

Rail Commissioner

Service Standard Report

January - March 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 January 2013 and 31st March 2013;

- **340** audits onboard Rail Commissioner services.
- **111** audits on-board Train services.
- **229** audits on-board Tram services.

The trips audited represent **12.3%** of the **2,773** 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	74	19	18	111	1,709
Rail Commissioner Tram	162	35	32	229	1,064
TOTAL	236	54	50	340	2,773

**Please note, due to whole network rail closure in January and Noarlunga/Belair closure for the full 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.

- **84.68%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **0.00%**.
- Late departing totalled **15.32%**.

In relation to *Cleanliness*;

- **99.1%** of services had acceptable ratings for interior cleanliness.
- **100.0%** of services had acceptable ratings for exterior cleanliness.

In relation to *Driver Station Announcements*;

- Station announcements were made by the driver for all stations in **97.3%** 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 **23.1%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion was **26.88%**.

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.

- **87.34%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **4.80%**.
- Late departing totalled **7.86%**.

In relation to *Cleanliness*;

- **100.0%** 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 **97.9%** of cases.

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on trams was **15.19%**.

Train

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On-Time Running

Train On Time Running

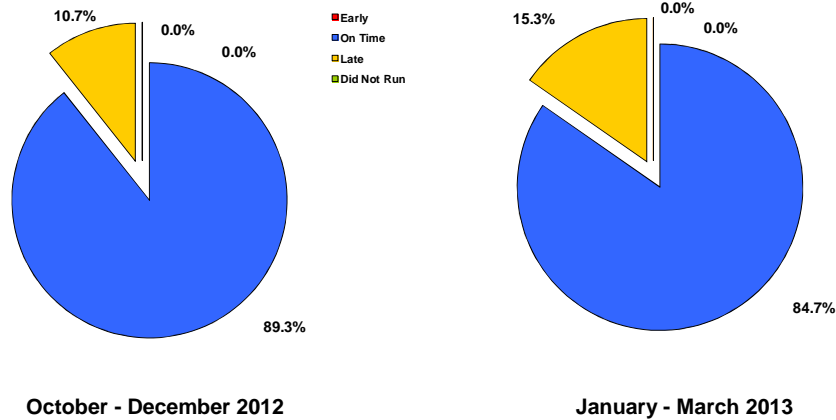


Figure 1.1 – On Time Running

In January - March 2013;

- **84.68%** of services departed on time.
- Early running occurred on **0.00%** of services.
- Late running was **15.32%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Departures				
10+ minutes early	0	0.0%	0	0.0%
3 to 9 minutes early	0	0.0%	0	0.0%
1 to 2 minutes early	0	0.0%	0	0.0%
On Time*	159	89.3%	94	84.7%
6 to 9 minutes late	15	8.4%	16	14.4%
10+ minutes late	4	2.2%	1	0.9%
Did Not Run	0	0.0%	0	0.0%
TOTAL	178	100.0%	111	100.0%
Arrivals				
10+ minutes late	5	2.8%	1	0.9%

* 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

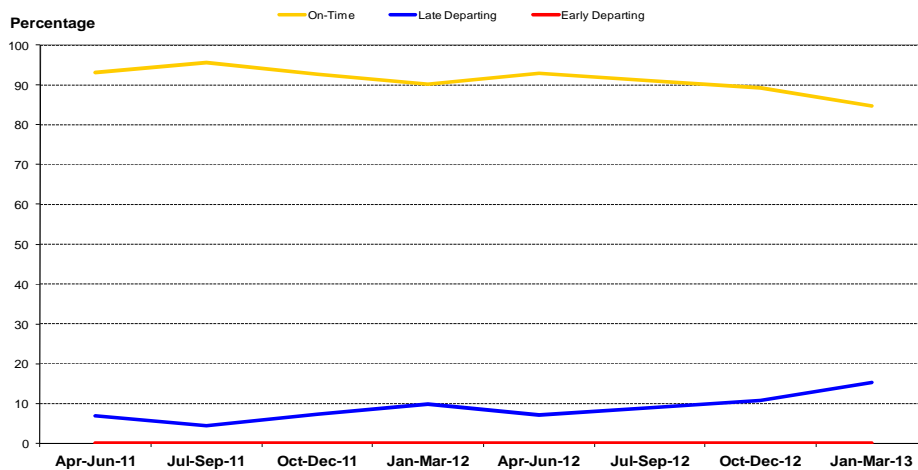


Figure 1.2 – On Time Running Trend

Interior Cleanliness

Train Vehicle Interior

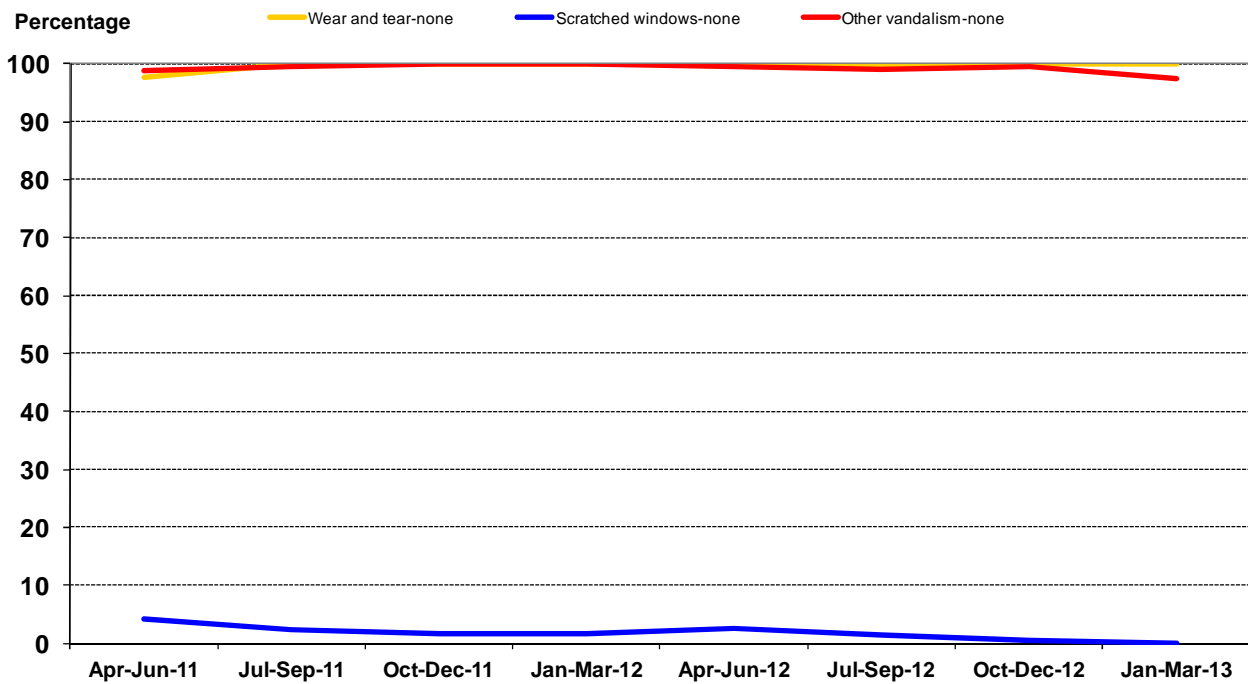


Figure 1.3 – Train Interior Cleanliness

Train Vehicle Interior Cleanliness

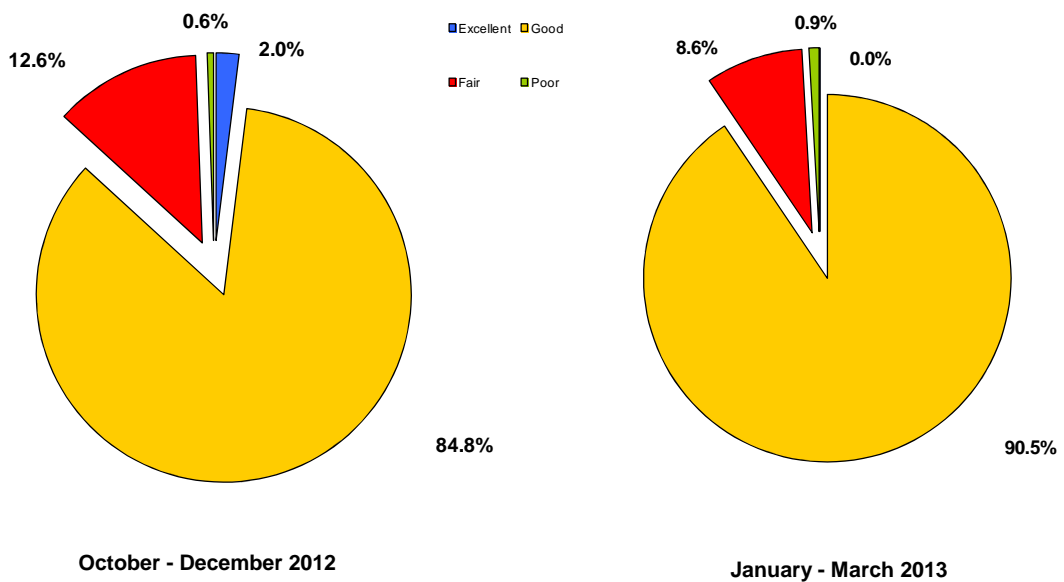


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Vehicle interior clean				
Excellent	7	2.0%	0	0.0%
Good	302	84.8%	201	90.5%
Fair	45	12.6%	19	8.6%
Poor	2	0.6%	2	0.9%
TOTAL	356	100.0%	222	100.0%
Evidence of wear and tear				
None	356	100.0%	222	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
Scratched windows				
None	2	0.6%	0	0.0%
Slight	332	93.3%	164	73.9%
Medium	22	6.2%	58	26.1%
Severe	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
Evidence of graffiti				
None	236	66.3%	151	68.0%
Slight	114	32.0%	65	29.3%
Medium	6	1.7%	6	2.7%
Severe	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
Evidence of other vandalism				
None	354	99.4%	216	97.3%
Slight	2	0.6%	6	2.7%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%

Table 1.3

In January - March 2013;

- The vehicles interior was acceptable in **99.1%** of trips surveyed.
- There was evidence of wear and tear on **0.0%** of services.
- There were scratched windows on **100.0%** of services.
- There was no evidence of graffiti on **68.0%** of services.
- There was no evidence of other vandalism on **97.3%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

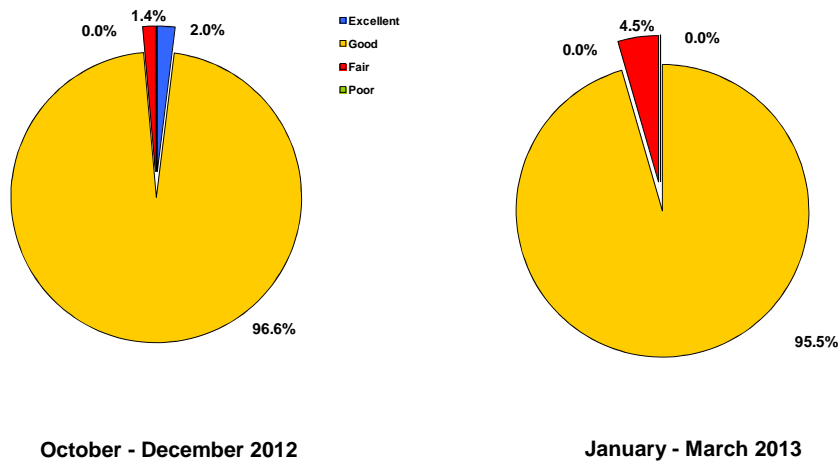


Figure 1.5 - Exterior Cleanliness

In January - March 2013;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **0.9%** of services audited.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Vehicle exterior cleanliness				
Excellent	7	2.0%	0	0.0%
Good	344	96.6%	212	95.5%
Fair	5	1.4%	10	4.5%
Poor	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
Evidence of exterior graffiti				
None	350	98.3%	220	99.1%
Slight	4	1.1%	2	0.9%
Medium	2	0.6%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

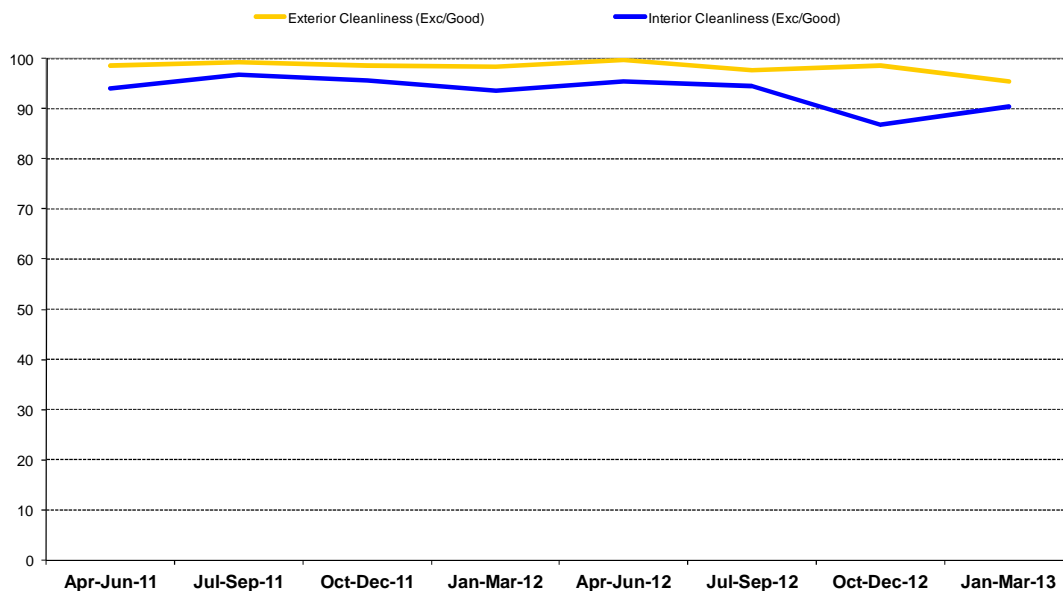


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In January - March 2013;

- The wheelchair ramp was deployed for a passenger in **100.0%** of cases.
- The ramp was deployed in **95.8%** of these occasions by the Driver.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	16	100.0%	24	100.0%
No	0	0.0%	0	0.0%
TOTAL	16	100.0%	24	100.0%
Who deployed the wheelchair ramp?				
Driver	14	87.5%	23	95.8%
PSA	2	12.5%	1	4.2%
Passenger	0	0.0%	0	0.0%
TOTAL	16	100.0%	24	100.0%

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

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

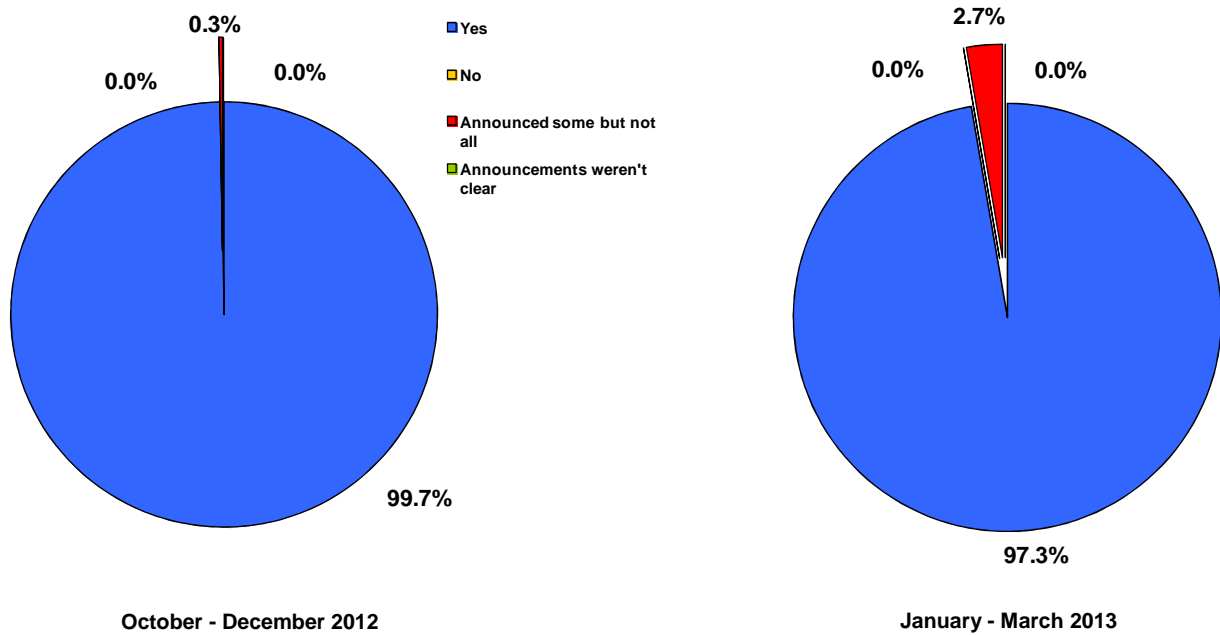


Figure 1.17 – Station Announcements

In January - March 2013;

- 97.3% of drivers announced all stations and were clearly audible.
- The driver did not announce any stations in 0.0% of cases.
- In 2.7% 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 100.0% of cases.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Did driver announce all stations?				
Yes	355	99.7%	216	97.3%
No	0	0.0%	0	0.0%
Announced some but not all	1	0.3%	6	2.7%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
Did driver announce reasons for delays?				
Yes	9	100.0%	7	100.0%
No	0	0.0%	0	0.0%
TOTAL	9	100.0%	7	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-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Eating				
Yes	0	0.0%	0	0.0%
No	64	100.0%	16	100.0%
TOTAL	64	100.0%	16	100.0%
Drinking				
Yes	0	0.0%	0	0.0%
No	64	100.0%	16	100.0%
TOTAL	64	100.0%	16	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	64	100.0%	16	100.0%
TOTAL	64	100.0%	16	100.0%
Reading Newspaper				
Yes	0	0.0%	0	0.0%
No	64	100.0%	16	100.0%
TOTAL	64	100.0%	16	100.0%

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

Table 1.7 – PSA Personal Behavior

In January - March 2013;

- There were **no** instances of a Passenger Service Assistant observed to be *Drinking* or *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 January - March 2013.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Response to ticketing enquiries				
Excellent	2	7.1%	1	8.3%
Good	25	89.3%	11	91.7%
Fair	1	3.6%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	28	100.0%	12	100.0%
Response to destination/route enquiries				
Excellent	0	0.0%	0	0.0%
Good	2	100.0%	1	100.0%
Fair	0	0.0%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	2	100.0%	1	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 2013;

- **100.0%** of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the **13** cases in which the PSA conducted a ticket check, a ticket offence report was issued **23.1%** 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-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Did the PSA use a PRD to check passenger's tickets?				
Yes	55	100.0%	13	100.0%
No	0	0.0%	0	0.0%
TOTAL	55	100.0%	13	100.0%
Was a ticket offence report issued?				
Yes	5	9.1%	3	23.1%
No	50	90.9%	10	76.9%
TOTAL	55	100.0%	13	100.0%
If <u>yes</u>, how many?				
One	5		1	
Two	0		1	
Three	0		1	
Four +	0		0	
TOTAL	5	N/A	3	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	55	100.0%	13	100.0%
No	0	0.0%	0	0.0%
TOTAL	55	100.0%	13	100.0%

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

Table 1.9 – PSA's Customer Service

Train PSA Behaviour

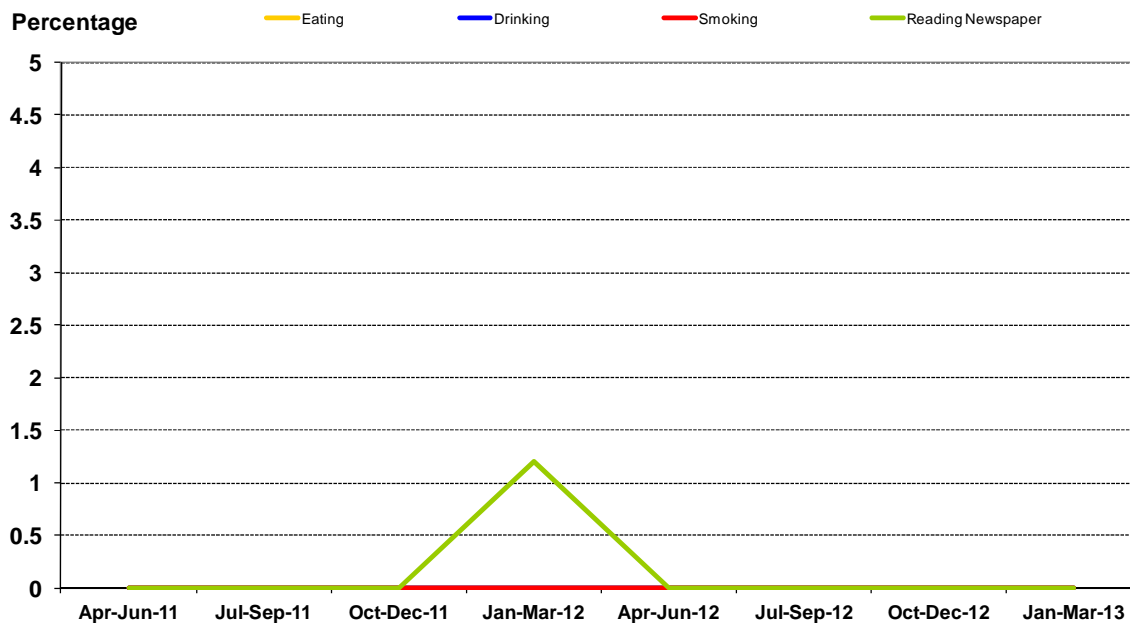


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

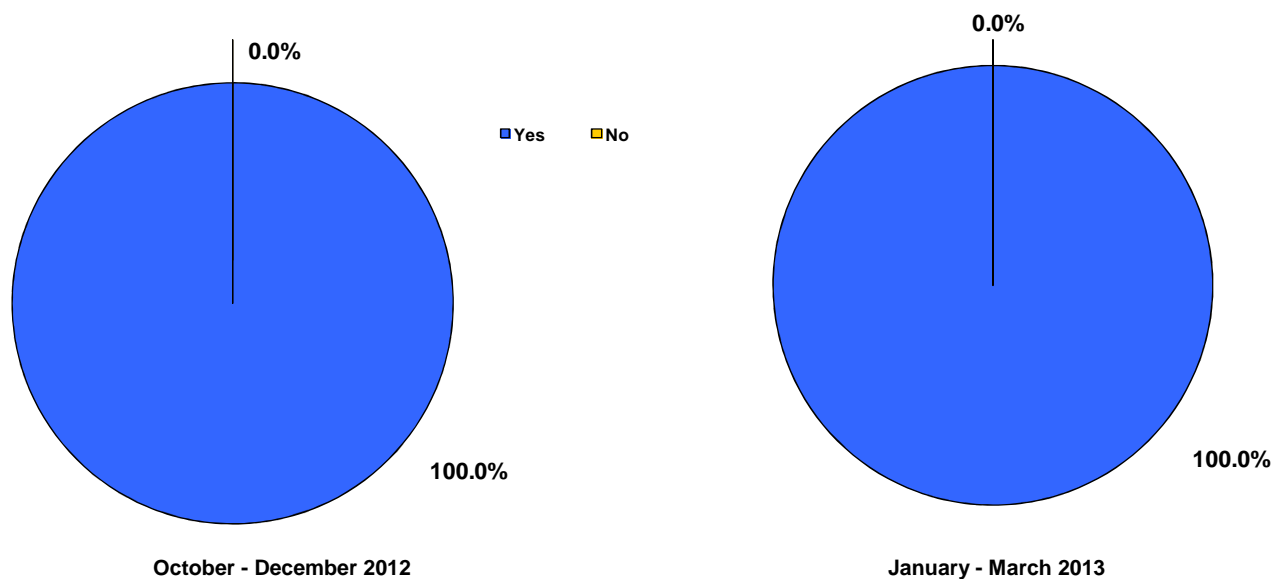


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in January - March 2013;

- In **67.1%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **0.0%** of cases the Ticket Vending Machine was not functioning due to equipment failure.
- There were **two** reported cases of the Ticket Vending Machine not functioning because of vandalism.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Was there a ticket vending machine in the railcar?				
Yes	356	100.0%	222	100.0%
No	0	0.0%	0	0.0%
TOTAL	356	100.0%	222	100.0%
If <u>yes</u> was it operating?				
Operating	249	69.9%	149	67.1%
Not operating (broken)	9	2.5%	0	0.0%
Not operating (vandalised)	0	0.0%	2	0.9%
Not used	98	27.5%	71	32.0%
TOTAL	356	100.0%	222	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

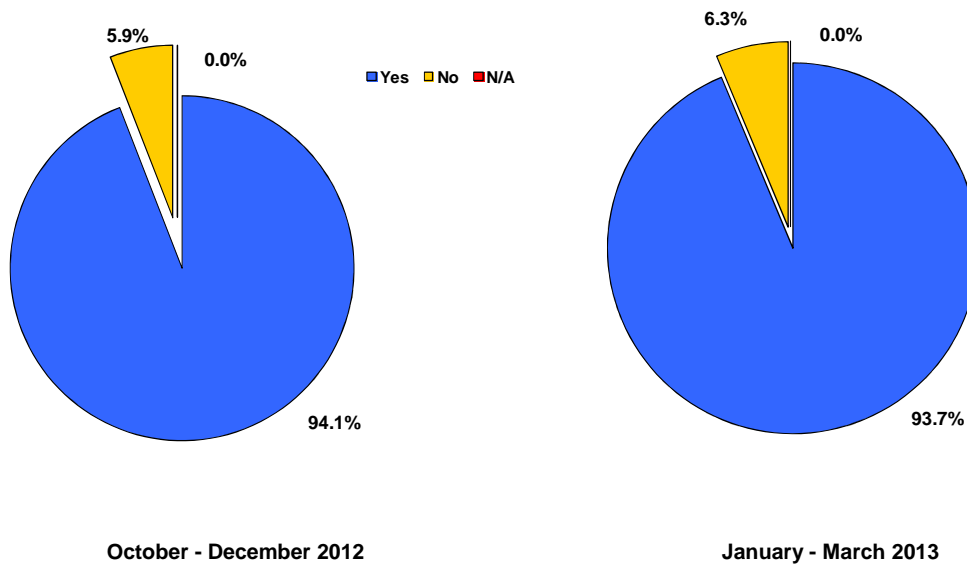


Figure 1.10 – Stamp on Test Tickets

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 2013 test tickets with correct trip details stamped on the ticket amounted to **93.7%** of instances.

Fare Evasion

26.88% of passengers boarded the vehicle without validating a ticket.

Train fare evasion figures are based on Onboard fare evasion only. Figures do not represent passengers boarding/alighting from ARS where they validate via the ARS gates, only fare evasion detected onboard the vehicle is recorded.

Fare Evasion	Rail
Jan-Mar-10	10.39%
Apr-Jun-10	9.26%
Jul-Sep-10	10.80%
Oct-Dec-10	9.50%
Jan-Mar-11	11.42%
Apr-Jun-11	10.96%
Jul-Sep-11	17.07%
Oct-Dec-11	15.74%
Jan-Mar-12	15.54%
Apr-Jun-12	18.76%
Jul-Sep-12	21.41%
Oct-Dec-12	20.72%
Jan-Mar-13	26.88%

Table 1.11– Train System Fare Evasion

Tram

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Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

Tram On Time Running

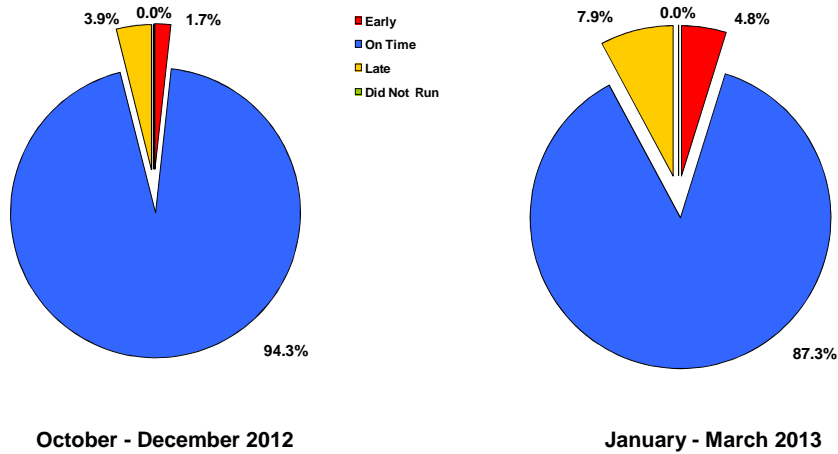


Figure 2.1 – On Time Running

In January - March 2013;

- **87.34%** of services departed on time.
- Early running occurred on **4.8%** of services.
- Late running was **7.86%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Departures				
3+ minutes early	1	0.4%	0	0.0%
1 to 2 minutes early	3	1.3%	11	4.8%
On Time*	216	94.3%	200	87.3%
6 to 9 minutes late	7	3.1%	15	6.6%
10+ minutes late	2	0.9%	3	1.3%
Did Not Run	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
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

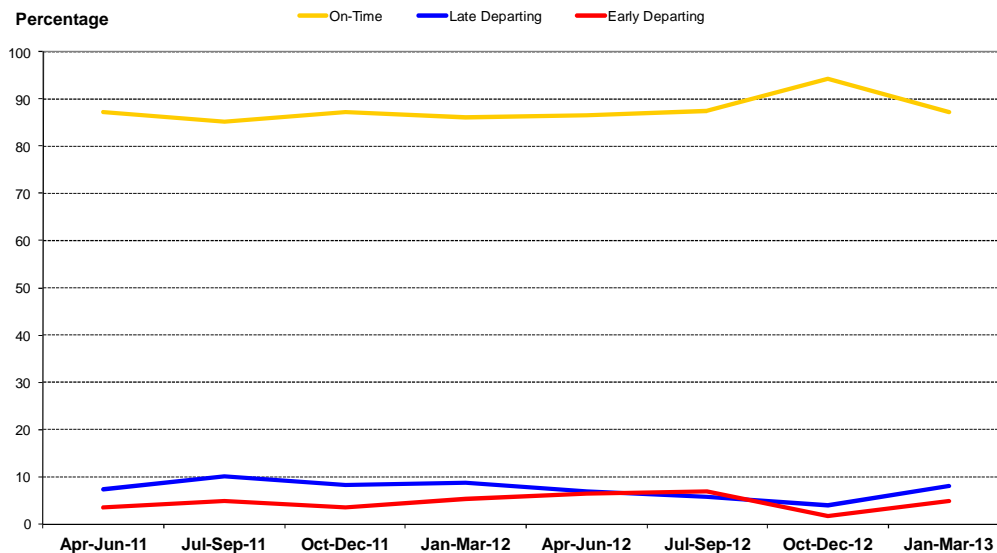


Figure 2.2 – On Time Running

Interior Cleanliness

Tram Vehicle Interior Cleanliness

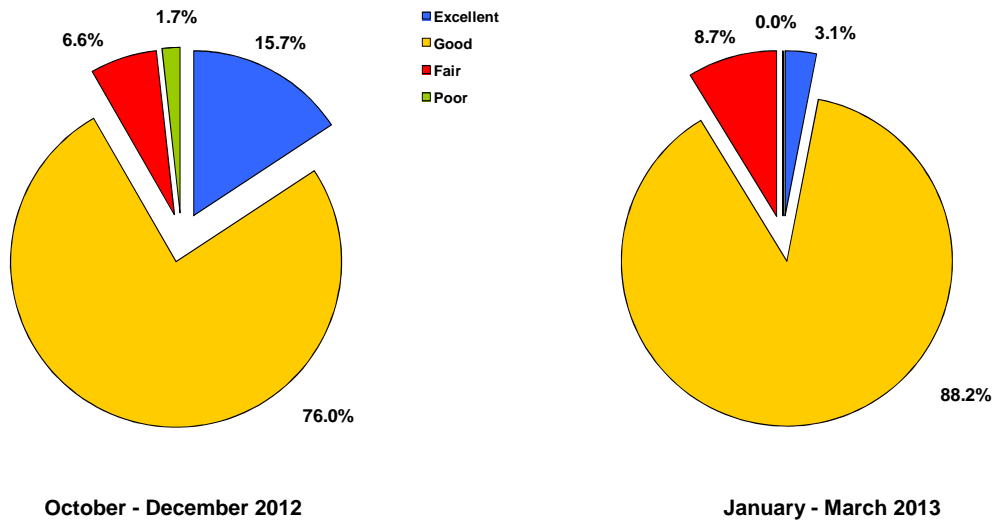


Figure 2.3 – Interior Cleanliness

In January - March 2013;

- The vehicles interior was acceptable in **100.0%** of trips surveyed.
- There was evidence of wear and tear on **4.4%** of services.
- There were scratched windows on **72.5%** of services.
- There was no evidence of graffiti on **99.6%** of services.
- There was no evidence of other vandalism on **97.8%** of services.

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Vehicle interior clean				
Excellent	36	15.7%	7	3.1%
Good	174	76.0%	202	88.2%
Fair	15	6.6%	20	8.7%
Poor	4	1.7%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Evidence of wear and tear				
None	229	100.0%	219	95.6%
Slight	0	0.0%	10	4.4%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Scratched windows				
None	80	34.9%	63	27.5%
Slight	149	65.1%	166	72.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Evidence of graffiti				
None	228	99.6%	228	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%	229	100.0%
Evidence of other vandalism				
None	229	100.0%	224	97.8%
Slight	0	0.0%	5	2.2%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%

Table 2.2 - Interior Cleanliness

Exterior Cleanliness

Tram Vehicle Exterior Cleanliness

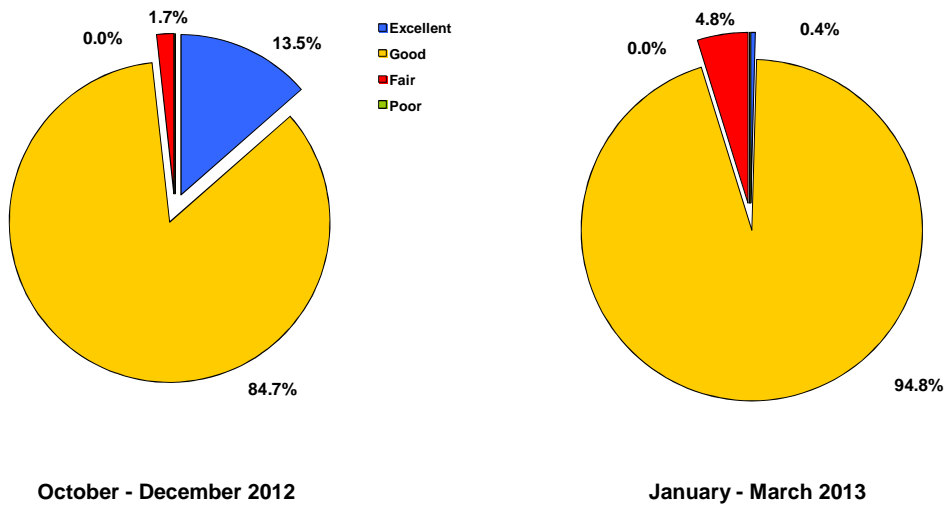


Figure 2.4– Exterior Cleanliness

In January - March 2013;

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

Vehicle exterior cleanliness	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Excellent	31	13.5%	1	0.4%
Good	194	84.7%	217	94.8%
Fair	4	1.7%	11	4.8%
Poor	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Evidence of exterior graffiti				
None	228	99.6%	229	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%	229	100.0%

Table 2.3 – Exterior Cleanliness

Tram Vehicle Cleanliness

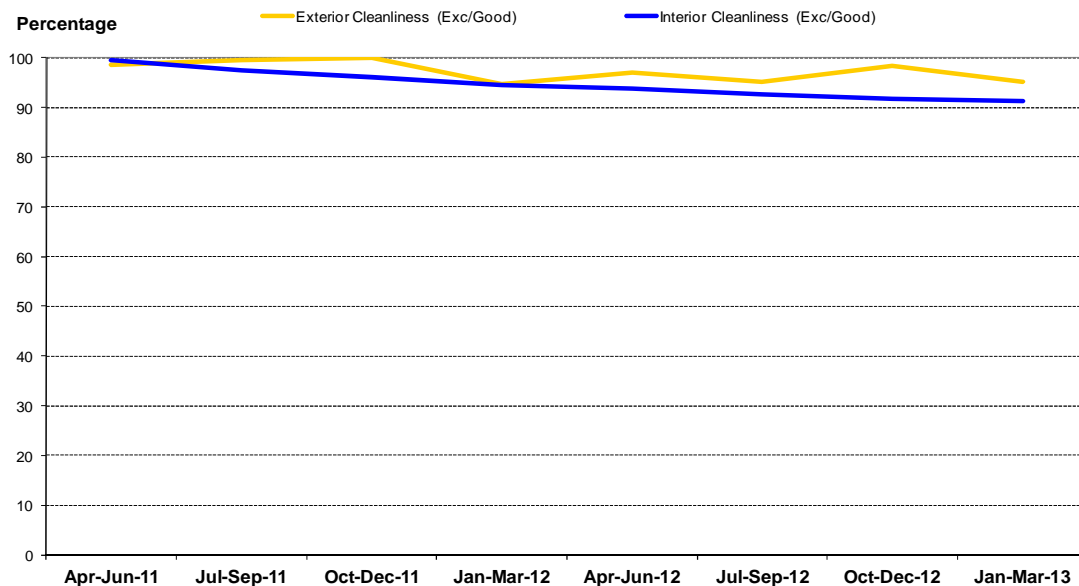


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

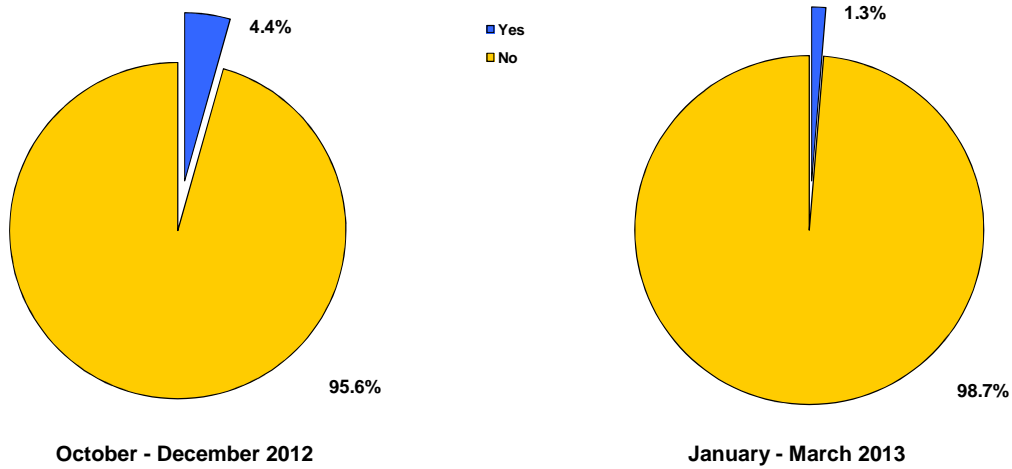


Figure 2.6– Ticket Inspection

In January - March 2013;

- There were 3 cases (1.3%) in which a *Ticket Inspection* was carried out by an inspector in January - March 2013.
- There were 2 instances of a PRD being used to check tickets.

Was a ticket inspection carried out?	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Yes	10	4.4%	3	1.3%
No	219	95.6%	226	98.7%
TOTAL	229	100.0%	229	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	4	40.0%	2	66.7%
No	6	60.0%	1	33.3%
TOTAL	10	100.0%	3	100.0%

*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

Tram Conductor

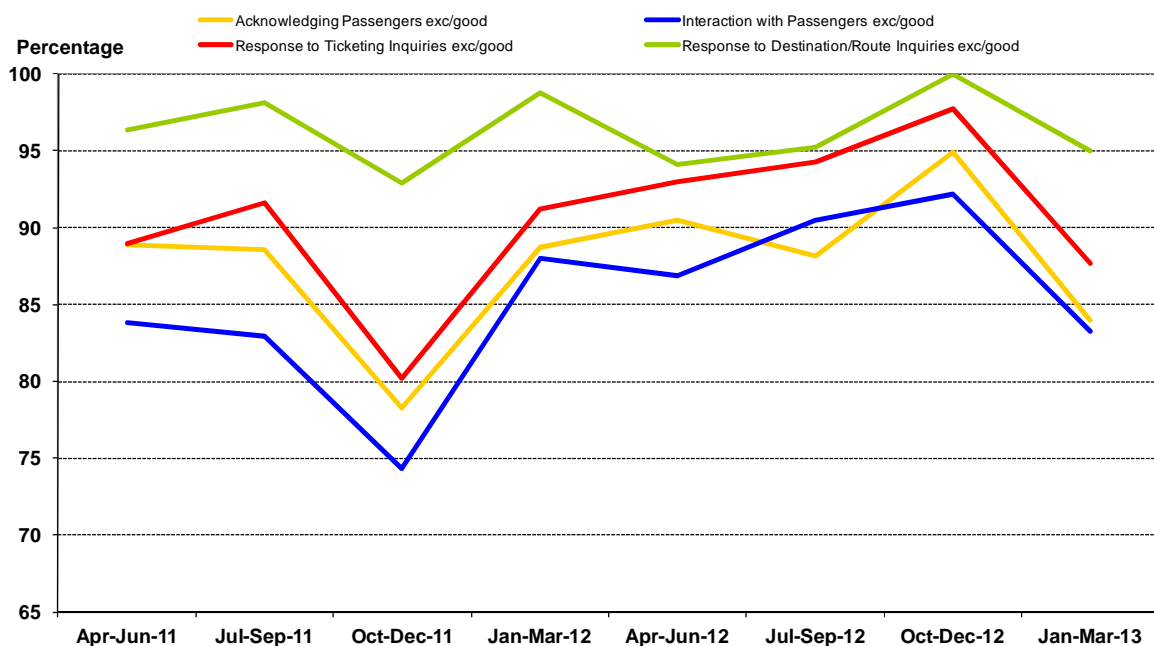


Figure 2.7– Tram Conductor Behavior

Conductor Behaviour

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Acknowledging passengers*				
Excellent	37	23.6%	25	17.4%
Good	112	71.3%	96	66.7%
Fair	7	4.5%	20	13.9%
Poor	1	0.6%	3	2.1%
TOTAL	157	100.0%	144	100.0%
Interaction with passengers*				
Excellent	37	24.2%	21	15.2%
Good	104	68.0%	94	68.1%
Fair	12	7.8%	22	15.9%
Poor	0	0.0%	1	0.7%
TOTAL	153	100.0%	138	100.0%
Response to ticketing enquiries*				
Excellent	32	25.0%	17	14.9%
Good	93	72.7%	83	72.8%
Fair	3	2.3%	12	10.5%
Poor	0	0.0%	2	1.8%
TOTAL	128	100.0%	114	100.0%
Response to destination/route enquiries*				
Excellent	20	44.4%	3	15.0%
Good	25	55.6%	16	80.0%
Fair	0	0.0%	1	5.0%
Poor	0	0.0%	0	0.0%
TOTAL	45	100.0%	20	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In January - March 2013;

- Acceptable ratings of the *Conductor's Acknowledging Passengers* category was **97.9%** in January - March 2013.
- In the *Conductor's Interaction with Passengers* category **99.3%** were rated as acceptable.

Tram Conductor Behaviour

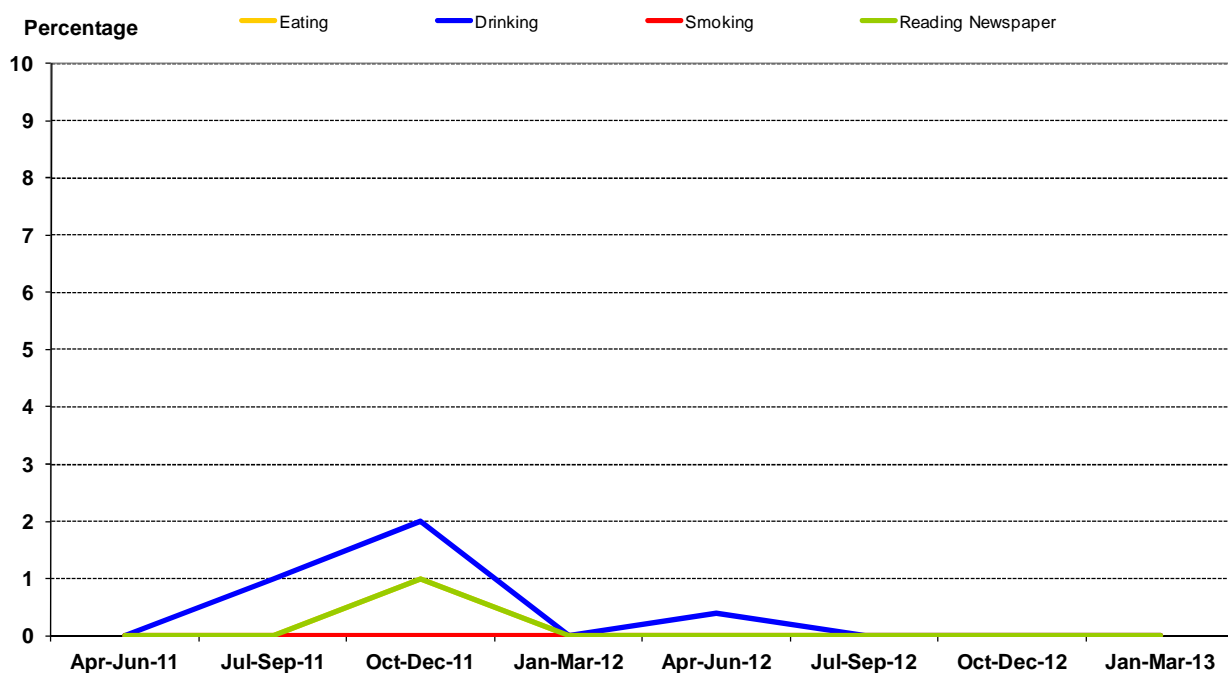


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Carriages Audited			
	Oct-Dec-12	Oct-Dec-12	Jan-Mar-13	Jan-Mar-13
Eating*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	229	100.0%
TOTAL	229	100.0%	229	100.0%
Drinking*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	229	100.0%
TOTAL	229	100.0%	229	100.0%
Smoking*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	229	100.0%
TOTAL	229	100.0%	229	100.0%
Reading Newspaper*				
Yes	0	0.0%	0	0.0%
No	229	100.0%	229	100.0%
TOTAL	229	100.0%	229	100.0%

* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behaviour

In January - March 2013;

- There was **no** 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

15.19% of passengers boarded the vehicle without validating a ticket.

Fare Evasion	Tram
Jan-Mar-10	5.09%
Apr-Jun-10	5.87%
Jul-Sep-10	3.74%
Oct-Dec-10	3.03%
Jan-Mar-11	2.38%
Apr-Jun-11	3.41%
Jul-Sep-11	6.21%
Oct-Dec-11	7.16%
Jan-Mar-12	8.21%
Apr-Jun-12	8.00%
Jul-Sep-12	8.74%
Oct-Dec-12	13.41%
Jan-Mar-13	15.19%

Table 2.7 – Tram Fare Evasion