

Light City Buses

Service Standard Report

October - December 2012



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 October and 31st December 2012;

- **748** audits onboard Light City Buses services.
- **378** audits in the North South contract area.
- **370** audits in the Outer North East contract area.

The trips audited represent **3.4%** of the **22,092** trips supplied (defined as the number of trips available for five weekdays, plus a Saturday and Sunday) in both contract areas for one whole week Sunday to Saturday. The sample base is selected from trips listed on PTS approved timetables submitted by Light City Buses.

Contract Area	Weekday Trips		Sunday Trips		Trips Supplied
	Audited	Saturday Trips Audited	Audited	Trips Audited	
Light City Buses North South	317	32	29	378	13,751
Light City Buses Outer North East	310	31	29	370	8,341
TOTAL	627	63	58	748	22,092

Table 1.1

North South - Main Findings

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 October - December 2012;

- **61.4%** of services audited were on time.
- **34.7%** of services audited were late.
- **3.2%** 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 October - December 2012;

- **0.8%** 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 October - December 2012;

- **No** services audited were required to connect.

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **100.0%** acceptable interior cleanliness.
- **100.0%** acceptable exterior cleanliness.

North South - Main Findings

DRIVER QUALITY

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

In October - December 2012;

- **99.7%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **100.0%** compliance with road rules.
- **99.7%** bus parked close to kerb as possible.
- **99.5%** ensured unsteady passengers seated before driving.
- **100.0%** acceptable uniform.
- **100.0%** acceptable personal appearance.
- **100.0%** acceptable personal behaviour.

PROCESS COMPLIANCE

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **99.2%** displayed destination sign.
- **94.1%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2012;

- **99.2%** displayed 'Welcome Aboard' sign.
- **100.0%** displayed concession pass schedule.
- **99.7%** displayed ticket validation instructions.
- **100.0%** displayed metroticket fare schedule.
- **99.5%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2012;

- **3.78%** of passengers boarded the vehicle without validating a ticket.

Further breakdowns can be found throughout the report.

Outer North East - Main Findings

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 October - December 2012;

- **82.4%** of services audited were on time.
- **14.9%** of services audited were late.
- **2.4%** 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 October - December 2012;

- **0.3%** 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 October - December 2012;

- **0.3%** were required to connect and **100.0%** met the connecting service.

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **99.5%** acceptable interior cleanliness.
- **100.0%** acceptable exterior cleanliness.

Outer North East - Main Findings

DRIVER QUALITY

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

In October - December 2012;

- **99.5%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **100.0%** compliance with road rules.
- **100.0%** bus parked close to kerb as possible.
- **100.0%** ensured unsteady passengers seated before driving.
- **100.0%** acceptable uniform.
- **100.0%** acceptable personal appearance.
- **100.0%** acceptable personal behaviour.

PROCESS COMPLIANCE

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **99.2%** displayed destination sign.
- **95.6%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2012;

- **99.7%** displayed 'Welcome Aboard' sign.
- **100.0%** displayed concession pass schedule.
- **95.6%** displayed ticket validation instructions.
- **100.0%** displayed metroticket fare schedule.
- **99.5%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2012;

- **1.78%** of passengers boarded the vehicle without validating a ticket.

Further breakdowns can be found throughout the report.

North South

Service Standard Report

October - December 2012



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On-Time Running

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Bus departure time								
10+ min early	0.0%	0.0%	0.0%	0.0%				
3-9 min early	0.5%	0.3%	0.2%	0.3%				
1-2 min early	1.6%	2.9%	1.2%	1.2%				
On-time (<4.59 min late)	62.2%	61.4%	82.0%	82.7%	92.8%	94.0%	62.2%	61.4%
5-6 late	9.3%	5.8%	4.2%	3.6%				
6-9 min late	14.4%	14.8%	7.8%	7.8%				
10+ min late	10.9%	14.0%	4.2%	4.2%				
Did Not Run	1.1%	0.8%	0.3%	0.2%				
Bus arrival time								
10+ min late	7.8%	8.6%	2.6%	2.8%	0.6%	0.6%	8.4%	8.4%

Table 2.1

North South On Time Running

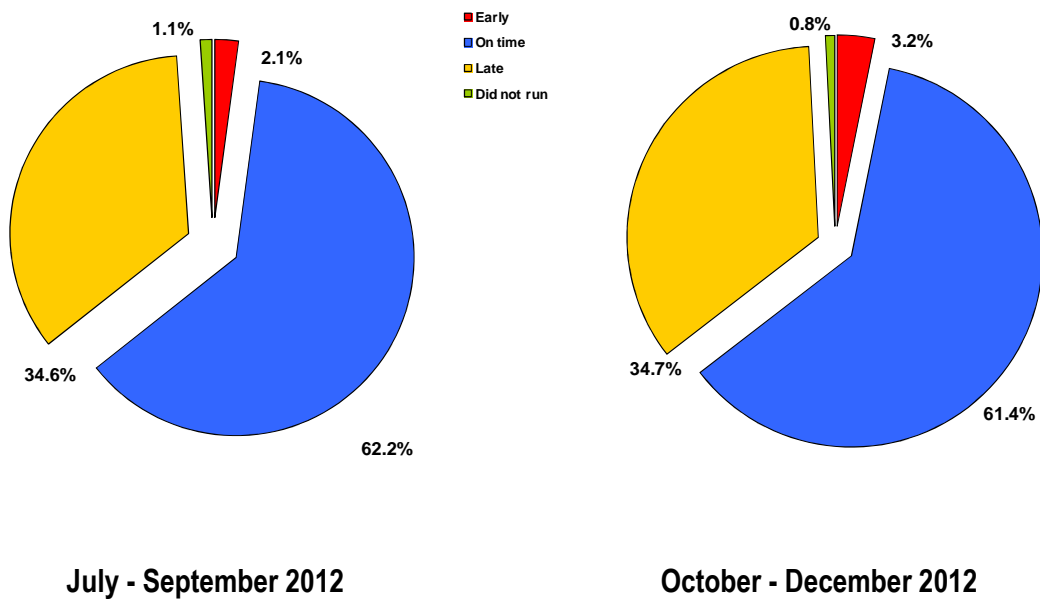


Figure 2.1

With the commencement of the new contracts, a bus 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 4.59 minutes late.

In October - December 2012;

- **61.4%** of services departed on time.
- Early running occurred on **3.2%** of services.
- Late running was **34.7%**.
- Services reported as *Did Not Run* was **0.8%**.

Connections

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Bus required to connect								
Yes	0.0%	0.0%	5.2%	5.3%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	94.8%	94.7%				
Mode								
Bus	0.0%	0.0%	100.0%	100.0%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not applicable	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Able to transfer								
Yes	n/a	n/a	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	n/a	n/a	0.0%	0.0%				
If No, why not?								
Bus arrived late	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus, train departed early	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus, train not seen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Insufficient transfer time	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Not applicable	n/a	n/a	n/a	n/a	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%	0.0%	0.0%	n/a	n/a	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	100.0%	100.0%	100.0%				

Table 2.2

In October - December 2012;

- **No services were required to connect.**

Vehicle Condition - Exterior

North South Vehicle Exterior Cleanliness

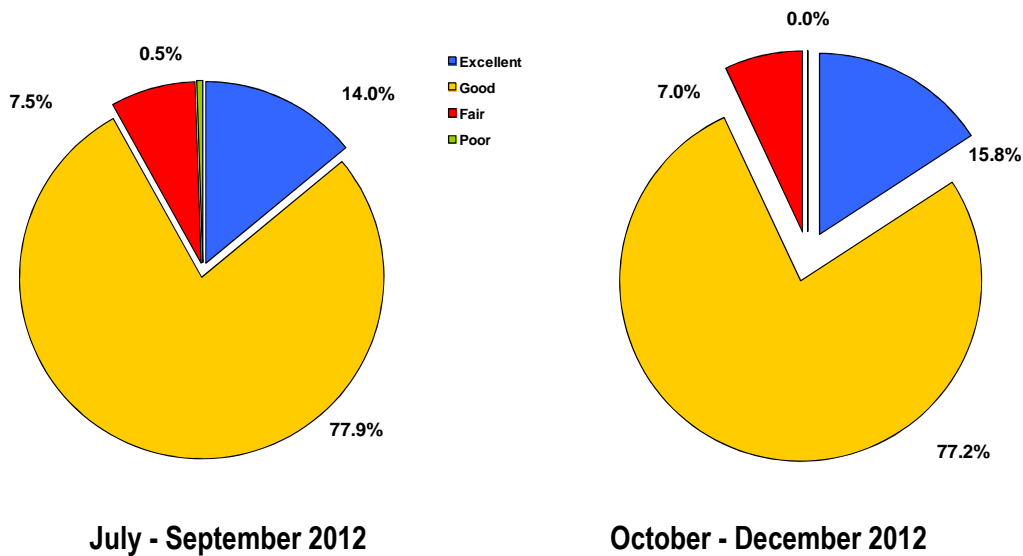


Figure 2.2

In October - December 2012;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- **No services were recorded as poor.**

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Vehicle exterior clean								
Excellent + Good + Fair	99.5%	100.0%	99.8%	99.9%	100.0%	100.0%	99.5%	99.5%
Excellent	14.0%	15.8%	18.3%	18.7%				
Good	77.9%	77.2%	76.0%	75.0%				
Fair	7.5%	7.0%	5.5%	6.2%				
Poor	0.5%	0.0%	0.2%	0.1%				

Table 2.3

Vehicle Condition - Interior

North South Vehicle Interior Cleanliness

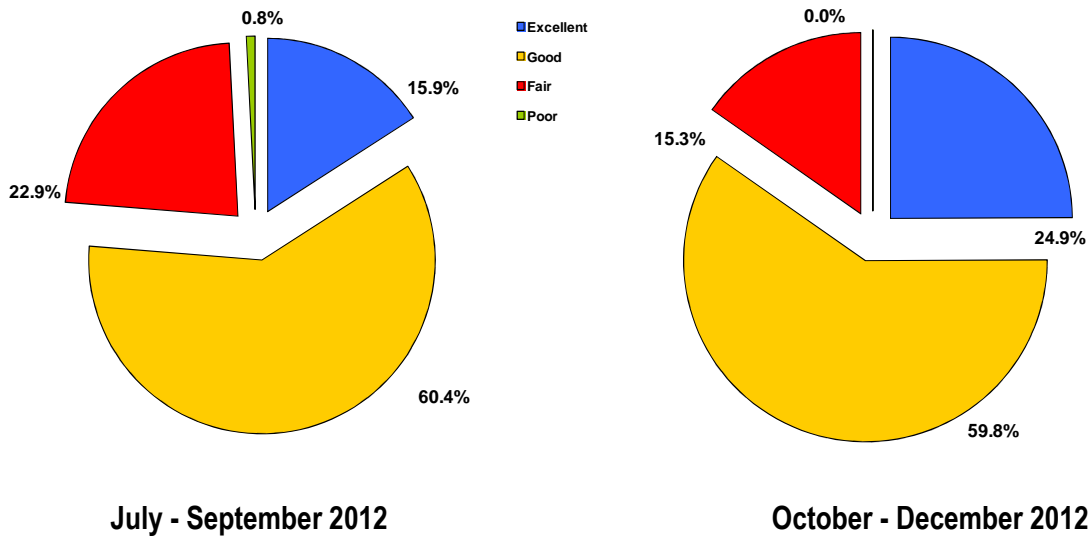


Figure 2.3

In October - December 2012;

- Acceptable ratings for interior cleanliness were **100.0%**.
- **No** services were recorded as poor.

Vehicle interior clean	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Excellent + Good + Fair	99.2%	100.0%	99.7%	99.5%	100.0%	100.0%	99.2%	98.8%
Excellent	15.9%	24.9%	21.4%	25.9%				
Good	60.4%	59.8%	59.5%	61.3%				
Fair	22.9%	15.3%	18.8%	12.3%				
Poor	0.8%	0.0%	0.3%	0.5%				

Table 2.4

North South Cleanliness

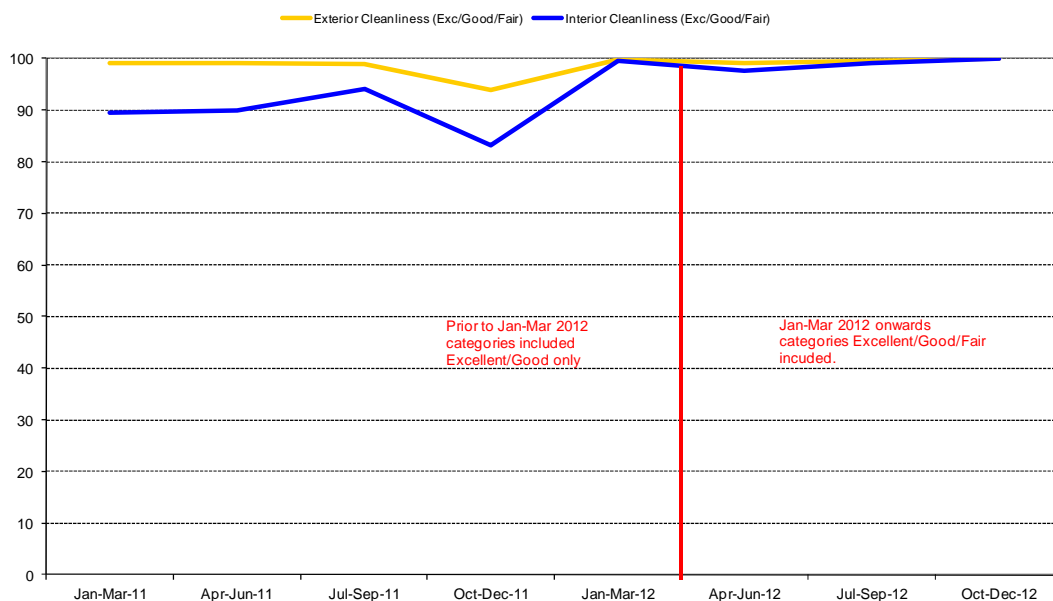


Figure 2.4

Driver Quality - Courtesy

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Acknowledging passengers								
Excellent + Good + Fair	99.5%	99.7%	99.7%	99.9%	100.0%	100.0%	99.2%	99.5%
Excellent	4.3%	4.6%	9.0%	8.5%				
Good	69.3%	62.7%	76.2%	67.9%				
Fair	25.9%	32.4%	14.6%	23.5%				
Poor	0.5%	0.3%	0.3%	0.1%				
Response to passenger inquiries*								
Excellent + Good + Fair	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	97.9%	N/A
Excellent	5.9%	9.8%	16.4%	17.4%				
Good	69.1%	65.9%	71.1%	66.0%				
Fair	25.0%	24.4%	12.2%	16.6%				
Poor	0.0%	0.0%	0.2%	0.0%				
Board or alight between stops*								
Yes	86.4%	90.0%	89.9%	76.1%	100.0%	94.7%	86.2%	50.0%
No	13.6%	10.0%	10.1%	23.9%				
If Yes, board/alight at safe locations*								
Yes	94.7%	88.9%	99.0%	96.1%	100.0%	100.0%	94.7%	85.7%
No	5.3%	11.1%	1.0%	3.9%				

* Not applicable cases have been excluded from the percentage base

Table 2.5

In October - December 2012;

- Acceptable ratings for acknowledging passengers was **99.7%**.
- Response to passenger inquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops, **88.9%** did so at safe locations.

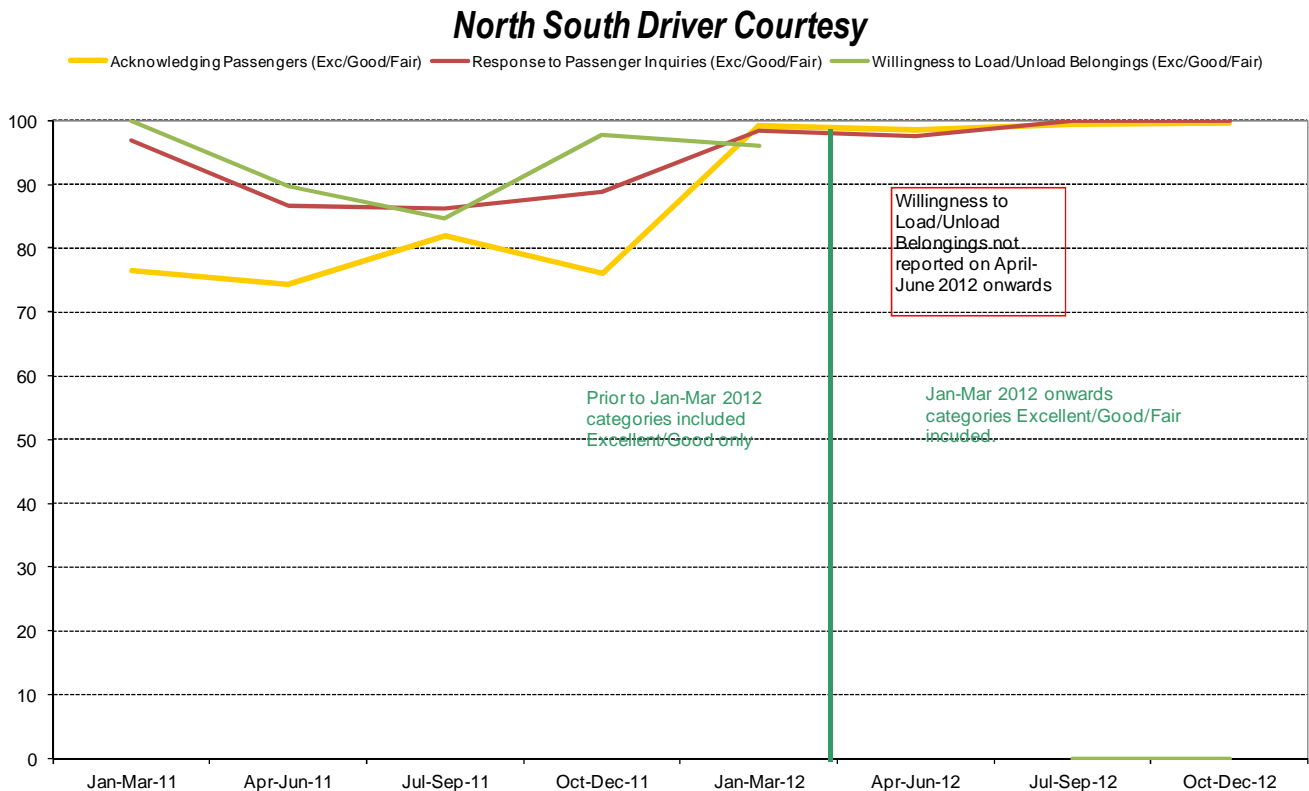


Figure 2.5

Driver Quality - Safety

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Smooth ride								
Excellent + Good + Fair	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	99.5%	99.7%
Excellent	4.0%	4.3%	8.0%	6.4%				
Good	82.5%	77.7%	85.3%	85.7%				
Fair	13.2%	18.0%	6.6%	7.8%				
Poor	0.3%	0.0%	0.1%	0.0%				
Compliance with road rules								
Excellent + Good + Fair	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	4.3%	5.1%	8.1%	7.2%				
Good	89.8%	90.1%	89.7%	90.7%				
Fair	5.7%	4.8%	2.1%	2.1%				
Poor	0.3%	0.0%	0.1%	0.0%				
Bus parked Close to Kerb as possible								
Excellent + Good + Fair	99.5%	99.7%	99.9%	99.8%	100.0%	100.0%	99.5%	99.5%
Excellent	5.7%	7.8%	9.9%	9.5%				
Good	85.2%	83.6%	87.4%	87.7%				
Fair	8.6%	8.3%	2.5%	2.7%				
Poor	0.5%	0.3%	0.1%	0.2%				
Ensured unsteady passengers seated before driving								
Excellent + Good + Fair	98.9%	99.5%	99.5%	99.8%	100.0%	100.0%	98.9%	99.5%
Excellent	4.6%	7.5%	8.5%	8.8%				
Good	83.8%	81.5%	86.2%	86.6%				
Fair	10.5%	10.5%	4.9%	4.4%				
Poor	1.1%	0.5%	0.5%	0.2%				
Use of personal electronic equipment whilst driving								
Yes	0.0%	0.0%	0.1%	0.2%	0.0%	0.0%	0.3%	0.3%
No	100.0%	100.0%	99.9%	99.8%				
Driver physically alert and prepared								
Yes	100.0%	99.7%	100.0%	99.8%	100.0%	100.0%	N/A	99.7%
No	0.0%	0.3%	0.0%	0.2%				

Table 2.6

In October - December 2012;

- Acceptable ratings for smooth ride were **100.0%**.
- Compliance with road rules category was **100.0%**.
- Ensured unsteady passengers seated before driving category was **99.5%**.

Driver Quality - Appearance

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Uniform								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	N/A
Excellent	7.8%	18.8%	11.1%	14.2%				
Good	92.2%	80.7%	88.8%	85.6%				
Fair	0.0%	0.5%	0.0%	0.2%				
Poor	0.0%	0.0%	0.0%	0.0%				
Personal appearance								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A
Excellent	7.8%	19.8%	12.1%	14.6%				
Good	92.2%	79.9%	87.9%	85.2%				
Fair	0.0%	0.3%	0.0%	0.2%				
Poor	0.0%	0.0%	0.0%	0.0%				
Personal behaviour								
Excellent + Good + Fair	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	8.9%	16.9%	11.2%	12.9%				
Good	88.4%	81.8%	86.7%	86.0%				
Fair	2.4%	1.3%	2.1%	1.0%				
Poor	0.3%	0.0%	0.0%	0.0%				
Driver eat whilst vehicle in motion								
Yes	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	N/A
No	99.7%	100.0%	100.0%	100.0%				
Driver drink whilst vehicle in motion								
Yes	0.0%	0.3%	0.1%	0.1%	0.0%	0.0%	0.3%	0.3%
No	100.0%	99.7%	99.9%	99.9%				
Driver smoke whilst on board the vehicle								
Yes	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	n/a	0.3%
No	100.0%	100.0%	100.0%	99.9%				
Driver stop for personal business								
Yes	0.0%	0.5%	0.0%	0.1%	0.0%	0.0%	n/a	0.5%
No	100.0%	99.5%	100.0%	99.9%				

Table 2.7

In October - December 2012;

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

Driver Quality - Special Needs

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Assistance Required								
Required	3.2%	2.9%	2.4%	2.0%	n/a	n/a	n/a	n/a
Not Required	96.8%	97.1%	97.6%	98.0%				
Driver assisted								
Yes	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	85.7%	N/A
No	0.0%	0.0%	3.8%	0.0%				
Reason								
Pram	8.3%	18.2%	13.5%	13.6%	n/a	n/a	n/a	n/a
Wheelchair	33.3%	36.4%	51.9%	54.5%	n/a	n/a	n/a	n/a
Shopping Cart	0.0%	18.2%	1.9%	4.5%	n/a	n/a	n/a	n/a
Suitcase	0.0%	0.0%	1.9%	4.5%	n/a	n/a	n/a	n/a
Non-wheelchair bound elderly person	33.3%	18.2%	17.3%	15.9%	n/a	n/a	n/a	n/a
Other	25.0%	9.1%	13.5%	6.8%	n/a	n/a	n/a	n/a

Table 2.8

Driver Quality - Driver Response

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Knowledge of basic routes and Interchange								
Yes	12.4%	3.8%	13.5%	5.2%	19.5%	8.2%	N/A	0.3%
No	0.0%	0.3%	0.0%	0.2%				
N/A	87.6%	96.0%	86.5%	94.7%				
Direct to Adelaide Metro Infoline, Centre or Website								
Yes	0.0%	0.0%	0.3%	0.3%	0.8%	0.5%	N/A	N/A
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	100.0%	99.7%	99.7%				
Timetables available								
Yes	0.3%	0.0%	1.1%	0.2%	5.7%	0.9%	0.3%	N/A
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	100.0%	98.8%	99.8%				

Table 2.9

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Informing Passengers of any disruptions to normal service								
Yes	0.5%	0.3%	0.3%	0.1%	0.5%	0.3%	0.3%	0.3%
No	0.0%	0.3%	0.0%	0.1%				
N/A	99.5%	99.5%	99.7%	99.8%				

Table 2.10

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Did any passenger display anti-social or offensive behaviour?								
Yes	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	100.0%	100.0%				
If Yes, did driver act appropriately in applicable cases?								
Yes	n/a	n/a	n/a	100.0%	n/a	100.0%	n/a	n/a
No	n/a	n/a	n/a	0.0%				

Table 2.11

Process Compliance - Signage

On the exterior of Vehicle Destination Sign	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Yes	98.4%	99.2%	99.4%	99.5%	100.0%	100.0%	98.4%	99.2%
No	1.1%	0.3%	0.3%	0.2%				
Wrong No	0.5%	0.5%	0.3%	0.3%				
Shift Number	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
Yes	90.3%	94.1%	92.8%	94.8%	98.5%	99.2%	87.6%	90.3%
No	8.6%	4.6%	5.8%	4.0%				
Wrong No	1.1%	1.3%	1.5%	1.2%				

Table 2.12

In October - December 2012;

- Vehicle destination signs were correctly displayed on **99.2%** of services.
- Correct shift numbers were displayed on **94.1%** of services.

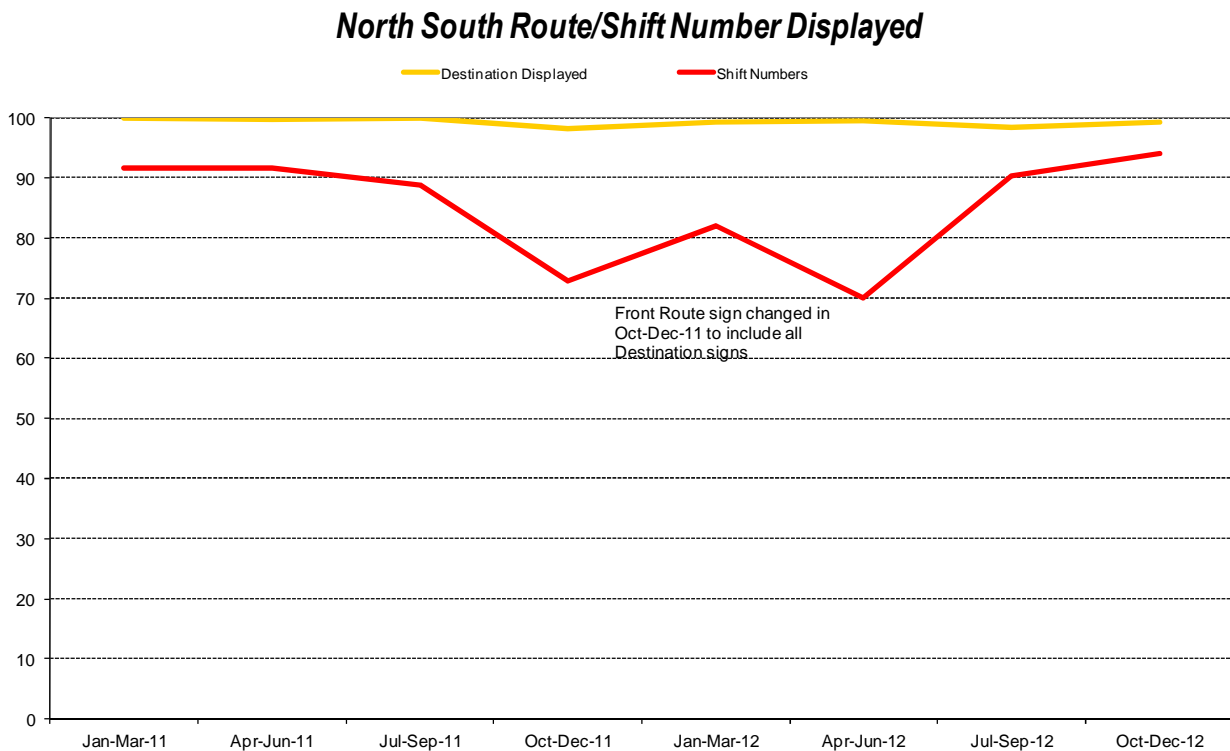


Figure 2.6

Signage - Onboard

On the exterior of Vehicle Welcome Aboard sign	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Yes	98.9%	99.2%	99.7%	99.8%	100.0%	100.0%	98.9%	98.9%
No	1.1%	0.8%	0.3%	0.2%				

Table 2.13

In October - December 2012;

- The 'Welcome Aboard' signs were correctly displayed on **99.2%** of services.

On the interior of Vehicle	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Concession Pass Schedule								
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A
No	0.0%	0.0%	0.0%	0.0%				
Ticket Validation Instructions								
Yes	100.0%	99.7%	99.7%	99.2%	100.0%	100.0%	98.4%	95.6%
No	0.0%	0.3%	0.3%	0.8%				
Metroticket Fare Schedule								
Yes	98.7%	100.0%	99.6%	99.8%	100.0%	100.0%	98.7%	99.5%
No	1.3%	0.0%	0.4%	0.2%				
Stickers for Disability/Elderly Priority Seating								
Yes	100.0%	99.5%	99.2%	99.7%	100.0%	100.0%	97.6%	99.5%
No	0.0%	0.5%	0.8%	0.3%				

Table 2.14

In October - December 2012;

- Concession pass schedules were correctly displayed on **100.0%** of vehicles.
- Ticket validation instructions were displayed on **99.7%** of vehicles.
- The Metro ticket fare schedules were correctly displayed on **100.0%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **99.5%** of vehicles.

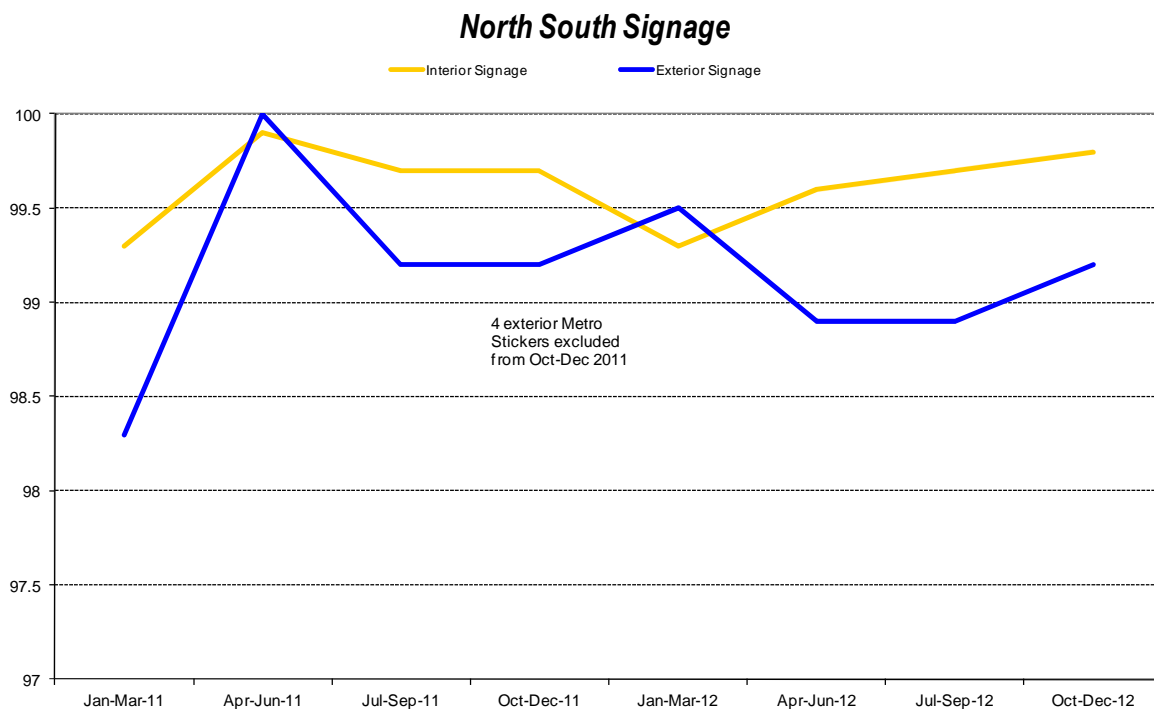


Figure 2.7

Ticketing

During October - December 2012;

- **9.1%** of drivers issued a problem slip.
- **3.6%** of passengers purchased another ticket.
- **1.7%** of drivers asked passenger to validate.
- In **55.2%** of cases the driver observed the slip or ticket.

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Faulty ticket						
Pass. purchased another ticket	3.8%	3.6%	6.9%	7.1%		
Issued problem slip	32.7%	9.1%	29.3%	22.4%	53.6%	46.2%
Wrote on ticket and returned	13.5%	14.5%	12.2%	19.0%		
Observed ticket no action	15.4%	32.7%	26.0%	23.8%		
No action taken	15.4%	21.8%	12.6%	13.8%		
Driver observed senior card and issued ticket	0.0%	0.0%	0.4%	1.0%		
Driver ignored senior free	7.7%	3.6%	2.0%	1.4%		
Driver sighted senior card no action	0.0%	1.8%	0.0%	1.4%		
Drivers view obscured including hearing	11.5%	12.7%	10.6%	10.0%		
Non validation of ticket						
Asked to validate	1.6%	1.7%	1.7%	2.2%	4.7%	5.0%
Driver ignored passenger	14.4%	16.6%	9.9%	11.8%		
Drivers view obscured	2.7%	11.6%	9.6%	13.2%		
Driver not on board	0.5%	0.6%	0.7%	0.5%		
Driver had no change	2.7%	0.0%	3.9%	2.2%		
Driver observed slip / ticket	55.9%	55.2%	56.1%	52.5%		
Passenger had no money	10.6%	5.5%	9.1%	11.8%		
Driver did not issue "00" ticket (free seniors)	4.8%	5.5%	3.3%	3.2%		
Driver view of senior passenger obscured	3.7%	1.7%	3.3%	1.7%		
Senior did not validate their "00" ticket	3.2%	1.7%	2.4%	0.9%		
Driver took money and issued "00" ticket	0.0%	0.0%	0.0%	0.0%		

NB - Sample sizes in the above categories are small and may account for statistical anomalies

Table 2.15

In October - December 2012:

- In **0.0%** of trips the driver was reconciling cash or tickets while the bus was in motion.

	Light City Buses North South		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Ticket/cash reconciliation whilst in motion								
Yes	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.8%	0.3%
No	99.7%	100.0%	99.7%	100.0%				

Table 2.16

Test Ticket Information

Test Tickets	North South Jul-Sep-12		North South Oct-Dec-12		Percentage of Total North South Services Audited	All Contract Areas % of Total Services Audited
	Number	Percentage	Number	Percentage	Percentage	Percentage
Validator not functioning	9	16.7%	5	13.2%	1.3%	0.6%
Incorrect Route (BCU not Updated)	0	0.0%	0	0.0%	0.0%	1.3%
Incorrect Section (BCU not Updated)	24	44.4%	18	47.4%	4.8%	2.6%
Incorrect Route and Section (BCU not Updated)	21	38.9%	15	39.5%	4.0%	1.7%
Total	54		38		10.1%	6.2%

Table 2.17

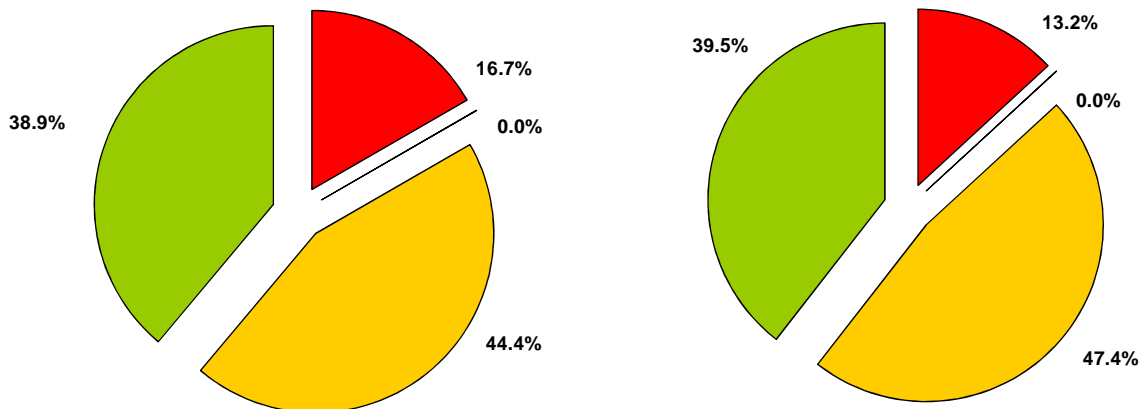
On boarding a vehicle the Service Standard Officer will use a "Test Ticket" to assist in verifying the validity of trip data as set up by the driver on the vehicles "Bus Control Unit" (BCU). The information stamped on the test ticket is checked to ascertain that it contains the correct trip information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

In October - December 2012;

- Of the total trips audited, **10.1%** resulted in information displayed incorrectly on the test ticket. This resulted in **38** Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **13.2%** of trips.
 - An incorrect route was stamped on the test ticket in **0.0%** of trips.
 - In **47.4%** of trips the test ticket contained *Incorrect Section* information.
 - **39.5%** of trips stamped showed both incorrect route and section information.

North South Test Ticket

- Validator not functioning
- Incorrect Route (BCU not updated)
- Incorrect Section (BCU not updated)
- Incorrect Route and Section (BCU not updated)



July - September 2012

October - December 2012

Figure 2.8

Fare Evasion

In the Light City Buses' North South contract area, **3.78%** of passengers boarded the vehicle without validating a ticket.

Bus Fare Evasion	Light City Buses North South
Oct-Dec-09	0.42%
Jan-Mar-10	1.25%
Apr-Jun-10	0.42%
Jul-Sep-10	3.11%
Oct-Dec-10	0.76%
Jan-Mar-11	2.33%
Apr-Jun-11	2.22%
Jul-Sep-11	1.72%
Oct-Dec-11	4.22%
Jan-Mar-12	4.06%
Apr-Jun-12	5.85%
Jul-Sep-12	3.83%
Oct-Dec-12	3.78%

Table 2.18

Outer North East

Service Standard Report

October - December 2012



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

Bus departure time	Light City Buses				Best Performing Contract Area		Worst Performing Contract Area	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
10+ min early	0.0%	0.0%	0.0%	0.0%				
3-9 min early	0.0%	0.8%	0.2%	0.3%				
1-2 min early	1.3%	1.6%	1.2%	1.2%				
On-time (<4.59 min late)	83.0%	82.4%	82.0%	82.7%	92.8%	94.0%	62.2%	61.4%
5-6 late	3.8%	4.1%	4.2%	3.6%				
6-9 min late	7.5%	8.1%	7.8%	7.8%				
10+ min late	3.8%	2.7%	4.2%	4.2%				
Did Not Run	0.5%	0.3%	0.3%	0.2%				
Bus arrival time								
10+ min late	1.9%	2.5%	2.6%	2.8%	0.6%	0.6%	8.4%	8.4%

Table 3.1

Outer North East On Time Running

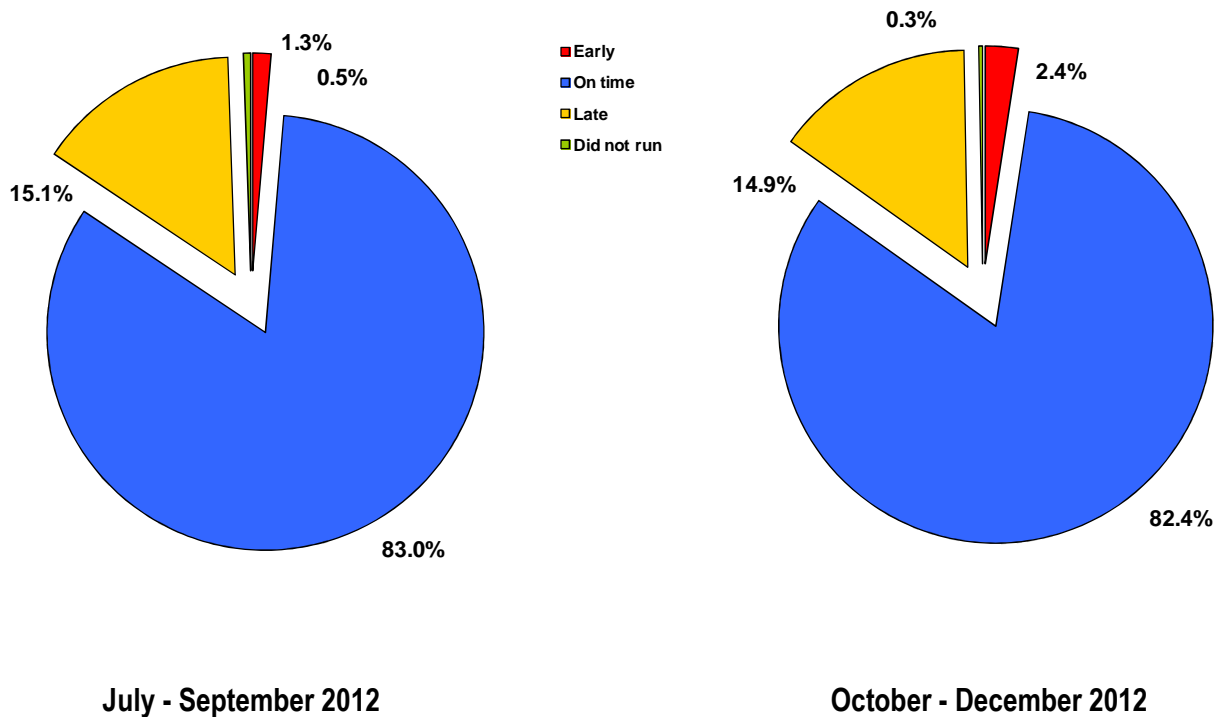


Figure 3.1

With the commencement of the new contracts, a bus 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 4 minutes 59 seconds late.

In October - December 2012;

- **82.4%** of services departed on time.
- Early running occurred on **2.4%** of services.
- Late running was **14.9%**.
- Services reported as *Did Not Run* was **0.3%**.

Connections

	Light City Buses Outer North East		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Bus required to connect								
Yes	0.3%	0.3%	5.2%	5.3%	n/a	n/a	n/a	n/a
No	99.7%	99.7%	94.8%	94.7%				
Mode								
Bus	100.0%	100.0%	100.0%	100.0%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Able to transfer								
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
If No, why not?								
Bus arrived late	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus, train departed early	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus, train not seen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Insufficient transfer time	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Not applicable	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table 3.2

In October - December 2012;

- **0.3%** services were required to connect.

Vehicle Condition - Exterior

Outer North East Vehicle Exterior Cleanliness

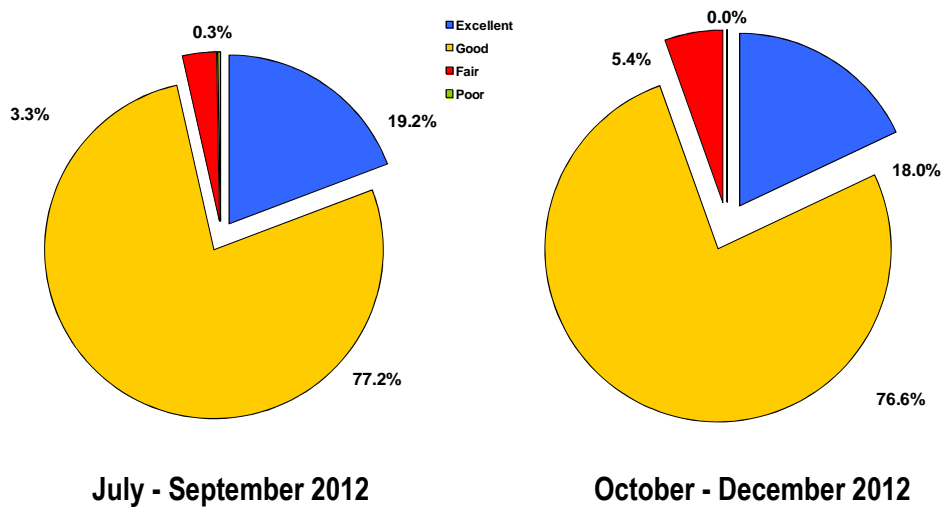


Figure 3.2

In October - December 2012;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- **No** services were recorded as poor.

	Light City Buses Outer North East		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Vehicle exterior clean								
Excellent + Good + Fair	99.7%	100.0%	99.8%	99.9%	100.0%	100.0%	99.5%	99.5%
Excellent	19.2%	18.0%	18.3%	18.7%				
Good	77.2%	76.6%	76.0%	75.0%				
Fair	3.3%	5.4%	5.5%	6.2%				
Poor	0.3%	0.0%	0.2%	0.1%				

Table 3.3

Vehicle Condition - Interior

Outer North East Vehicle Interior Cleanliness

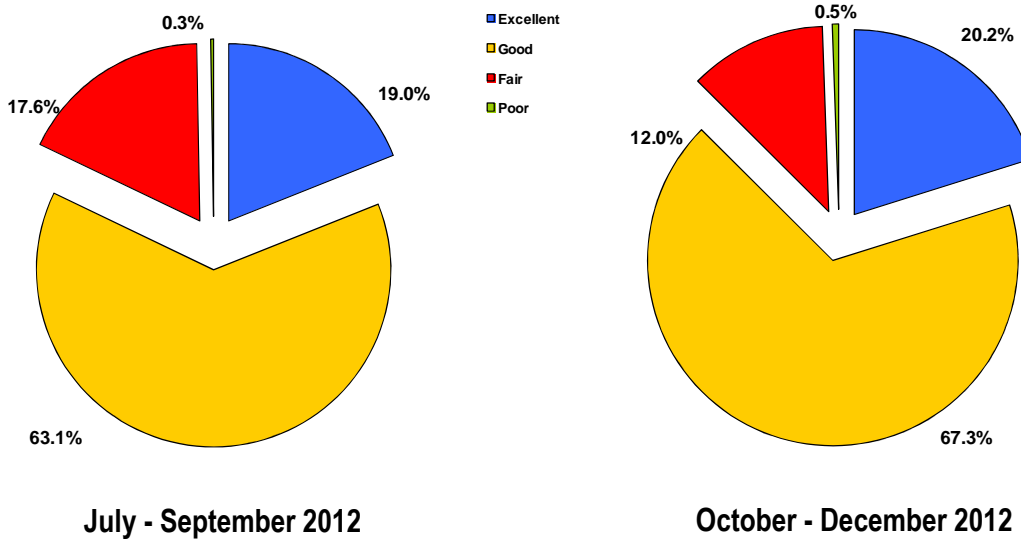


Figure 3.3

In October - December 2012;

- Acceptable ratings for interior cleanliness were **99.5%**.
- **0.5%** of services were recorded as poor.

Vehicle interior clean	Light City Buses Outer North East		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Excellent + Good + Fair	99.7%	99.5%	99.7%	99.5%	100.0%	100.0%	99.2%	98.8%
Excellent	19.0%	20.2%	21.4%	25.9%				
Good	63.1%	67.3%	59.5%	61.3%				
Fair	17.6%	12.0%	18.8%	12.3%				
Poor		0.3%	0.3%	0.5%				

Table 3.4

Outer North East Cleanliness

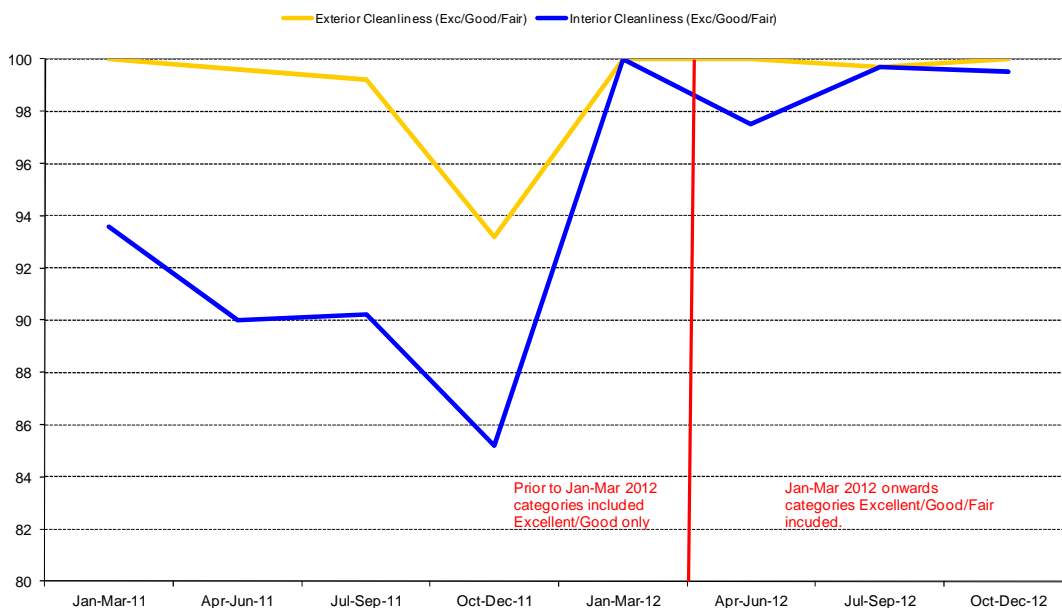


Figure 3.4

Driver Quality - Courtesy

	Light City Buses Outer North East				Best Performing Contract Area		Worst Performing Contract Area	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Acknowledging passengers								
Excellent + Good + Fair	99.5%	99.5%	99.7%	99.9%	100.0%	100.0%	99.2%	99.5%
Excellent	7.3%	6.3%	9.0%	8.5%				
Good	79.4%	71.1%	76.2%	67.9%				
Fair	12.7%	22.1%	14.6%	23.5%				
Poor	0.5%	0.5%	0.3%	0.1%				
Response to passenger inquiries*								
Excellent + Good + Fair	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	97.9%	N/A
Excellent	13.8%	14.3%	16.4%	17.4%				
Good	74.7%	64.3%	71.1%	66.0%				
Fair	11.5%	21.4%	12.2%	16.6%				
Poor	0.0%	0.0%	0.2%	0.0%				
Board or alight between stops*								
Yes	86.2%	70.0%	89.9%	76.1%	100.0%	94.7%	86.2%	50.0%
No	13.8%	30.0%	10.1%	23.9%				
If Yes, board/alight at safe locations*								
Yes	100.0%	85.7%	99.0%	96.1%	100.0%	100.0%	94.7%	85.7%
No	0.0%	14.3%	1.0%	3.9%				

Table 3.5

In October - December 2012;

- Acceptable ratings for acknowledging passengers were **99.5%**.
- Response to passenger inquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops, **85.7%** did so at safe locations.

Outer North East Driver Courtesy

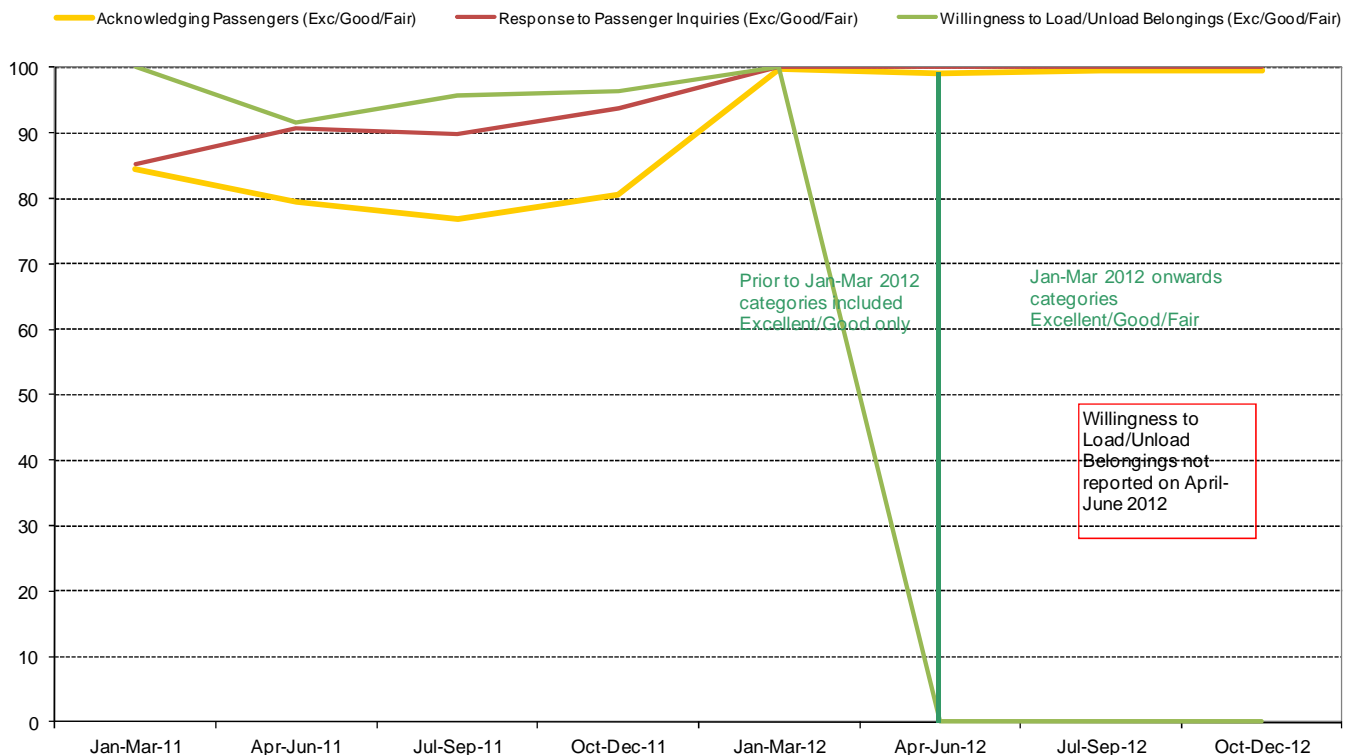


Figure 3.5

Driver Quality - Safety

	Light City Buses Outer North East				Best Performing Contract Area		Worst Performing Contract Area	
	Total All Contract Areas		Total All Contract Areas					
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Smooth ride								
Excellent + Good + Fair	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.5%	99.7%
Excellent	5.7%	3.8%	8.0%	6.4%				
Good	88.3%	89.4%	85.3%	85.7%				
Fair	6.0%	6.8%	6.6%	7.8%				
Poor	0.0%	0.0%	0.1%	0.0%				
Compliance with road rules								
Excellent + Good + Fair	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	5.7%	4.9%	8.1%	7.2%				
Good	93.2%	93.2%	89.7%	90.7%				
Fair	1.1%	1.9%	2.1%	2.1%				
Poor	0.0%	0.0%	0.1%	0.0%				
Bus parked Close to Kerb as possible								
Excellent + Good + Fair	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.5%	99.5%
Excellent	7.9%	8.2%	9.9%	9.5%				
Good	91.3%	89.9%	87.4%	87.7%				
Fair	0.8%	1.9%	2.5%	2.7%				
Poor	0.0%	0.0%	0.1%	0.2%				
Ensured unsteady passengers seated before driving								
Excellent + Good + Fair	99.2%	100.0%	99.5%	99.8%	100.0%	100.0%	98.9%	99.5%
Excellent	7.0%	7.1%	8.5%	8.8%				
Good	88.1%	89.6%	86.2%	86.6%				
Fair	4.1%	3.3%	4.9%	4.4%				
Poor	0.8%	0.0%	0.5%	0.2%				
Use of personal electronic equipment whilst driving								
Yes	0.0%	0.3%	0.1%	0.2%	0.0%	0.0%	0.3%	0.3%
No	100.0%	99.7%	99.9%	99.8%				
Driver physically alert and prepared								
Yes	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	N/A	99.7%
No	0.0%	0.0%	0.0%	0.2%				

Table 3.6

In October - December 2012;

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

Driver Quality - Appearance

	Light City Buses Outer North East				Best Performing Contract Area		Worst Performing Contract Area	
	Total All Contract Areas		Total All Contract Areas					
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Uniform								
Excellent + Good + Fair	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	N/A
Excellent	12.5%	11.4%	11.1%	14.2%				
Good	87.0%	88.3%	88.8%	85.6%				
Fair	0.3%	0.3%	0.0%	0.2%				
Poor	0.3%	0.0%	0.0%	0.0%				
Personal appearance								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A
Excellent	13.8%	12.0%	12.1%	14.6%				
Good	86.2%	88.0%	87.9%	85.2%				
Fair	0.0%	0.0%	0.0%	0.2%				
Poor	0.0%	0.0%	0.0%	0.0%				
Personal behaviour								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	13.6%	9.8%	11.2%	12.9%				
Good	84.3%	89.1%	86.7%	86.0%				
Fair	2.2%	1.1%	2.1%	1.0%				
Poor	0.0%	0.0%	0.0%	0.0%				
Driver eat whilst vehicle in motion								
Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	N/A
No	100.0%	100.0%	100.0%	100.0%				
Driver drink whilst vehicle in motion								
Yes	0.3%	0.0%	0.1%	0.1%	0.0%	0.0%	0.3%	0.3%
No	99.7%	100.0%	99.9%	99.9%				
Driver smoke whilst on board the vehicle								
Yes	0.0%	0.3%	0.0%	0.1%	0.0%	0.0%	n/a	0.3%
No	100.0%	99.7%	100.0%	99.9%				
Driver stop for personal business								
Yes	0.0%	0.3%	0.0%	0.1%	0.0%	0.0%	n/a	0.5%
No	100.0%	99.7%	100.0%	99.9%				

Table 3.7

In October - December 2012;

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

Driver Quality - Special Needs

	Light City Buses				Best Performing Contract		Worst Performing Contract	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Assistance Required								
Required	2.2%	1.6%	2.4%	2.0%	n/a	n/a	n/a	n/a
Not Required	97.8%	98.4%	97.6%	98.0%				
Driver assisted								
Yes	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	85.7%	N/A
No	0.0%	0.0%	3.8%	0.0%				
Reason								
Pram	0.0%	0.0%	13.5%	13.6%	n/a	n/a	n/a	n/a
Wheelchair	75.0%	66.7%	51.9%	54.5%	n/a	n/a	n/a	n/a
Shopping Cart	12.5%	0.0%	1.9%	4.5%	n/a	n/a	n/a	n/a
Suitcase	0.0%	0.0%	1.9%	4.5%	n/a	n/a	n/a	n/a
Non-wheelchair bound elderly person	0.0%	16.7%	17.3%	15.9%	n/a	n/a	n/a	n/a
Other	12.5%	16.7%	13.5%	6.8%	n/a	n/a	n/a	n/a

Table 3.8

Driver Quality - Driver Response

	Light City Buses				Best Performing Contract		Worst Performing Contract	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Knowledge of basic routes and Interchange								
Yes	19.0%	3.8%	13.5%	5.2%	19.5%	8.2%	N/A	0.3%
No	0.0%	0.3%	0.0%	0.2%				
N/A	81.0%	95.9%	86.5%	94.7%				
Direct to Adelaide Metro Infoline, Centre or Website								
Yes	0.8%	0.0%	0.3%	0.3%	0.8%	0.5%	N/A	N/A
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.2%	100.0%	99.7%	99.7%				
Timetables available								
Yes	0.3%	0.0%	1.1%	0.2%	5.7%	0.9%	0.3%	N/A
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	100.0%	98.8%	99.8%				

Table 3.9

	Light City Buses				Best Performing Contract		Worst Performing Contract	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Informing Passengers of any disruptions to normal service								
Yes	0.3%	0.0%	0.3%	0.1%	0.5%	0.3%	0.3%	0.3%
No	0.0%	0.0%	0.0%	0.1%				
N/A	99.7%	100.0%	99.7%	99.8%				

Table 3.10

	Light City Buses				Best Performing Contract		Worst Performing Contract	
	Outer North East		Total All Contract Areas		Area		Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
Did any passenger display anti-social or offensive behaviour?								
Yes	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	100.0%	100.0%				
If Yes, did driver act appropriately in applicable cases?								
Yes	n/a	n/a	n/a	100.0%	n/a	100.0%	n/a	n/a
No	n/a	n/a	n/a	0.0%				

Table 3.11

Process Compliance - Signage

On the exterior of Vehicle	Light City Buses				Best Performing Contract Area		Worst Performing Contract Area	
	Outer North East		Total All Contract Areas		Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12				
Destination Sign								
Yes	99.7%	99.2%	99.4%	99.5%	100.0%	100.0%	98.4%	99.2%
No	0.0%	0.5%	0.3%	0.2%				
Wrong No	0.3%	0.3%	0.3%	0.3%				
Shift Number								
Yes	89.5%	95.6%	92.8%	94.8%	98.5%	99.2%	87.6%	90.3%
No	9.7%	4.1%	5.8%	4.0%				
Wrong No	0.8%	0.3%	1.5%	1.2%				

Table 3.12

In October - December 2012;

- Vehicle destination signs were correctly displayed on **99.2%** of services.
- Correct shift numbers were displayed on **95.6%** of services.

Outer North East Route/Shift Number Displayed

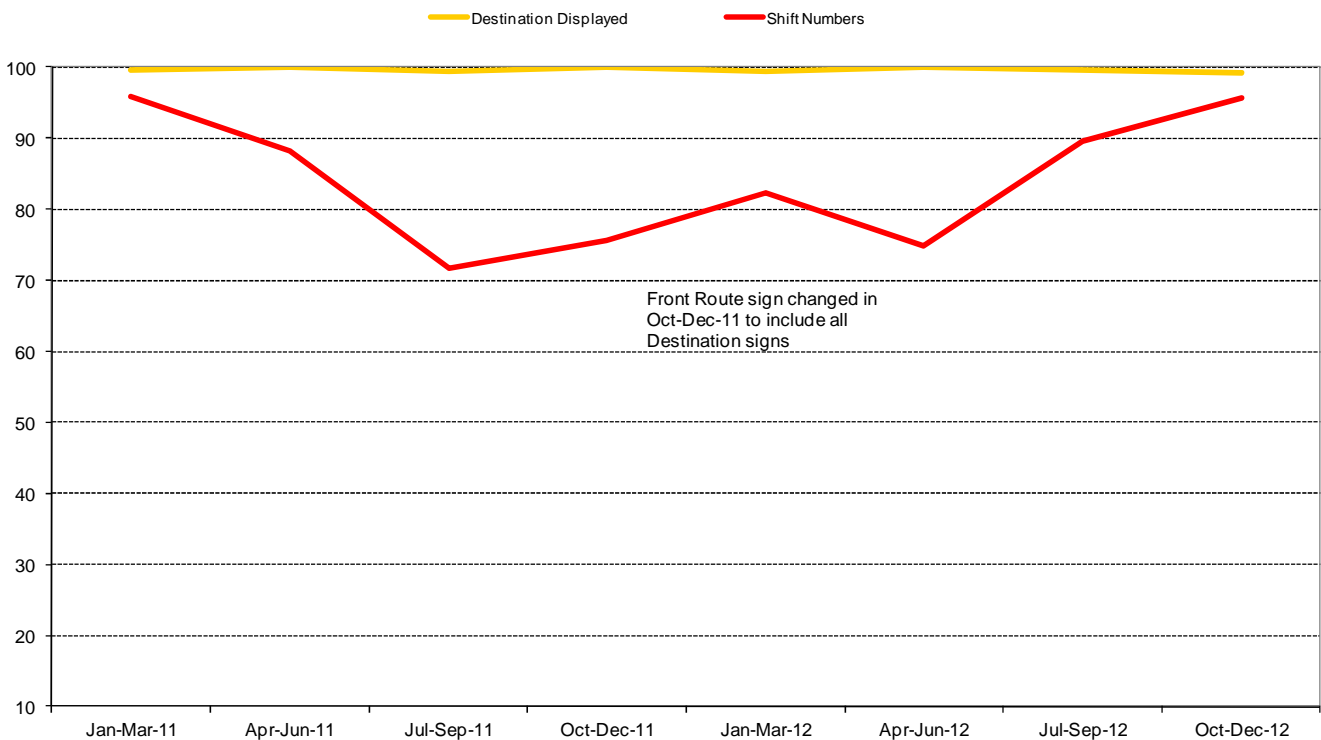


Figure 3.6

Signage - Onboard

On the exterior of Vehicle	Light City Buses				Best Performing Contract Area		Worst Performing Contract Area	
	Outer North East		Total All Contract Areas		Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12				
Welcome Aboard sign								
Yes	99.2%	99.7%	99.7%	99.8%	100.0%	100.0%	98.9%	98.9%
No	0.8%	0.3%	0.3%	0.2%				

Table 3.13

In October - December 2012;

- The 'Welcome Aboard' signs were correctly displayed on **99.7%** of services.

On the interior of Vehicle	Light City Buses				Best Performing Contract Area		Worst Performing Contract Area	
	Outer North East		Total All Contract Areas		Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12				
Concession Pass Schedule								
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A
No	0.0%	0.0%	0.0%	0.0%				
Ticket Validation Instructions								
Yes	98.4%	95.6%	99.7%	99.2%	100.0%	100.0%	98.4%	95.6%
No	1.6%	4.4%	0.3%	0.8%				
Metroticket Fare Schedule								
Yes	100.0%	100.0%	99.6%	99.8%	100.0%	100.0%	98.7%	99.5%
No	0.0%	0.0%	0.4%	0.2%				
Stickers for Disability/Elderly Priority Seating								
Yes	98.9%	99.5%	99.2%	99.7%	100.0%	100.0%	97.6%	99.5%
No	1.1%	0.5%	0.8%	0.3%				

Table 3.14

In October - December 2012;

- Concession pass schedules were correctly displayed on **100.0%** of vehicles.
- Ticket validation instructions were correctly displayed on **95.6%** of vehicles.
- The Metro ticket fare schedules, were correctly displayed on **100.0%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **99.5%** of vehicles.

Outer North East Signage

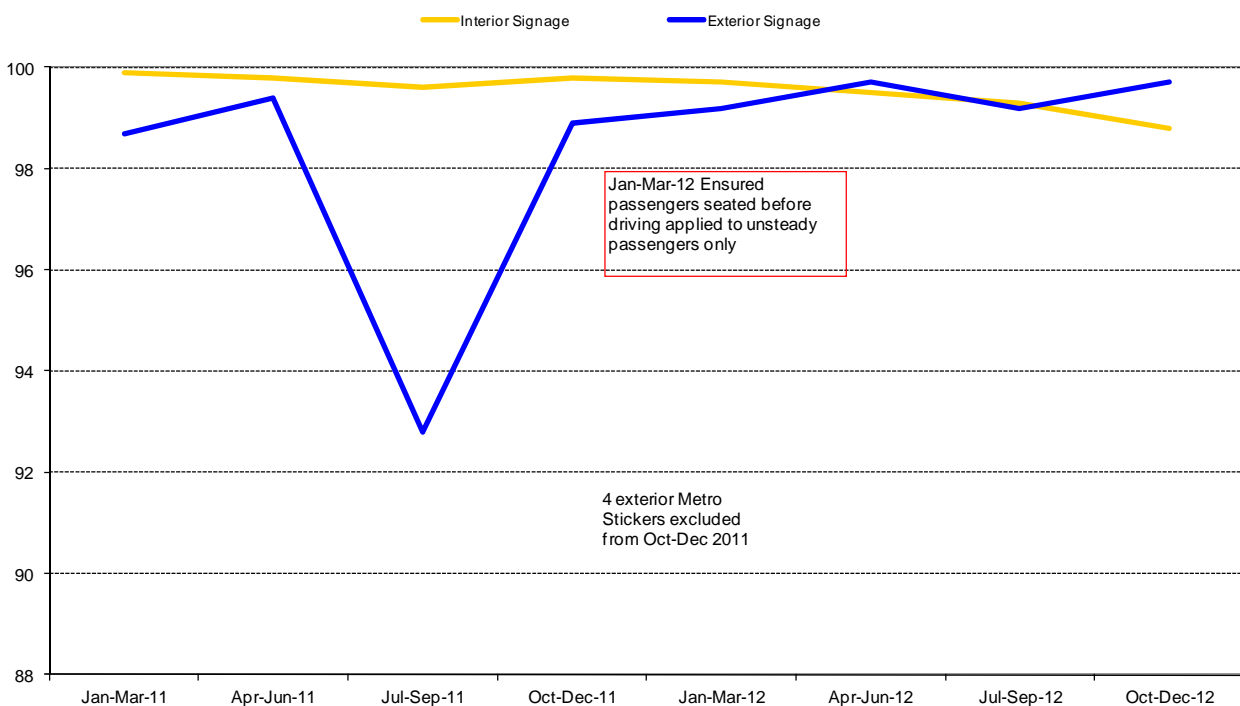


Figure 3.7

Ticketing

During October - December 2012;

- **29.0%** of drivers issued a problem slip.
- **6.5%** of passengers purchased another ticket.
- **1.2%** of drivers asked passenger to validate.
- In **51.2%** of cases the driver observed the slip or ticket.

	Light City Buses Outer North East		Total All Contract Areas		Best Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
	Faulty ticket					
Pass. purchased another ticket	3.6%	6.5%	6.9%	7.1%		
Issued problem slip	18.2%	29.0%	29.3%	22.4%	53.6%	46.2%
Wrote on ticket and returned	23.6%	9.7%	12.2%	19.0%		
Observed ticket no action	32.7%	25.8%	26.0%	23.8%		
No action taken	10.9%	16.1%	12.6%	13.8%		
Driver observed senior card and issued ticket	0.0%	0.0%	0.4%	1.0%		
Driver ignored senior free	0.0%	0.0%	2.0%	1.4%		
Driver sighted senior card no action	0.0%	0.0%	0.0%	1.4%		
Drivers view obscured including hearing	10.9%	12.9%	10.6%	10.0%		
Non validation of ticket						
Asked to validate	2.9%	1.2%	1.7%	2.2%	4.7%	5.0%
Driver ignored passenger	8.8%	8.1%	9.9%	11.8%		
Drivers view obscured	11.7%	24.4%	9.6%	13.2%		
Driver not on board	0.0%	2.3%	0.7%	0.5%		
Driver had no change	2.2%	2.3%	3.9%	2.2%		
Driver observed slip / ticket	59.1%	51.2%	56.1%	52.5%		
Passenger had no money	5.1%	7.0%	9.1%	11.8%		
Driver did not issue "00" ticket (free seniors)	3.6%	1.2%	3.3%	3.2%		
Driver view of senior passenger obscured	3.6%	2.3%	3.3%	1.7%		
Senior did not validate their "00" ticket	2.9%	0.0%	2.4%	0.9%		
Driver took money and issued "00" ticket	0.0%	0.0%	0.0%	0.0%		

Table 3.15

During October - December 2012;

- In **0.0%** of trips the driver was reconciling cash or tickets while the bus was in motion.

	Light City Buses Outer North East		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12	Jul-Sep-12	Oct-Dec-12
	Ticket/cash reconciliation whilst in motion							
Yes	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.8%	0.3%
No	99.7%	100.0%	99.7%	100.0%				

Table 3.16

Test Ticket Information

Test Tickets	Outer North East		Outer North East		Percentage of Total Outer North East Services Audited	All Contract Areas % of Total Services Audited
	Jul-Sep-12		Oct-Dec-12			
	Number	Percentage	Number	Percentage	Percentage	Percentage
Validator not functioning	3	8.8%	2	14.3%	0.5%	0.6%
Incorrect Route (BCU not Updated)	0	0.0%	0	0.0%	0.0%	1.3%
Incorrect Section (BCU not Updated)	17	50.0%	8	57.1%	2.2%	2.6%
Incorrect Route and Section (BCU not Updated)	14	41.2%	4	28.6%	1.1%	1.7%
Total	34		14		3.8%	6.2%

Table 3.17

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 October - December 2012:

- Of the total trips audited, **3.8%** resulted in information displayed incorrectly on the test ticket. This resulted in **14** Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **14.3%** of trips.
 - An incorrect route was stamped on the test ticket in **0.0%** of trips.
 - In **57.1%** of trips, the test ticket contained *Incorrect Section* information.
 - **28.6%** of trips stamped showed both incorrect route and section information.

Outer North East Test Ticket

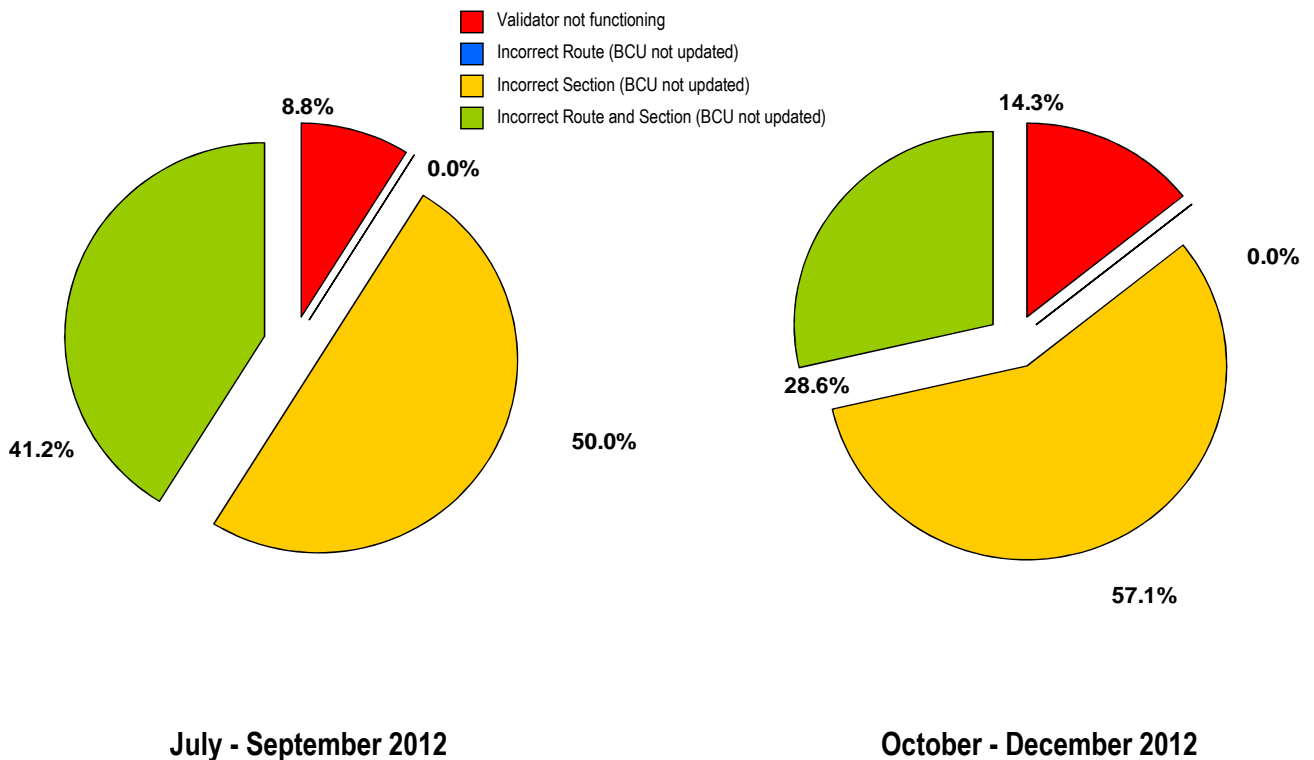


Figure 3.8

Fare Evasion

In the Light City Buses' Outer North East contract area, **1.78%** of passengers boarded the vehicle without validating a ticket.

Bus Fare Evasion	Light City Buses Outer North East
Oct-Dec-09	0.62%
Jan-Mar-10	0.55%
Apr-Jun-10	0.38%
Jul-Sep-10	0.62%
Oct-Dec-10	0.65%
Jan-Mar-11	1.21%
Apr-Jun-11	1.68%
Jul-Sep-11	4.77%
Oct-Dec-11	2.19%
Jan-Mar-12	3.28%
Apr-Jun-12	2.80%
Jul-Sep-12	2.99%
Oct-Dec-12	1.78%

Table 3.18