

Torrens Transit

# Service Standard Report

October - December 2014



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 2014 and 31st December 2014;

- **377** audits onboard Torrens Transit services.

The trips audited represent **2.2%** of the **16,955** 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 Torrens Transit.

Contract Area	Audited	Saturday Trips Audited	Audited	Trips Audited	Supplied
Torrens Transit East West	317	32	28	377	16,955

Table 1.1

# 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 2014;

- **89.92%** of services audited were on time.
- **8.49%** of services audited were late.
- **1.59%** 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 2014;

- **0.00%** 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 2014;

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

## VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2014;

- **99.7%** acceptable interior cleanliness.
- **100.0%** acceptable exterior cleanliness.

# Main Findings

## DRIVER QUALITY

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

In October - December 2014;

- **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.
- **99.5%** ensured unsteady passengers seated before driving.
- **0.0%** use of personal electronic equipment whilst 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 2014;

- **100.0%** displayed destination sign.
- **98.7%** displayed shift number.

## SIGNAGE - ONBOARD

In October - December 2014;

- **100.0%** displayed metroticket fare schedule.
- **100.0%** displayed stickers for disability/elderly priority seating.

## FARE EVASION

In October - December 2014;

- **1.27%** of passengers boarded the vehicle without validating a ticket.

**Further breakdowns can be found throughout the report.**

# On-Time Running

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Bus departure time</b>								
10+ min early	0.00%	0.00%	0.00%	0.00%				
3-9 min early	0.53%	0.00%	0.23%	0.18%				
1-2 min early	0.53%	1.59%	1.38%	1.19%				
On-time (<4.59 min late)	93.09%	<b>89.92%</b>	91.92%	90.86%	95.05%	96.69%	85.75%	81.45%
5-6 late	2.13%	1.59%	2.11%	2.39%				
6-9 min late	2.66%	3.98%	3.17%	3.31%				
10+ min late	1.06%	2.92%	1.10%	2.02%				
Did Not Run	0.00%	0.00%	0.09%	0.05%				
<b>Bus arrival time</b>								
10+ min late	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table 1.2

Commencing 1 July 2014 the methodology applied to on-time running changed to consider the average on-time running at time points across the entire trip, excluding the terminus arrival time. Should the average return a late running component greater than 4 minutes and 59 seconds that trip will be recorded as late and a bus running more that 59 seconds early at any time point except the terminus arrival time will be recorded as early running.

In October - December 2014;

- **89.92%** of services departed on time.
- Early running occurred on **1.59%** of services.
- Late running was **8.49%**.
- Services reported as *Did Not Run* was **0.00%**.

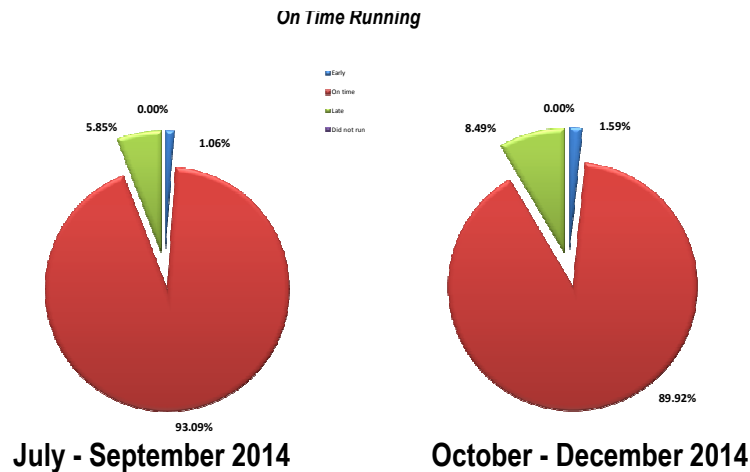


Figure 1.1

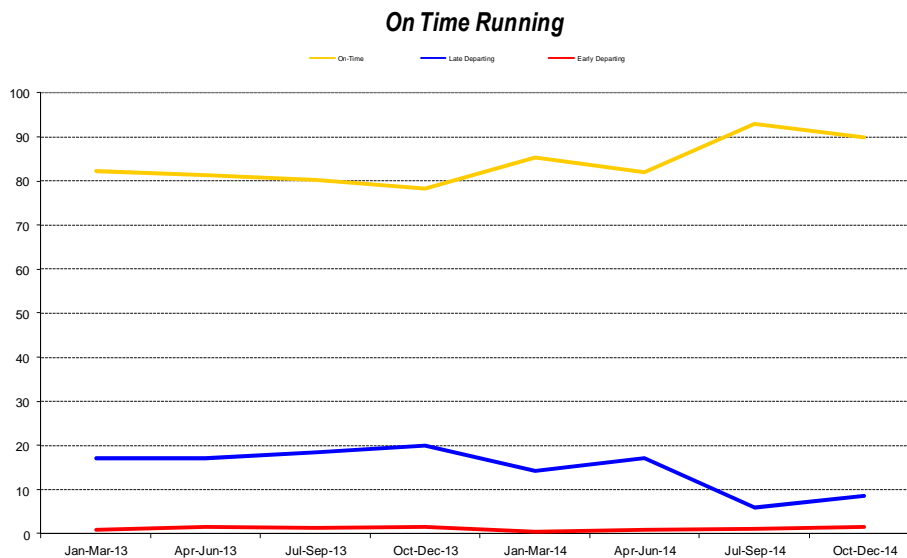


Figure 1.2

# Connections

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Bus required to connect</b>								
Yes	0.0%	0.0%	6.9%	6.6%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	93.1%	93.4%				
<b>Mode</b>								
Bus	0.0%	0.0%	99.3%	100.0%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	0.7%	0.0%	n/a	n/a	n/a	n/a
Not applicable	100.0%	100.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
<b>Able to transfer</b>								
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%				
<b>If No, why not?</b>								
Bus arrived late	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
Bus, train departed early	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
Bus, train not seen	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
Insufficient transfer time	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
Not applicable	100.0%	100.0%	100.0%	100.0%	n/a	n/a	n/a	n/a
<b>Passengers asked to re-validate at terminus on change of route number</b>								
Yes	0.0%	0.0%	0.0%	0.0%	n/a	n/a	0.3%	0.3%
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	100.0%	100.0%	100.0%				

Table 1.3

In October - December 2014;

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

# Vehicle Condition - Exterior

## Vehicle Exterior Cleanliness

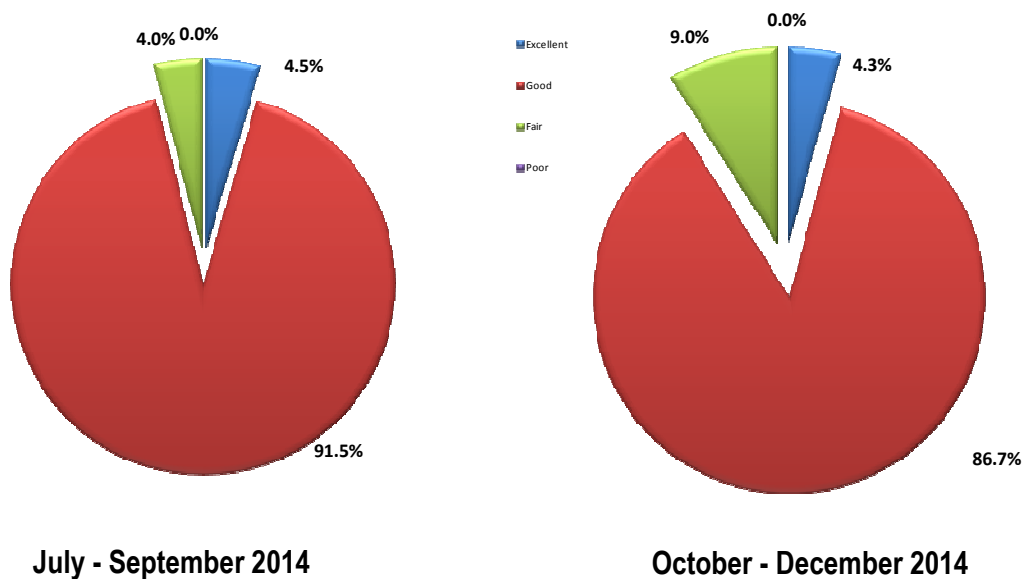


Figure 1.3

In October - December 2014;

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

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Vehicle exterior clean</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.7%	99.2%
Excellent	4.5%	4.3%	6.0%	5.2%				
Good	91.5%	86.7%	85.6%	85.1%				
Fair	4.0%	9.0%	8.3%	9.5%				
Poor	0.0%	0.0%	0.0%	0.2%				

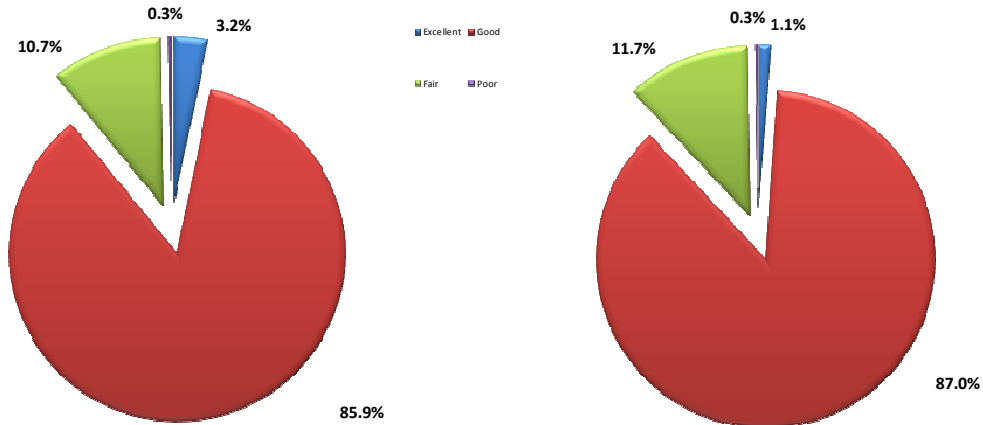
Table 1.4

# Vehicle Condition - Interior

Vehicle interior clean	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
Excellent + Good + Fair	99.7%	99.7%	98.7%	99.3%	99.7%	100.0%	95.9%	98.4%
Excellent	3.2%	1.1%	3.1%	2.0%				
Good	85.9%	87.0%	82.4%	84.7%				
Fair	10.7%	11.7%	13.2%	12.7%				
Poor	0.3%	0.3%	1.3%	0.7%				

Table 1.5

## Vehicle Interior Cleanliness



July - September 2014

October - December 2014

Figure 1.4

In October - December 2014;

- Acceptable ratings for interior cleanliness were **99.7%**.

## Cleanliness

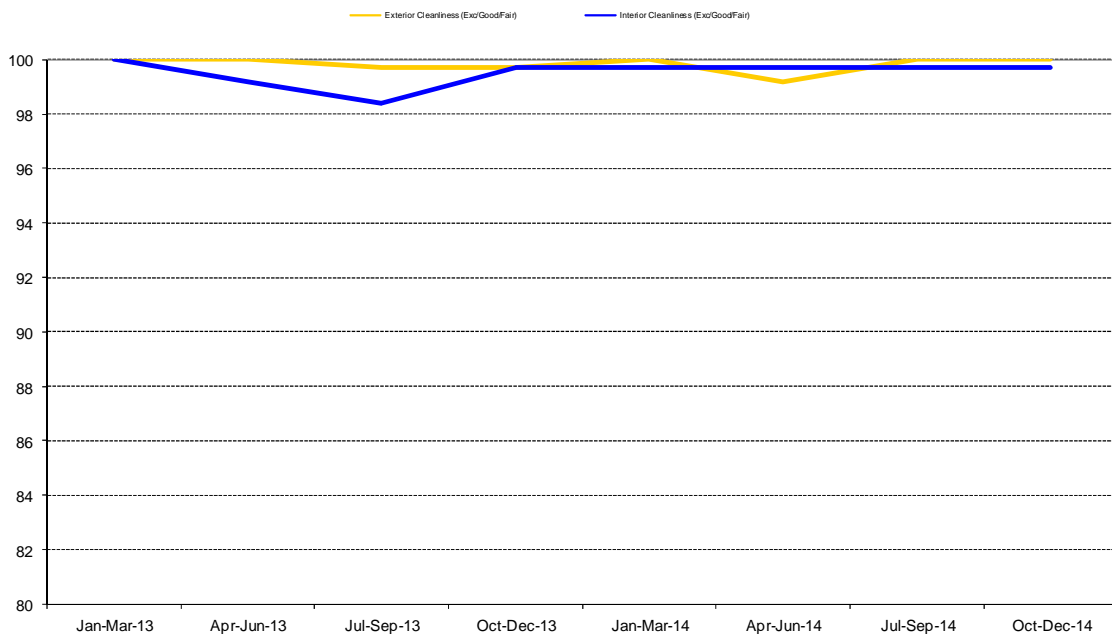


Figure 1.5



# Driver Quality - Courtesy

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Acknowledging passengers</b>								
Excellent + Good + Fair	100.0%	99.5%	99.8%	99.6%	100.0%	100.0%	99.2%	99.5%
Excellent	3.2%	4.3%	3.4%	3.6%				
Good	79.2%	72.9%	77.9%	74.1%				
Fair	17.6%	22.3%	18.4%	21.9%				
Poor	0.0%	0.5%	0.2%	0.4%				
<b>Response to passenger enquiries*</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	3.0%	4.8%	4.6%	6.1%				
Good	83.7%	81.7%	79.4%	79.7%				
Fair	13.3%	13.5%	16.0%	14.2%				
Poor	0.0%	0.0%	0.0%	0.0%				
<b>Board or alight between stops*</b>								
Yes	100.0%	94.4%	90.6%	90.0%	100.0%	100.0%	75.0%	83.3%
No	0.0%	5.6%	9.4%	10.0%				
<b>If Yes, board/alight at safe locations*</b>								
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%				

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

Table 1.6

In October - December 2014;

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

## Driver Courtesy

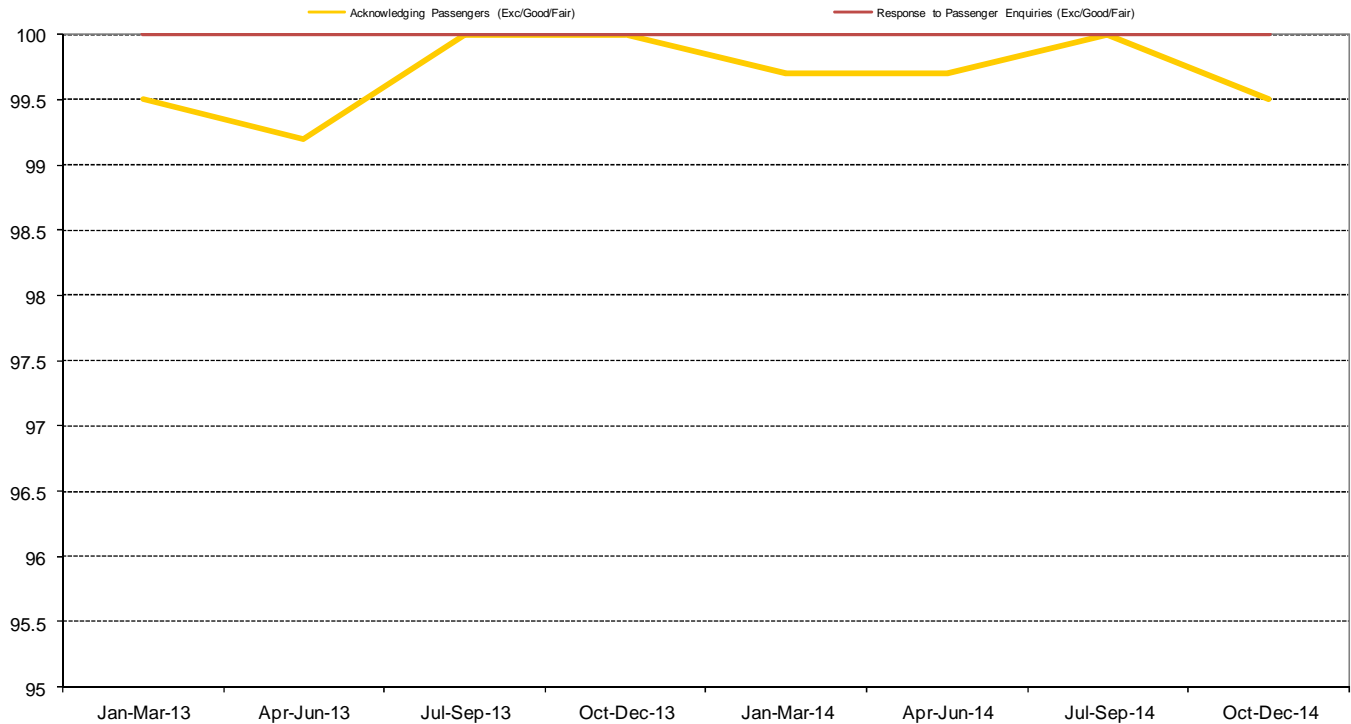


Figure 1.6

# Driver Quality - Safety

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Smooth ride</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	1.1%	1.6%	1.7%	2.5%				
Good	83.7%	82.7%	84.5%	82.5%				
Fair	15.2%	15.7%	13.8%	15.0%				
Poor	0.0%	0.0%	0.0%	0.0%				
<b>Compliance with road rules</b>								
Excellent + Good + Fair	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.5%	99.7%
Excellent	0.8%	1.1%	1.4%	2.3%				
Good	95.5%	91.5%	95.7%	93.0%				
Fair	3.7%	7.4%	2.9%	4.6%				
Poor	0.0%	0.0%	0.1%	0.1%				
<b>Bus parked Close to Kerb as possible</b>								
Excellent + Good + Fair	99.5%	100.0%	99.9%	99.8%	100.0%	100.0%	99.5%	98.9%
Excellent	0.5%	0.8%	1.1%	1.3%				
Good	88.8%	86.2%	91.6%	89.6%				
Fair	10.1%	13.0%	7.2%	8.8%				
Poor	0.5%	0.0%	0.1%	0.2%				
<b>Ensured unsteady passengers seated before driving</b>								
Excellent + Good + Fair	100.0%	99.5%	100.0%	99.8%	100.0%	100.0%	99.7%	99.5%
Excellent	0.5%	1.9%	1.3%	1.5%				
Good	85.1%	83.5%	87.0%	86.0%				
Fair	14.4%	14.1%	11.7%	12.3%				
Poor	0.0%	0.5%	0.0%	0.2%				
<b>Use of personal electronic equipment whilst driving</b>								
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%				
<b>Driver physically alert and prepared</b>								
Yes	100.0%	99.7%	100.0%	99.7%	100.0%	100.0%	99.7%	99.5%
No	0.0%	0.3%	0.0%	0.3%				

Table 1.7

In October - December 2014;

- 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

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Uniform</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	n/a	99.5%
Excellent	3.7%	4.0%	2.2%	4.3%				
Good	96.0%	94.9%	97.0%	92.3%				
Fair	0.3%	1.1%	0.8%	3.2%				
Poor	0.0%	0.0%	0.0%	0.1%				
<b>Personal appearance</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	3.5%	2.9%	1.7%	3.8%				
Good	96.5%	96.8%	97.8%	95.3%				
Fair	0.0%	0.3%	0.5%	0.8%				
Poor	0.0%	0.0%	0.0%	0.0%				
<b>Personal behaviour</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	n/a	99.4%
Excellent	1.1%	1.6%	1.3%	1.6%				
Good	97.1%	94.1%	97.1%	95.3%				
Fair	1.9%	4.3%	1.7%	2.9%				
Poor	0.0%	0.0%	0.0%	0.1%				
<b>Driver eat whilst vehicle in motion</b>								
Yes	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	n/a	0.3%
No	100.0%	100.0%	100.0%	99.8%				
<b>Driver drink whilst vehicle in motion</b>								
Yes	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.3%	0.5%
No	100.0%	100.0%	100.0%	99.9%				
<b>Driver smoke whilst on board the vehicle</b>								
Yes	0.0%	0.3%	0.0%	0.2%	0.0%	0.0%	0.3%	0.3%
No	100.0%	99.7%	100.0%	99.8%				
<b>Driver stop for personal business</b>								
Yes	0.8%	0.3%	0.4%	0.2%	0.0%	0.0%	1.1%	0.8%
No	99.2%	99.7%	99.6%	99.8%				

Table 1.8

In October - December 2014;

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

# Driver Quality - Special Needs

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Assistance Required</b>								
Required	2.9%	4.8%	2.3%	2.5%	n/a	n/a	n/a	n/a
Not Required	97.1%	95.2%	97.7%	97.5%				
<b>Driver assisted</b>								
Yes	100.0%	100.0%	96.1%	98.2%	100.0%	100.0%	83.3%	90.9%
No	0.0%	0.0%	3.9%	1.8%				
<b>Reason</b>								
Pram	0.0%	33.3%	5.9%	20.0%	n/a	n/a	n/a	n/a
Wheelchair	36.4%	11.1%	54.9%	38.2%	n/a	n/a	n/a	n/a
Shopping Cart	9.1%	22.2%	3.9%	9.1%	n/a	n/a	n/a	n/a
Suitcase	0.0%	0.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
Non-wheelchair bound elderly person	54.5%	27.8%	19.6%	21.8%	n/a	n/a	n/a	n/a
Other	0.0%	5.6%	15.7%	10.9%	n/a	n/a	n/a	n/a

Table 1.9

# Driver Quality - Driver Response

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Knowledge of basic routes and Interchange</b>								
Yes	36.3%	26.9%	29.9%	24.6%	36.3%	25.0%	n/a	0.5%
No	0.0%	0.5%	0.0%	0.2%				
N/A	63.7%	72.6%	70.1%	75.2%				
<b>Direct to Adelaide Metro Infoline, Centre or Website</b>								
Yes	0.5%	0.0%	1.2%	0.6%	2.4%	2.1%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.5%	100.0%	98.8%	99.4%				
<b>Timetables available</b>								
Yes	0.3%	0.5%	0.8%	1.1%	3.3%	5.4%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	99.5%	99.2%	98.9%				

Table 1.10

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Informing Passengers of any disruptions to normal service</b>								
Yes	0.5%	0.3%	0.4%	0.5%	0.5%	0.8%	n/a	0.3%
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.5%	99.7%	99.6%	99.4%				

Table 1.11

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Did any passenger display anti-social or offensive behaviour?</b>								
Yes	0.0%	0.5%	0.28%	0.2%	n/a	n/a	n/a	n/a
No	100.0%	99.5%	99.72%	99.8%				
<b>If Yes, did driver act appropriately in applicable cases?</b>								
Yes	n/a	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	n/a	0.0%	0.0%	0.0%				

Table 1.12

# Process Compliance - Signage

On the exterior of Vehicle Destination Sign	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
Yes	100.0%	100.0%	99.4%	99.5%	100.0%	100.0%	98.6%	98.9%
No	0.0%	0.0%	0.3%	0.4%				
Wrong No	0.0%	0.0%	0.3%	0.1%				
Shift Number	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
	97.9%	98.7%	97.1%	97.0%	98.4%	99.1%	92.3%	91.8%
No	0.5%	1.1%	1.7%	1.9%				
Wrong No	1.6%	0.3%	1.2%	1.2%				

Table 1.13

In October - December 2014

- Vehicle destination signs were correctly displayed on **100.0%** of services.
- Correct shift numbers were displayed on **98.7%** of services.

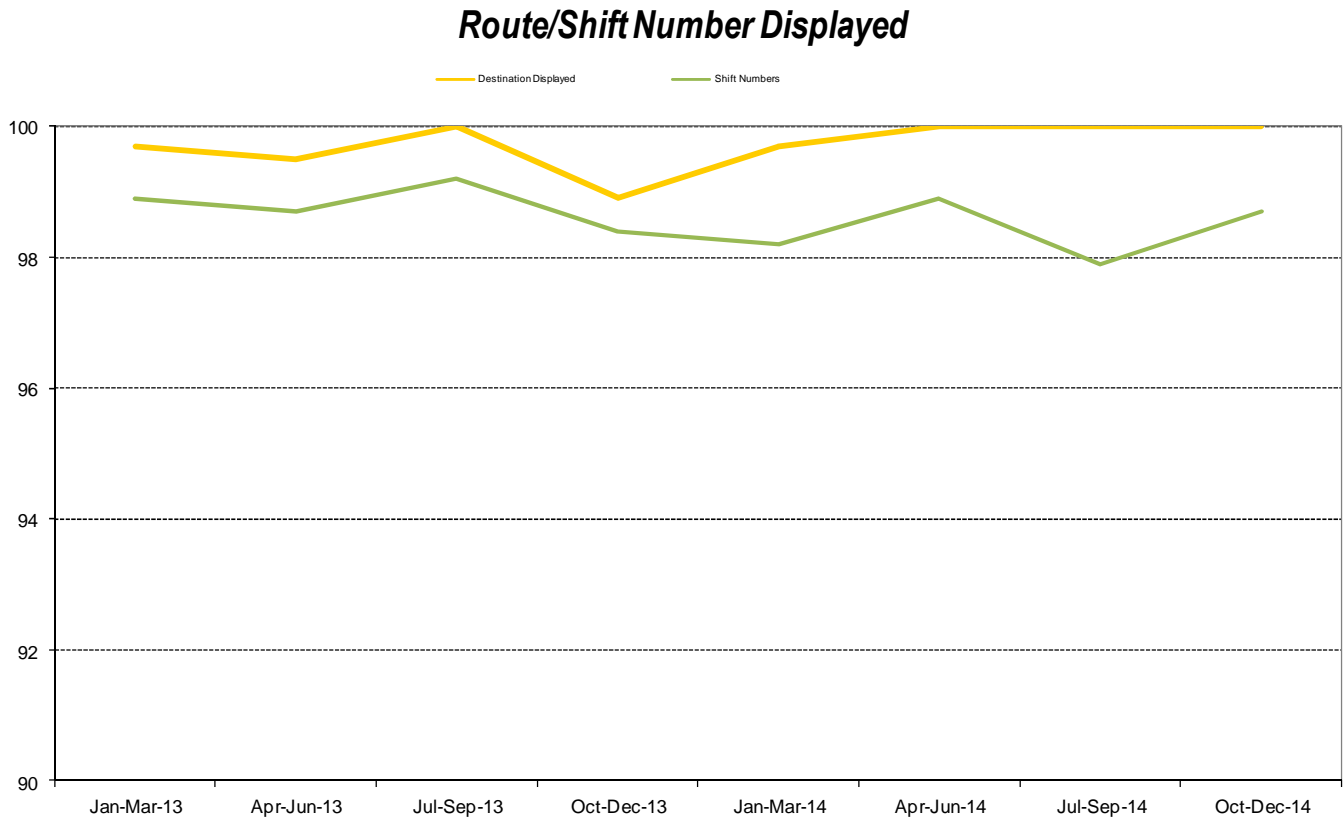


Figure 1.7

# Signage - Onboard

On the interior of Vehicle Metroticket Fare Schedule	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	99.7%
No	0.0%	0.0%	0.0%	0.0%				
Stickers for Disability/Elderly Priority Seating	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
Yes	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	98.9%	99.5%
No	0.0%	0.0%	0.2%	0.1%				

Table 1.14

In October - December 2014;

- The Metroticket fare schedules, were correctly displayed on **100.0%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **100.0 %** of vehicles.

## Signage

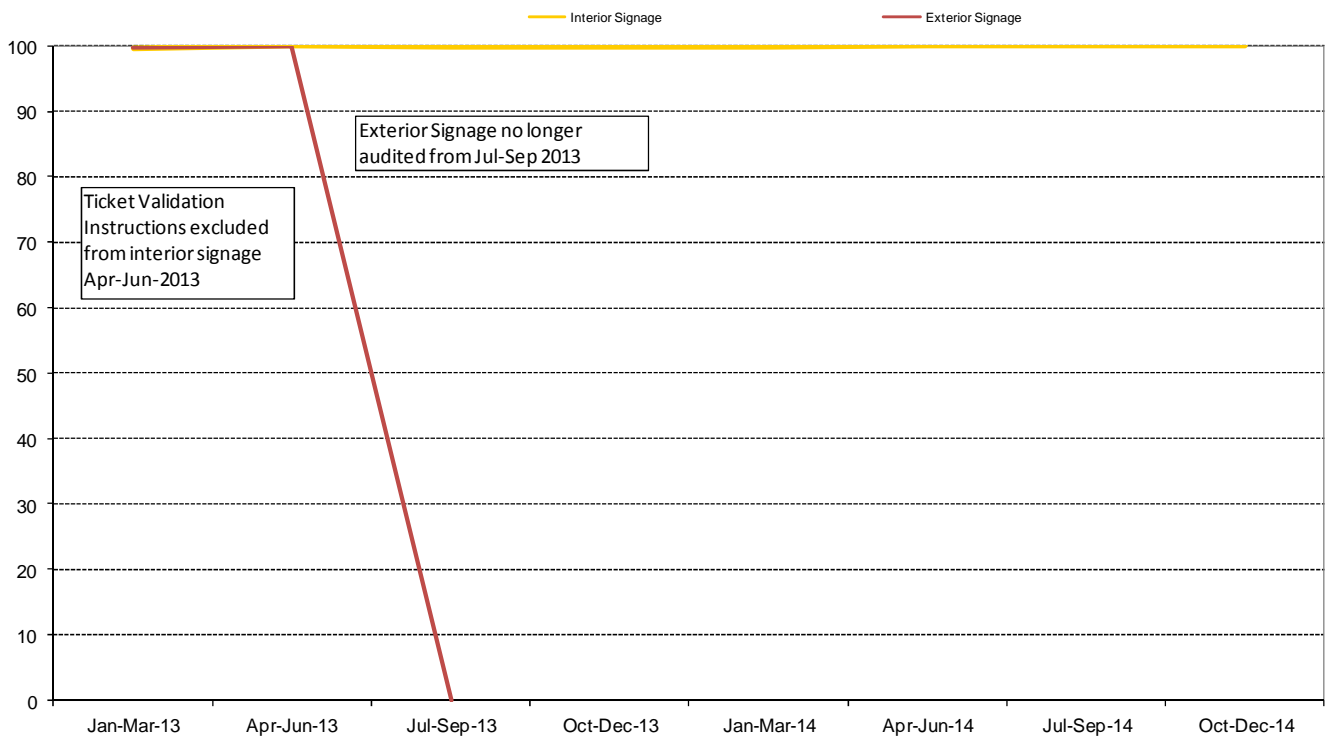


Figure 1.8

# Ticketing

During October - December 2014

- **0.0%** of drivers issued a problem slip.
- **38.5%** of passengers purchased another ticket.
- **1.5%** of drivers asked passenger to validate.
- In **28.8%** of cases the driver observed the slip or ticket.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Faulty ticket</b>						
Pass. purchased another ticket	50.0%	38.5%	31.5%	32.6%		
Issued problem slip	0.0%	0.0%	0.0%	1.2%	n/a	12.5%
Wrote on ticket and returned	4.5%	0.0%	3.1%	3.5%		
Metrocard failed-driver took appropriate action	22.7%	23.1%	27.7%	22.1%		
Observed ticket: no action	0.0%	0.0%	5.4%	7.0%		
No action taken	9.1%	7.7%	22.3%	17.4%		
Driver observed senior card and issued ticket	0.0%	0.0%	0.0%	0.0%		
Driver ignored senior free	0.0%	0.0%	0.8%	0.0%		
Driver sighted senior card no action	0.0%	0.0%	0.8%	0.0%		
Drivers view obscured including hearing	13.6%	30.8%	8.5%	16.3%		
<b>Non validation of ticket</b>						
Asked to validate	0.0%	1.5%	1.9%	2.9%	6.1%	6.9%
Driver ignored passenger	16.4%	7.6%	20.5%	14.6%		
Drivers view obscured	36.4%	27.3%	26.1%	26.4%		
Driver not on board	0.0%	0.0%	0.5%	0.3%		
Driver had no change	5.5%	3.0%	4.5%	2.6%		
Driver observed slip / ticket	1.8%	28.8%	14.1%	24.8%		
Passenger had no money	40.0%	28.8%	30.7%	25.8%		
Driver did not issue "00" ticket (free seniors)	0.0%	0.0%	0.0%	0.0%		
Driver view of senior passenger obscured	0.0%	3.0%	0.3%	1.3%		
Senior did not validate their "00" ticket	0.0%	0.0%	1.3%	1.3%		
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 1.15

In October - December 2014

- In **0.3%** of trips the driver was reconciling cash or tickets while the bus was in motion.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14	Jul-Sep-14	Oct-Dec-14
<b>Ticket/cash reconciliation whilst in motion</b>								
Yes	0.0%	0.3%	0.0%	0.2%	0.0%	0.0%	0.3%	0.5%
No	100.0%	99.7%	100.0%	99.8%				

Table 1.16

# Test Ticket Information

Test Tickets	East West		East West		Percentage of Total East West Services Audited	All Contract Areas % of Total Services Audited
	Jul-Sep-14		Oct-Dec-14			
	Number	Percentage	Number	Percentage	Percentage	Percentage
Validator not functioning	0	0.0%	0	0.0%	0.0%	0.4%
Incorrect Route (BCU not Updated)	6	54.5%	16	57.1%	4.2%	2.6%
Incorrect Section (BCU not Updated)	5	45.5%	12	42.9%	3.2%	2.6%
<b>Total</b>	11		28		7.4%	5.6%

Table 1.17

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 2014

- Of the total trips audited, **7.4%** resulted in information displayed incorrectly on the test ticket. This resulted in **28** issues within Service Audit Reports (SAR's), of the SAR's raised:
  - The Validator was not functioning in **0.0%** of these trips.
  - An incorrect route was stamped on the test ticket in **57.1%** of these trips.
  - In **42.9%** of these trips the test ticket contained *Incorrect Section* information.

## Test Tickets

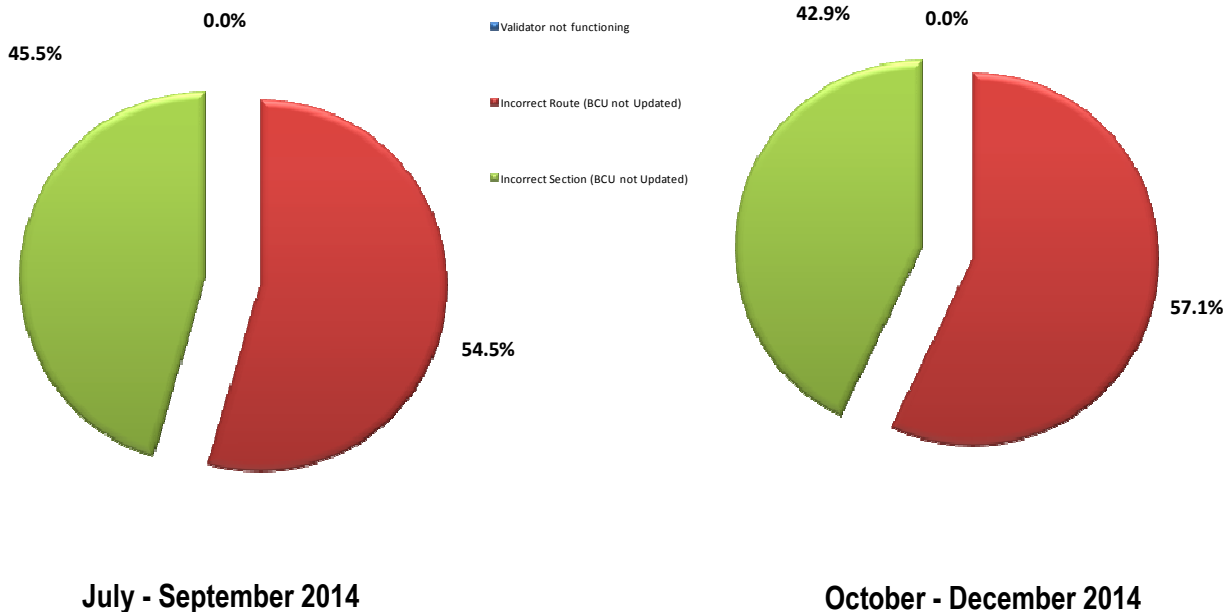


Figure 1.9

# Fare Evasion

In the East West contract area, **1.27%** of passengers boarded the vehicle without validating a ticket.