

Rail Commissioner

Service Standard Report

April - June 2013



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 April 2013 to 30th June 2013;

- **337** audits onboard Rail Commissioner services.
- **108** audits on-board Train services.
- **229** audits on-board Tram services.

The trips audited represent **8.7%** of the **3,874** 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	
RailCommissioner Train	72	18	18	108	2,810
Rail Commissioner Tram	162	35	32	229	1,064
TOTAL	234	53	50	337	3,874

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.

- **91.67%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **0.00%**.
- Late departing totalled **8.33%**.

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 *Station Announcements*;

- Station announcements were made by the driver or automated announcements were made for all stations in **100.0%** 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 **8.3%** of cases.

In relation to *Fare Evasion*;

Fare evasion for trains for the April – June 2013 quarter is approximately 8%. This is based on observed non-validations by passengers and takes into account that, while passengers may be observed by auditors not validating tickets (approximately 24% of passengers), all passengers boarding and alighting at the Adelaide Railway Station are required to validate at the station gates, resulting in a very low fare evasion rate to and from the city (less than 1%). As 70% of all rail passengers travel to and from the city, the actual rate of fare evasion between stations is approximately 8% which reflects the remaining 30% of passengers who travel between stations only.

To address fare evasion across the rail and tram network, 32 special revenue protection activities were conducted during this period. This included roving squads travelling between stations on various lines and the closure of stations to check tickets of all passengers entering and exiting the station. As part of these activities, 139,694 tickets were checked resulting in the detection of 1,262 ticketing and behavioural offences. Overall 0.90% of passengers were detected for fraud on the train and tram network. Detected offences are reported and forwarded to Prosecutions to determine if an expiation notice will be issued.

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.

- **89.96%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **2.18%**.
- Late departing totalled **7.86%**.

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 **99.3%** of cases.

In relation to *Fare Evasion*;

- Overall observed *Fare Evasion* on trams was **14.44%**.

Observed fare evasion for the April – June quarter for trams was 14.44%, a decrease from 15.19% in the January– March quarter. Tram services were included in the revenue protection activities outlined below across train and tram services.

To address fare evasion across the rail and tram network, 32 special revenue protection activities were conducted during this period. This included roving squads travelling between stations on various lines and the closure of stations to check tickets of all passengers entering and exiting the station. As part of these activities, 139,694 tickets were checked resulting in the detection of 1,262 ticketing and behavioural offences. Overall 0.90% of passengers were detected for fraud on the train and tram network. Detected offences are reported and forwarded to Prosecutions to determine if an expiation notice will be issued.

Train

Service Standard Report

April - June 2013



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On-Time Running

Train On Time Running

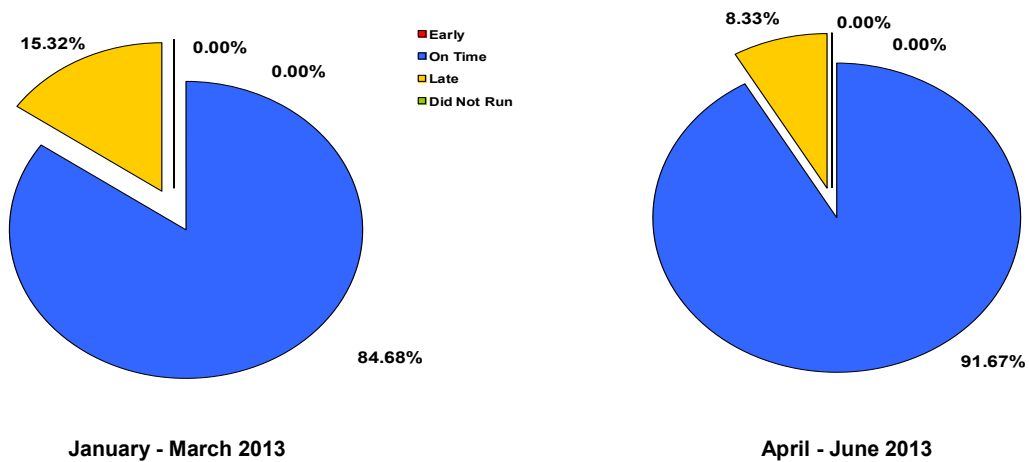


Figure 1.1 – On Time Running

In April - June 2013;

- **91.67%** of services departed on time.
- Early running occurred on **0.00%** of services.
- Late running was **8.33%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Departures				
10+ minutes early	0	0.00%	0	0.00%
3 to 9 minutes early	0	0.00%	0	0.00%
1 to 2 minutes early	0	0.00%	0	0.00%
On Time*	94	84.68%	99	91.67%
6 to 9 minutes late	16	14.41%	8	7.41%
10+ minutes late	1	0.90%	1	0.93%
Did Not Run	0	0.00%	0	0.00%
TOTAL	111	100.00%	108	100.00%
Arrivals				
10+ minutes late	1	0.90%	0	0.00%

Table 1.2 – On Time Running

Train On Time Running

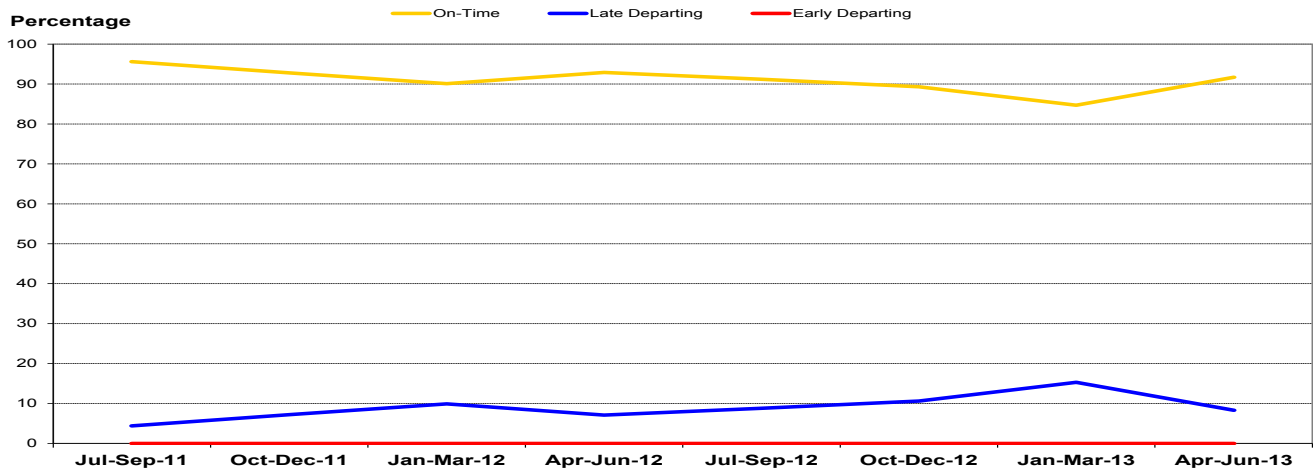


Figure 1.2 – On Time Running Trend

Interior Cleanliness

Train Vehicle Interior

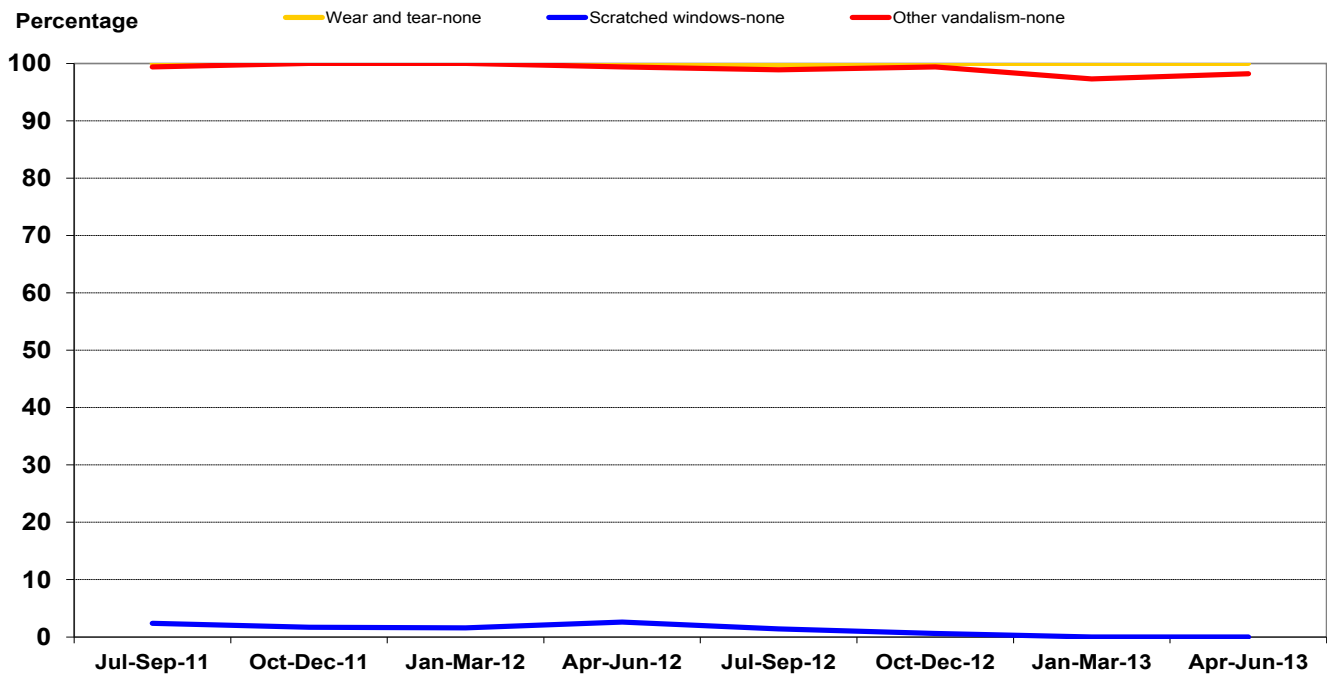


Figure 1.3 – Train Interior Cleanliness

Train Vehicle Interior Cleanliness

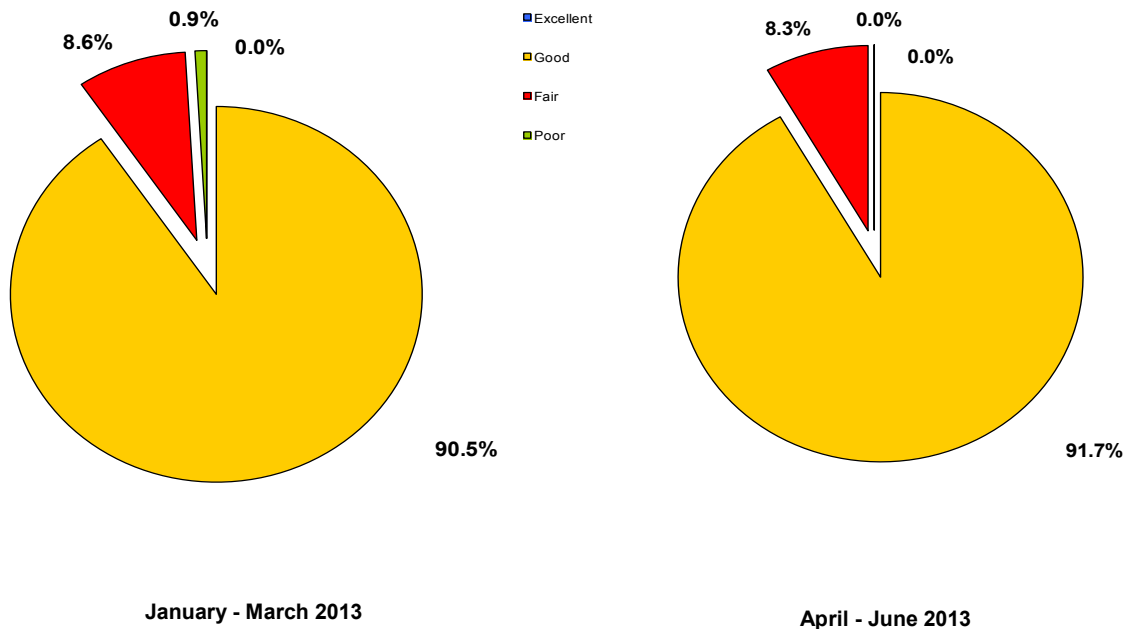


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	201	90.5%	200	91.7%
Fair	19	8.6%	18	8.3%
Poor	2	0.9%	0	0.0%
TOTAL	222	100.0%	218	100.0%
Evidence of wear and tear				
None	222	100.0%	218	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%
Scratched windows				
None	0	0.0%	0	0.0%
Slight	164	73.9%	192	88.1%
Medium	58	26.1%	26	11.9%
Severe	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%
Evidence of graffiti				
None	151	68.0%	96	44.0%
Slight	65	29.3%	116	53.2%
Medium	6	2.7%	5	2.3%
Severe	0	0.0%	1	0.5%
TOTAL	222	100.0%	218	100.0%
Evidence of other vandalism				
None	216	97.3%	214	98.2%
Slight	6	2.7%	4	1.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%

Table 1.3

In April - June 2013;

- The vehicles interior was acceptable in **100.0%** 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 **44.0%** of services.
- There was no evidence of other vandalism on **98.2%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

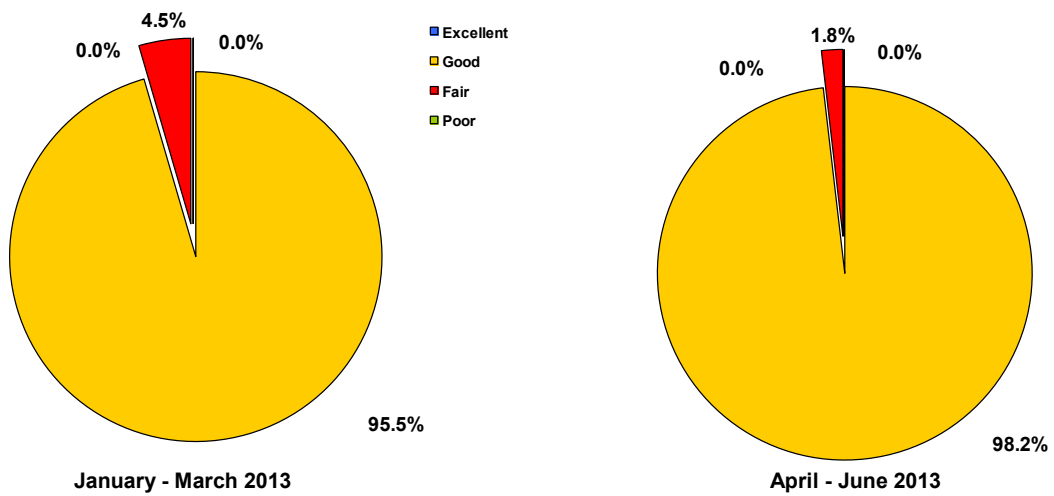


Figure 1.5 - Exterior Cleanliness

In April - June 2013;

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

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Vehicle exterior cleanliness				
Excellent	0	0.0%	0	0.0%
Good	212	95.5%	214	98.2%
Fair	10	4.5%	4	1.8%
Poor	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%
Evidence of exterior graffiti				
None	220	99.1%	218	100.0%
Slight	2	0.9%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

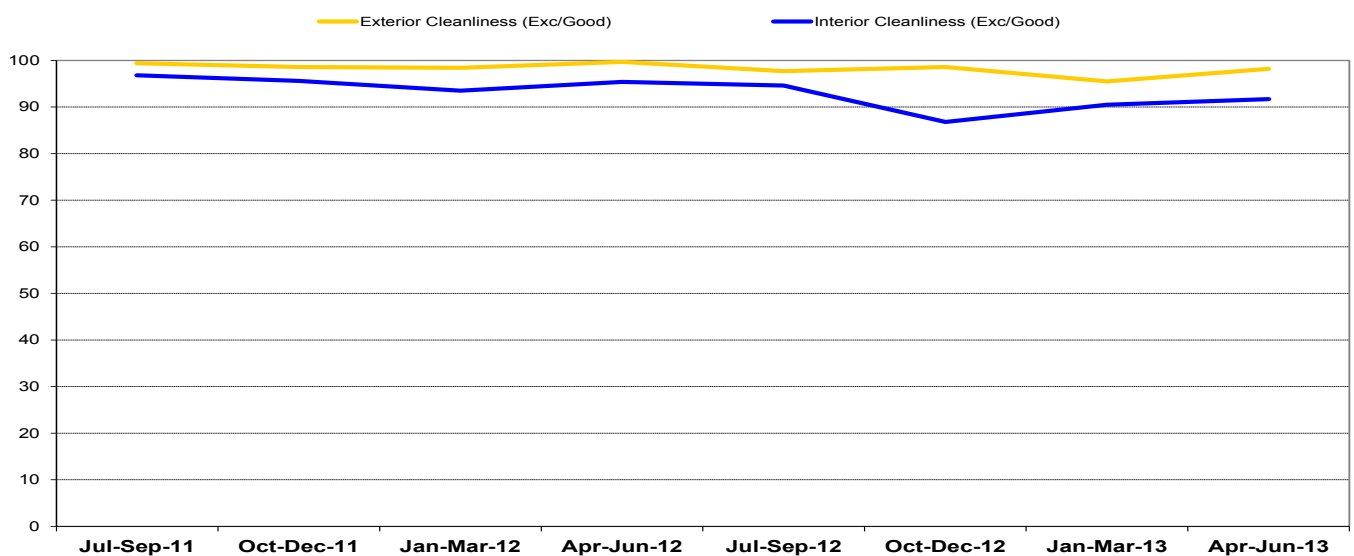


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In April - June 2013;

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

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	24	100.0%	25	100.0%
No	0	0.0%	0	0.0%
TOTAL	24	100.0%	25	100.0%
Who deployed the wheelchair ramp?				
Driver	23	95.8%	25	100.0%
PSA	1	4.2%	0	0.0%
Passenger	0	0.0%	0	0.0%
TOTAL	24	100.0%	25	100.0%

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

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

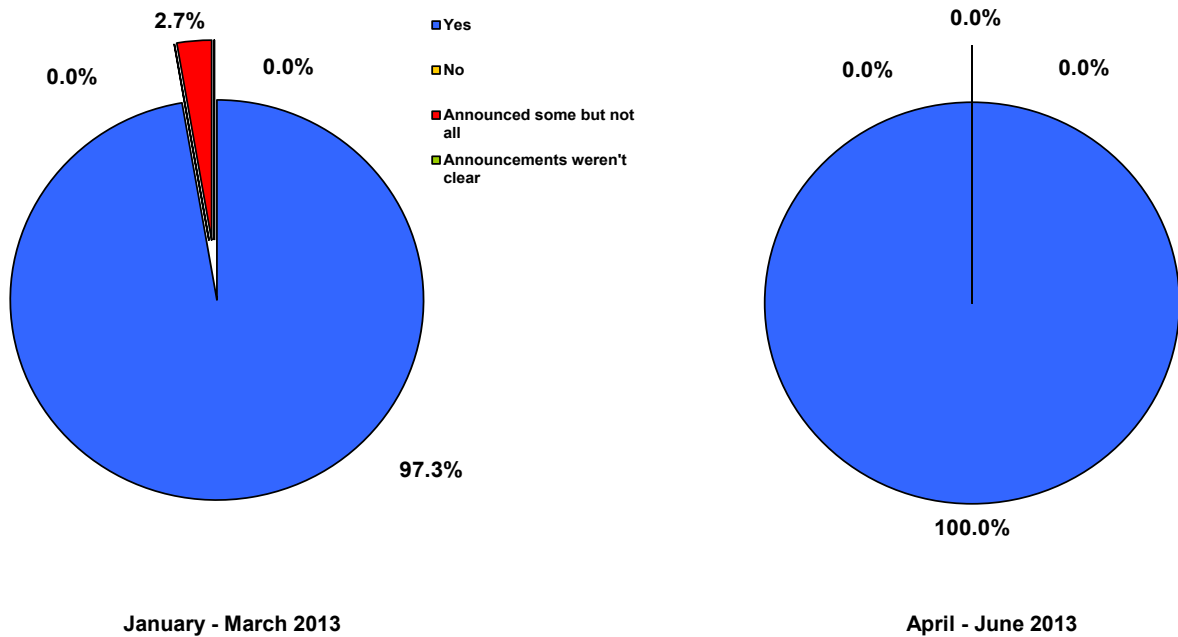


Figure 1.17 – Station Announcements

In April - June 2013;

- **100.0%** of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in **0.0%** 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 **100.0%** of cases.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Did driver announce all stations?				
Yes	216	97.3%	218	100.0%
No	0	0.0%	0	0.0%
Announced some but not all	6	2.7%	0	0.0%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%
Did driver announce reasons for delays?				
Yes	7	100.0%	6	100.0%
No	0	0.0%	0	0.0%
TOTAL	7	100.0%	6	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			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Eating				
Yes	0	0.0%	0	0.0%
No	16	100.0%	15	100.0%
TOTAL	16	100.0%	15	100.0%
Drinking				
Yes	0	0.0%	1	6.7%
No	16	100.0%	14	93.3%
TOTAL	16	100.0%	15	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	16	100.0%	15	100.0%
TOTAL	16	100.0%	15	100.0%
Reading Newspaper				
Yes	0	0.0%	0	0.0%
No	16	100.0%	15	100.0%
TOTAL	16	100.0%	15	100.0%

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

Table 1.7 – PSA Personal Behavior

In April - June 2013;

- There were **6.7%** instances of a Passenger Service Assistant observed to be *Drinking* and **0.0%** instances of *Smoking* whilst onboard the railcar.
- There was **no** instances of a Passenger Service Assistant observed to be *Eating*.
- There was **no** instances of *Reading the Newspaper* whilst onboard the railcar.
- Acceptable ratings for the PSAs' *Response to Ticketing Enquiries* was **100.0%** in April - June 2013.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Response to ticketing enquiries				
Excellent	1	8.3%	0	0.0%
Good	11	91.7%	7	100.0%
Fair	0	0.0%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	12	100.0%	7	100.0%
Response to destination/route enquiries				
Excellent	0	0.0%	0	0.0%
Good	1	100.0%	3	100.0%
Fair	0	0.0%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	1	100.0%	3	100.0%

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

Table 1.8 – PSAs' Customer Service

Passenger Service Assistants

In April - June 2013;

- **100.0%** of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the **12** cases in which the PSA conducted a ticket check, a ticket offence report was issued **8.3%** of the time.
- The PSA was rated as being polite when asking to view passengers tickets in **all** cases.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Did the PSA use a PRD to check passenger's tickets?				
Yes	13	100.0%	12	100.0%
No	0	0.0%	0	0.0%
TOTAL	13	100.0%	12	100.0%
Was a ticket offence report issued?				
Yes	3	23.1%	1	8.3%
No	10	76.9%	11	91.7%
TOTAL	13	100.0%	12	100.0%
If <u>yes</u>, how many?				
One	1		0	
Two	1		1	
Three	1		0	
Four +	0		0	
TOTAL	3	N/A	1	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	13	100.0%	12	100.0%
No	0	0.0%	0	0.0%
TOTAL	13	100.0%	12	100.0%

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

Table

1.9-

Train PSA Behaviour

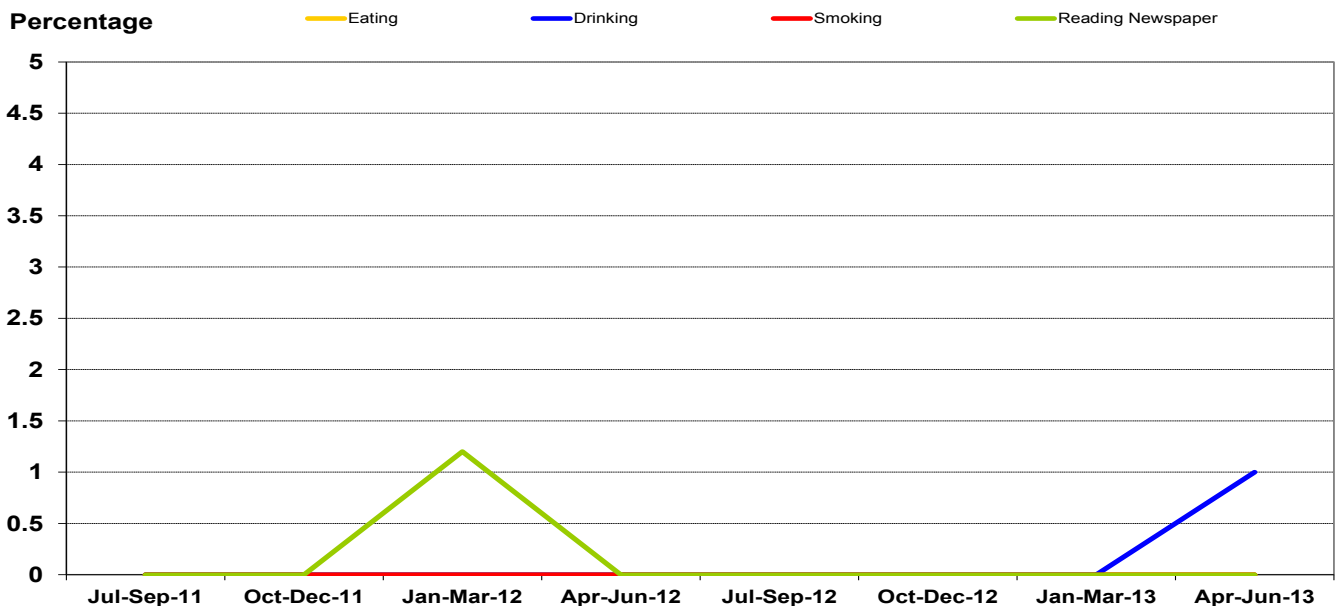


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

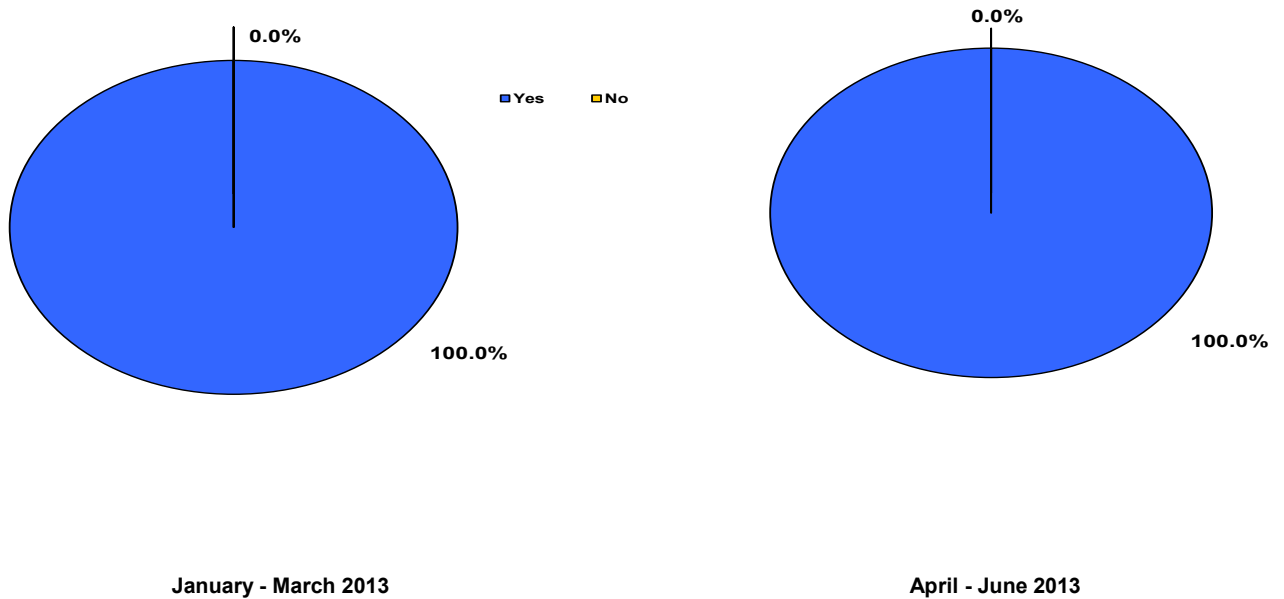


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in April - June 2013;

- In **71.1%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **1.8%** 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			
	Jan-Mar-13	Jan-Mar-13	Apr-Jul-13	Apr-Jul-13
Was there a ticket vending machine in the railcar?				
Yes	222	100.0%	218	100.0%
No	0	0.0%	0	0.0%
TOTAL	222	100.0%	218	100.0%
If yes was it operating?				
Operating	149	67.1%	155	71.1%
Not operating (broken)	0	0.0%	4	1.8%
Not operating (vandalised)	2	0.9%	0	0.0%
Not used	71	32.0%	59	27.1%
TOTAL	222	100.0%	218	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

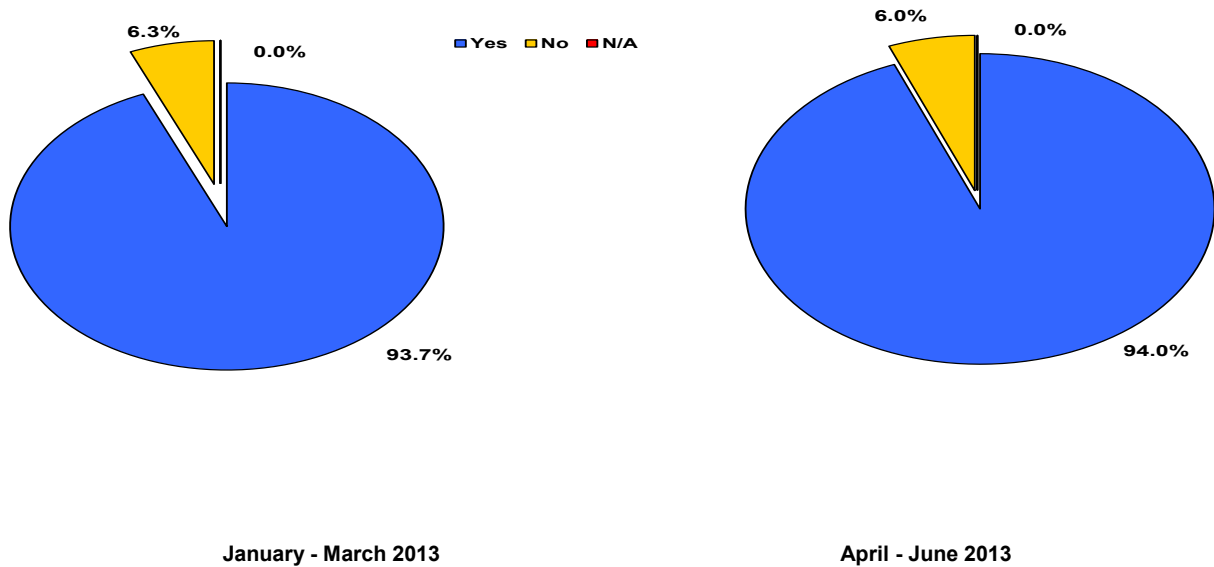


Figure 1.10 – Stamp on Test Tickets

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 April - June 2013 test tickets with correct trip details stamped on the ticket amounted to **94.0%** of instances.

Fare Evasion

Percentages of passengers observed boarding the vehicle without validating a ticket are outlined below. It should be noted that all passengers boarding and alighting at the Adelaide Railway Station are required to validate at the station gates and therefore while an auditor has observed a passenger not validating, 70% of passengers are travelling to and from the city and therefore these validations are captured at the Adelaide Railway Station.

Fare Evasion	Rail
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%
Apr-Jun-13	24.42%

Table 1.11– Train System Fare Evasion

Tram

Service Standard Report

April - June 2013



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

Tram On Time Running

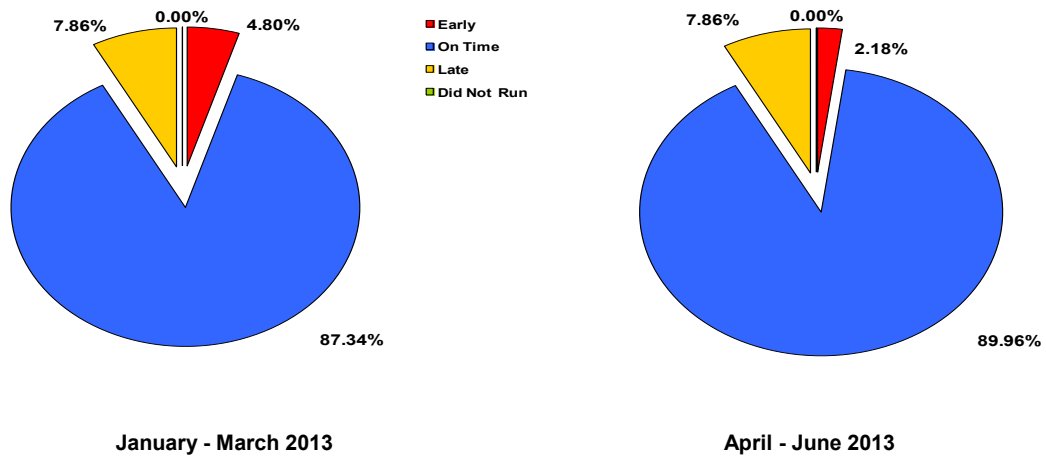


Figure 2.1 – On Time Running

In April - June 2013;

- **89.96%** of services departed on time.
- Early running occurred on **2.18%** of services.
- Late running was **7.86%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-13
Departures				
3+ minutes early	0	0.00%	0	0.00%
1 to 2 minutes early	11	4.80%	5	2.18%
On Time*	200	87.34%	206	89.96%
6 to 9 minutes late	15	6.55%	16	6.99%
10+ minutes late	3	1.31%	2	0.87%
Did Not Run	0	0.00%	0	0.00%
TOTAL	229	100.00%	229	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

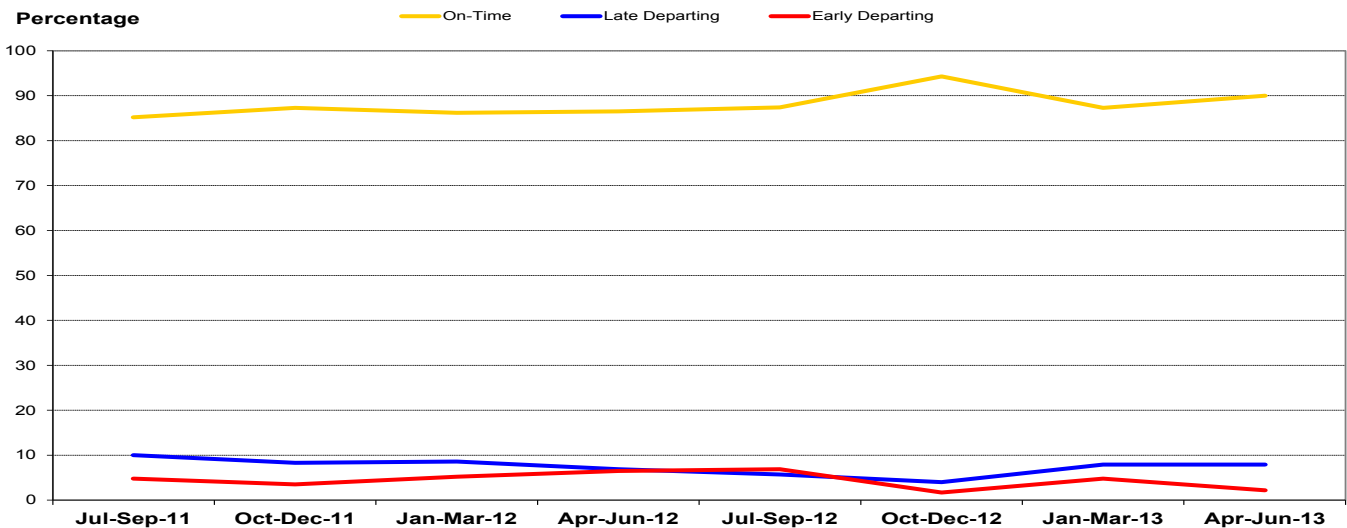


Figure 2.2 – On Time Running

Interior Cleanliness

Tram Vehicle Interior Cleanliness

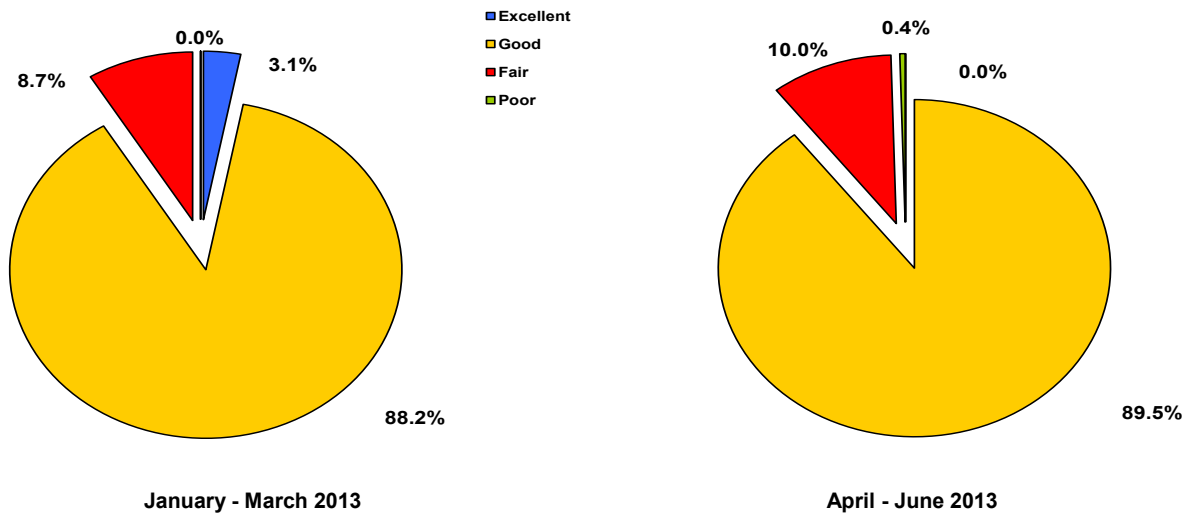


Figure 2.3 – Interior Cleanliness

In April - June 2013;

- The vehicles interior was acceptable in **99.6%** of trips surveyed.
- There was evidence of wear and tear on **1.7%** of services.
- There were scratched windows on **67.2%** of services.
- There was no evidence of graffiti on **100.0%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-13
Vehicle interior clean				
Excellent	7	3.1%	0	0.0%
Good	202	88.2%	205	89.5%
Fair	20	8.7%	23	10.0%
Poor	0	0.0%	1	0.4%
TOTAL	229	100.0%	229	100.0%
Evidence of wear and tear				
None	219	95.6%	225	98.3%
Slight	10	4.4%	4	1.7%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Scratched windows				
None	63	27.5%	75	32.8%
Slight	166	72.5%	154	67.2%
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%	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%
Evidence of other vandalism				
None	224	97.8%	229	100.0%
Slight	5	2.2%	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 2.2 - Interior Cleanliness

Exterior Cleanliness

Tram Vehicle Exterior Cleanliness

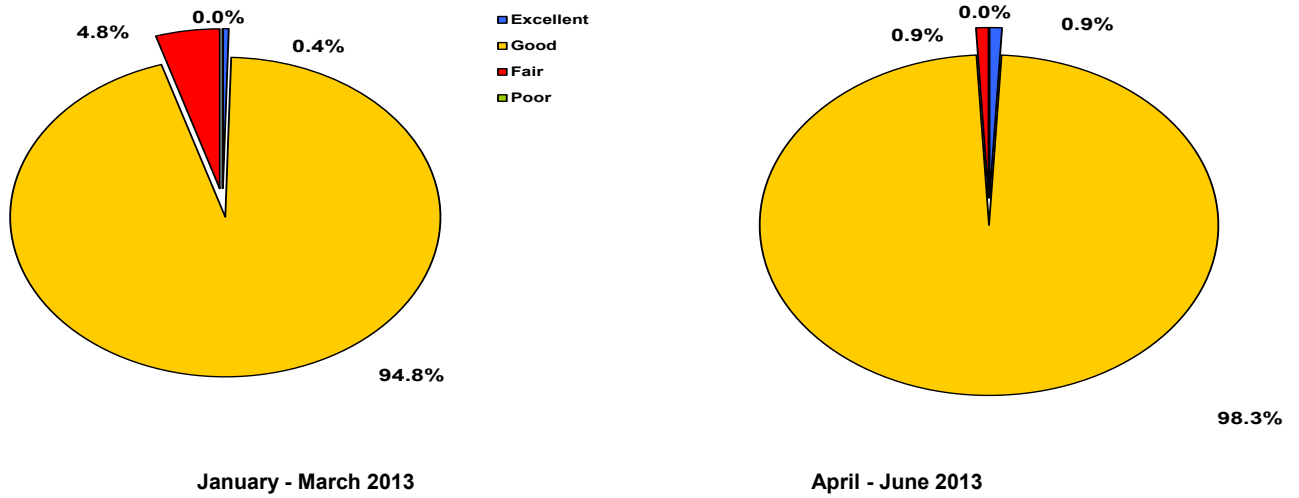


Figure 2.4– Exterior Cleanliness

In April - June 2013;

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

Vehicle exterior cleanliness	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-13
Excellent	1	0.4%	2	0.9%
Good	217	94.8%	225	98.3%
Fair	11	4.8%	2	0.9%
Poor	0	0.0%	0	0.0%
TOTAL	229	100.0%	229	100.0%
Evidence of exterior graffiti				
None	229	100.0%	227	99.1%
Slight	0	0.0%	2	0.9%
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

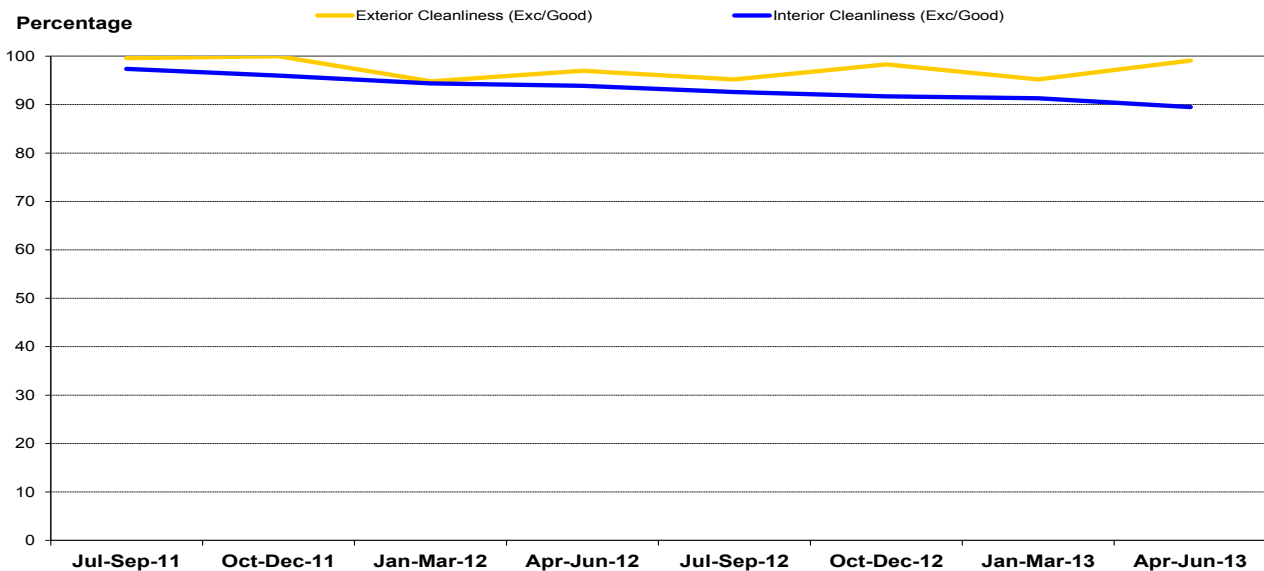


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

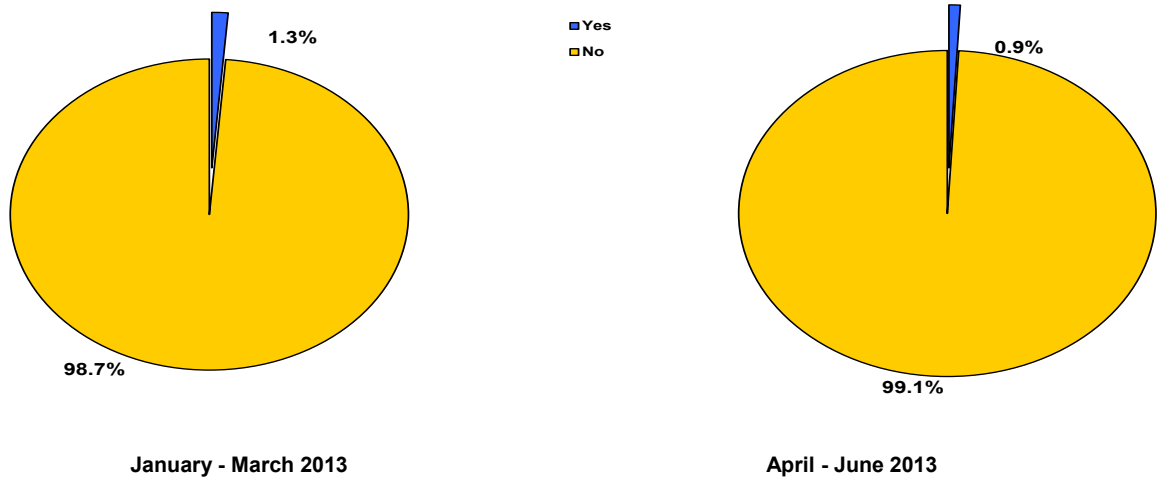


Figure 2.6– Ticket Inspection

In April - June 2013;

- There were 2 cases (0.9%) in which a *Ticket Inspection* was carried out by an inspector in April - June 2013.
- There were 1 instance of a PRD being used to check tickets.

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-13
Was a ticket inspection carried out?				
Yes	3	1.3%	2	0.9%
No	226	98.7%	227	99.1%
TOTAL	229	100.0%	229	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	2	66.7%	1	50.0%
No	1	33.3%	1	50.0%
TOTAL	3	100.0%	2	100.0%

*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

Tram Conductor

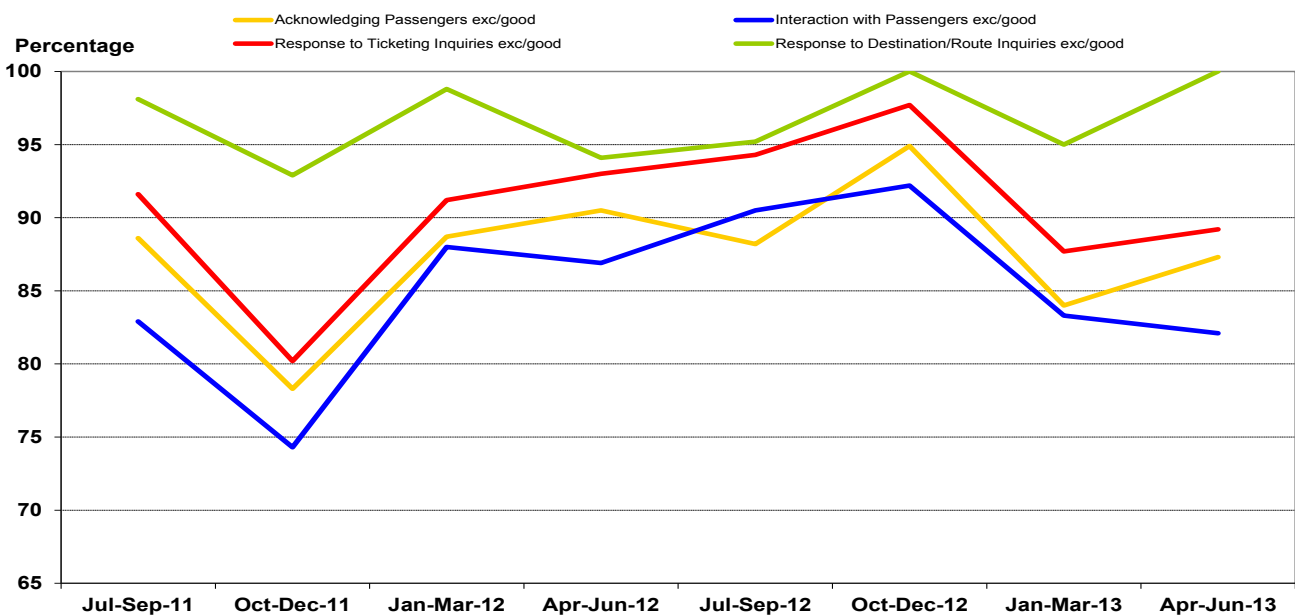


Figure 2.7– Tram Conductor Behavior

Conductor Behaviour

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-13
Acknowledging passengers*				
Excellent	25	17.4%	20	14.9%
Good	96	66.7%	97	72.4%
Fair	20	13.9%	16	11.9%
Poor	3	2.1%	1	0.7%
TOTAL	144	100.0%	134	100.0%
Interaction with passengers*				
Excellent	21	15.2%	20	14.9%
Good	94	68.1%	90	67.2%
Fair	22	15.9%	23	17.2%
Poor	1	0.7%	1	0.7%
TOTAL	138	100.0%	134	100.0%
Response to ticketing enquiries*				
Excellent	17	14.9%	21	18.9%
Good	83	72.8%	78	70.3%
Fair	12	10.5%	12	10.8%
Poor	2	1.8%	0	0.0%
TOTAL	114	100.0%	111	100.0%
Response to destination/route enquiries*				
Excellent	3	15.0%	4	12.9%
Good	16	80.0%	27	87.1%
Fair	1	5.0%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	20	100.0%	31	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In April - June 2013;

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

Tram Conductor Behaviour

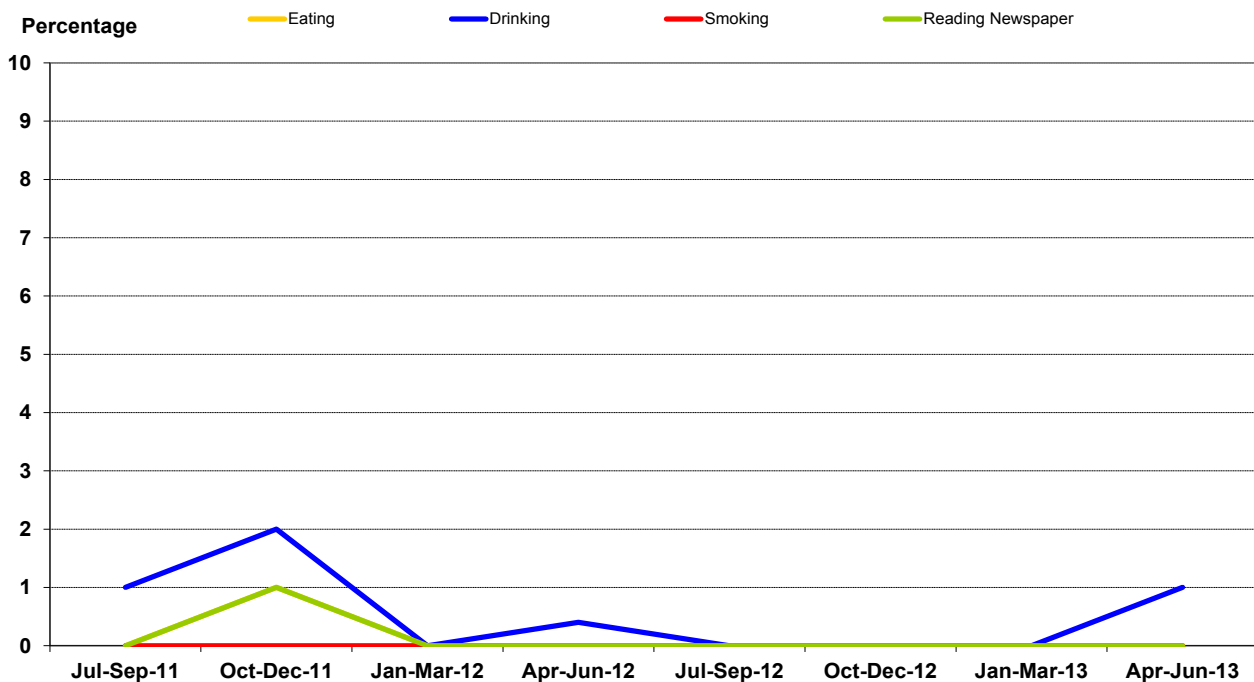


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Carriages Audited			
	Jan-Mar-13	Jan-Mar-13	Apr-Jun-13	Apr-Jun-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%	1	0.4%
No	229	100.0%	228	99.6%
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 April - June 2013;

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

Fare Evasion

14.44% of passengers observed boarding the vehicle without validating a ticket.

Fare Evasion	Tram
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%
Apr-Jun-13	14.44%

Table 2.7 – Tram Fare Evasion