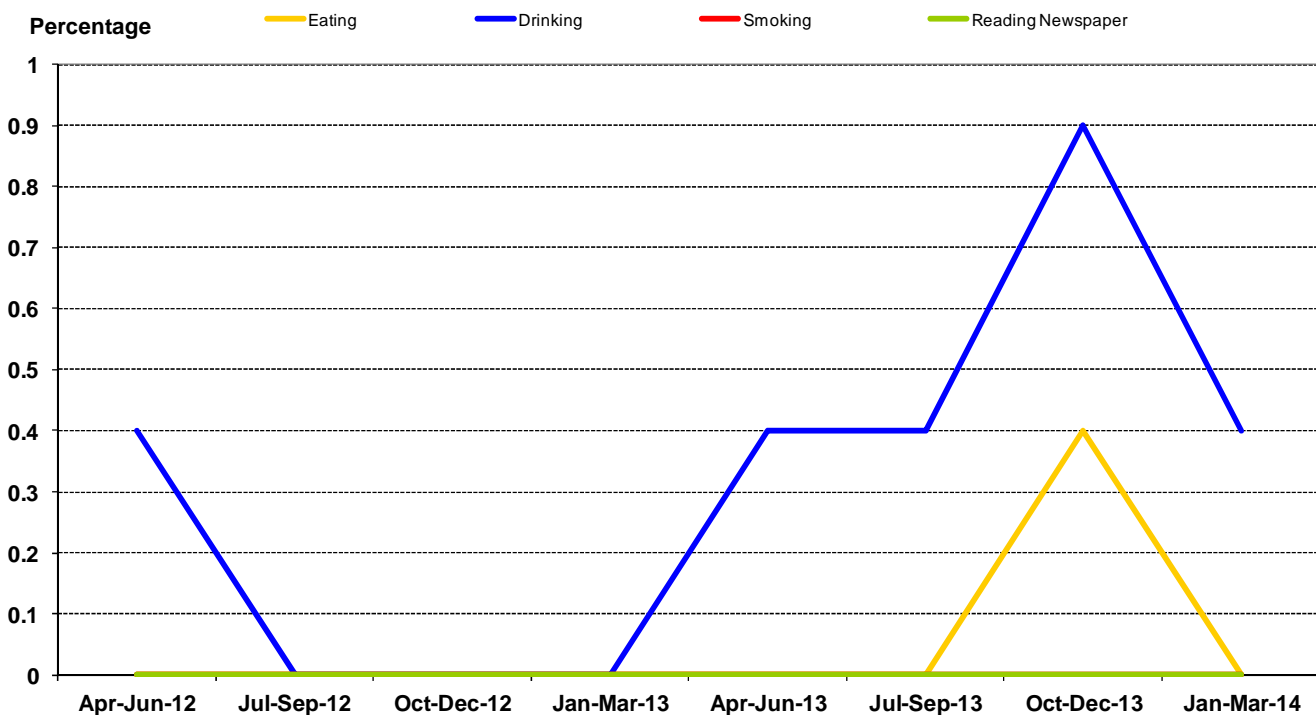


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Oct-Dec-13	Oct-Dec-13	Jan-Mar-14	Jan-Mar-14
Eating*				
Yes	1	0.4%	0	0.0%
No	228	99.6%	241	100.0%
TOTAL	229	100.0%	241	100.0%
Drinking*				
Yes	2	0.9%	1	0.4%
No	227	99.1%	240	99.6%
TOTAL	229	100.0%	241	100.0%
Smoking*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	241	100.0%
TOTAL	229	100.0%	241	100.0%
Reading Newspaper*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	241	100.0%
TOTAL	229	100.0%	241	100.0%

* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behaviour

In January - March 2014;

- There was **0.0%** instance of the conductor eating while in the tram car.
- There were **0.4%** instances of a conductor drinking.
- There were **no** instances of smoking while in the tram car.
- There were **no** instances of the conductor reading a newspaper.

Fare Evasion

14.71% of passengers boarded the vehicle without validating a ticket.