

Torrens Transit

Service Standard Report

October - December 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 October 2013 and 31st December 2013;

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

The trips audited represent **2.2%** of the **16,967** 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	318	32	29	379	16,967

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 2013;

- **78.36%** of services audited were on time.
- **20.05%** of services audited were late.
- **1.58%** 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 2013;

- **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 2013;

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

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2013;

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

Main Findings

DRIVER QUALITY

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

In October - December 2013;

- **100.0%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **99.7%** compliance with road rules.
- **100.0%** bus parked close to kerb as possible.
- **99.7%** 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 2013;

- **98.9%** displayed destination sign.
- **98.4%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2013;

- **100.0%** displayed concession pass schedule.
- **100.0%** displayed metroticket fare schedule.
- **99.7%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2013;

- **0.92%** of passengers boarded the vehicle without validating a ticket.

When comparing the July—September 2013 quarter to the October—December 2013 quarter, fare evasion decreased by **0.46%**.

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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Bus departure time								
10+ min early	0.00%	0.00%	0.00%	0.00%				
3-9 min early	0.00%	0.00%	0.23%	0.14%				
1-2 min early	1.32%	1.58%	1.05%	1.05%				
On-time (<4.59 min late)	80.21%	78.36%	85.17%	84.53%	94.54%	90.66%	72.61%	78.36%
5-6 late	5.80%	5.80%	4.24%	4.61%				
6-9 min late	9.23%	8.97%	6.61%	6.80%				
10+ min late	3.43%	5.28%	2.42%	2.74%				
Did Not Run	0.00%	0.00%	0.27%	0.14%				
Bus arrival time								
10+ min late	2.38%	2.65%	1.88%	1.60%	0.55%	0.00%	5.05%	4.81%

Table 1.2

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 and 59 seconds late.

In October - December 2013;

- **78.36%** of services departed on time.
- Early running occurred on **1.58%** of services.
- Late running was **20.05%**.
- Services reported as *Did Not Run* was **0.00%**.

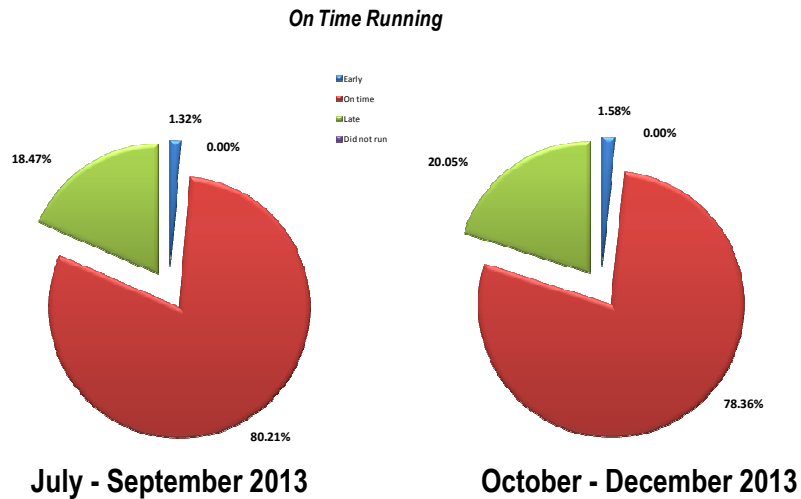


Figure 1.1

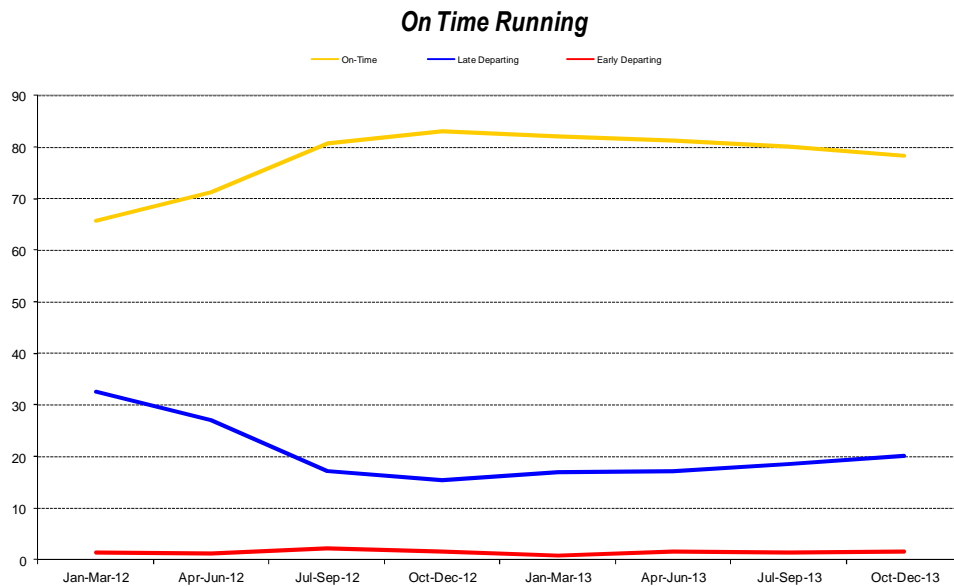


Figure 1.2

Connections

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Bus required to connect								
Yes	0.0%	0.0%	7.5%	8.5%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	92.5%	91.5%				
Mode								
Bus	0.0%	0.0%	99.4%	98.4%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	0.6%	1.6%	n/a	n/a	n/a	n/a
Not applicable	0.0%	100.0%	0.0%	0.0%	n/a	n/a	n/a	n/a
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	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
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%	0.1%	0.0%				
N/A	100.0%	100.0%	99.9%	100.0%				

Table 1.3

In October - December 2013;

- No services were required to connect.

Vehicle Condition - Exterior

Vehicle Exterior Cleanliness

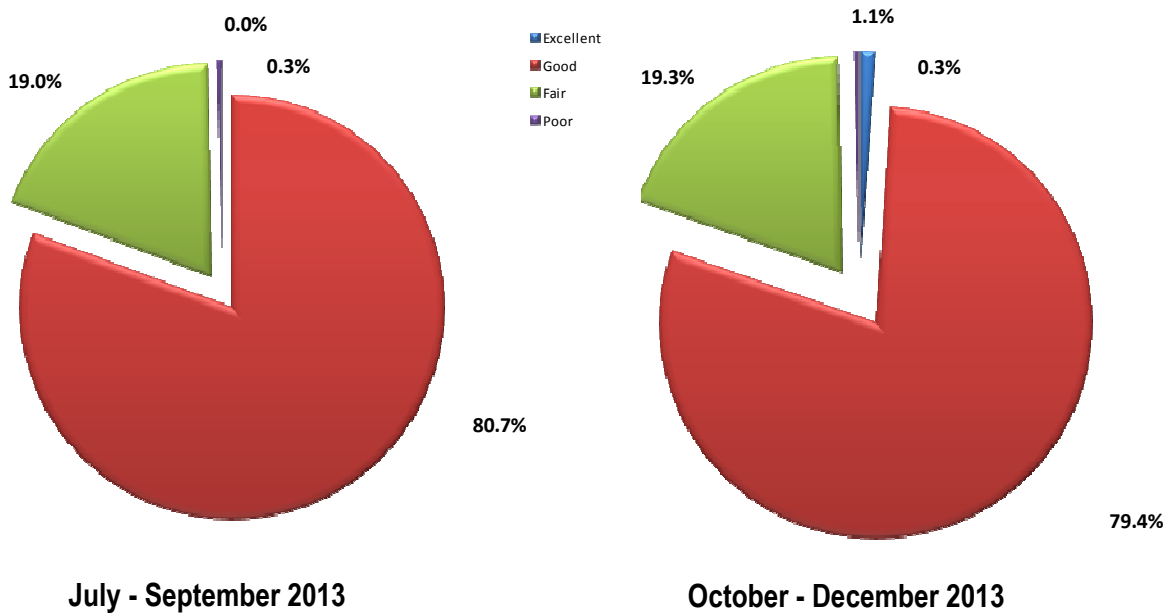


Figure 1.3

In October - December 2013;

- Acceptable ratings for exterior cleanliness were 99.7%.
- 0.3% of services were recorded as poor.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Vehicle exterior clean								
Excellent + Good + Fair	99.7%	99.7%	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%
Excellent	0.0%	1.1%	0.1%	0.6%				
Good	80.7%	79.4%	82.2%	81.9%				
Fair	19.0%	19.3%	17.5%	17.4%				
Poor	0.3%	0.3%	0.1%	0.1%				

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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Excellent + Good + Fair	98.4%	99.7%	99.4%	99.2%	100.0%	100.0%	98.4%	98.1%
Excellent	0.3%	1.1%	0.1%	0.6%				
Good	81.2%	80.2%	81.2%	83.0%				
Fair	16.9%	18.5%	18.0%	15.6%				
Poor	1.6%	0.3%	0.6%	0.8%				

Table 1.5
Vehicle Interior Cleanliness

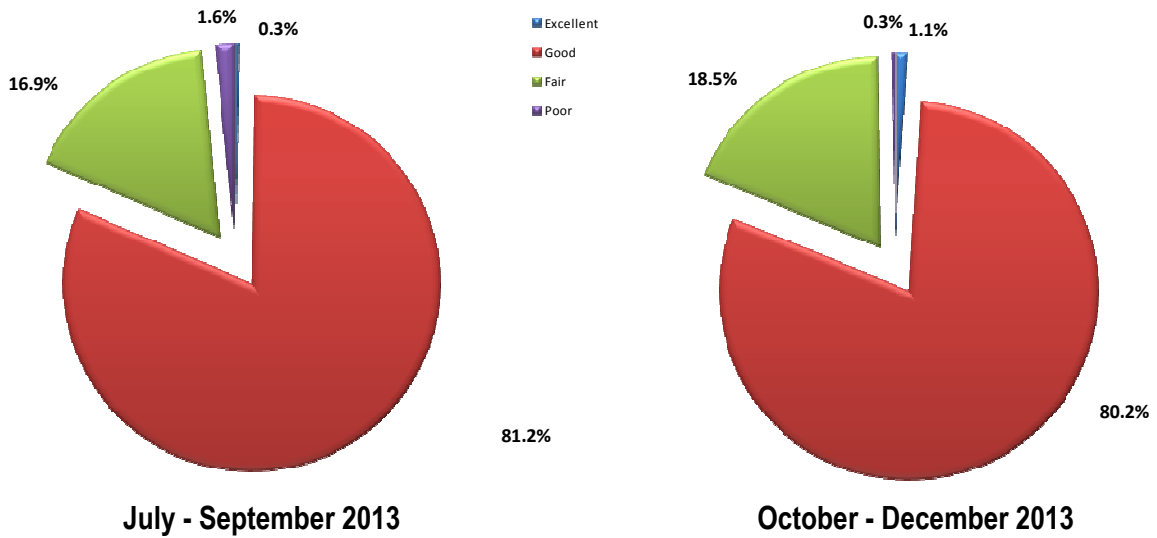


Figure 1.4

In October - December 2013;

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

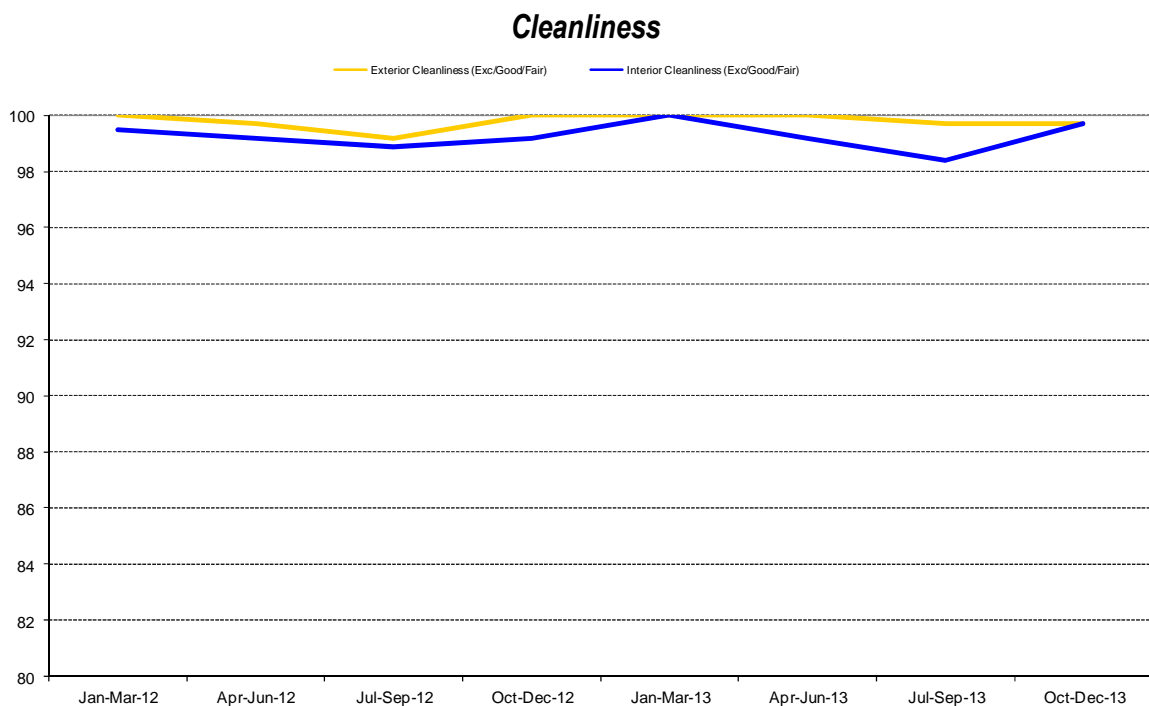


Figure 1.5

Driver Quality - Courtesy

	Torrens Transit East West		Total All Contract Areas		Best Performing		Worst Performing	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Acknowledging passengers								
Excellent + Good + Fair	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	99.2%	99.2%
Excellent	4.8%	5.0%	5.4%	4.8%				
Good	70.4%	62.7%	69.5%	69.2%				
Fair	24.9%	32.3%	25.0%	25.9%				
Poor	0.0%	0.0%	0.2%	0.1%				
Response to passenger enquiries*								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	n/a	99.0%
Excellent	3.8%	2.9%	5.5%	4.9%				
Good	84.6%	73.1%	76.6%	79.0%				
Fair	11.5%	24.0%	17.9%	15.9%				
Poor	0.0%	0.0%	0.0%	0.2%				
Board or alight between stops*								
Yes	100.0%	100.0%	89.4%	86.2%	100.0%	100.0%	75.0%	71.4%
No	0.0%	0.0%	10.6%	13.8%				
If Yes, board/alight at safe locations*								
Yes	88.9%	88.2%	95.2%	94.6%	100.0%	100.0%	88.9%	87.5%
No	11.1%	11.8%	4.8%	5.4%				

* Not applicable cases have been excluded from the percentage base

Table 1.6

In October - December 2013;

- Acceptable ratings for acknowledging passengers was **100.0%**.
- Response to passenger enquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops **88.2%** did so at safe locations.

Driver Courtesy

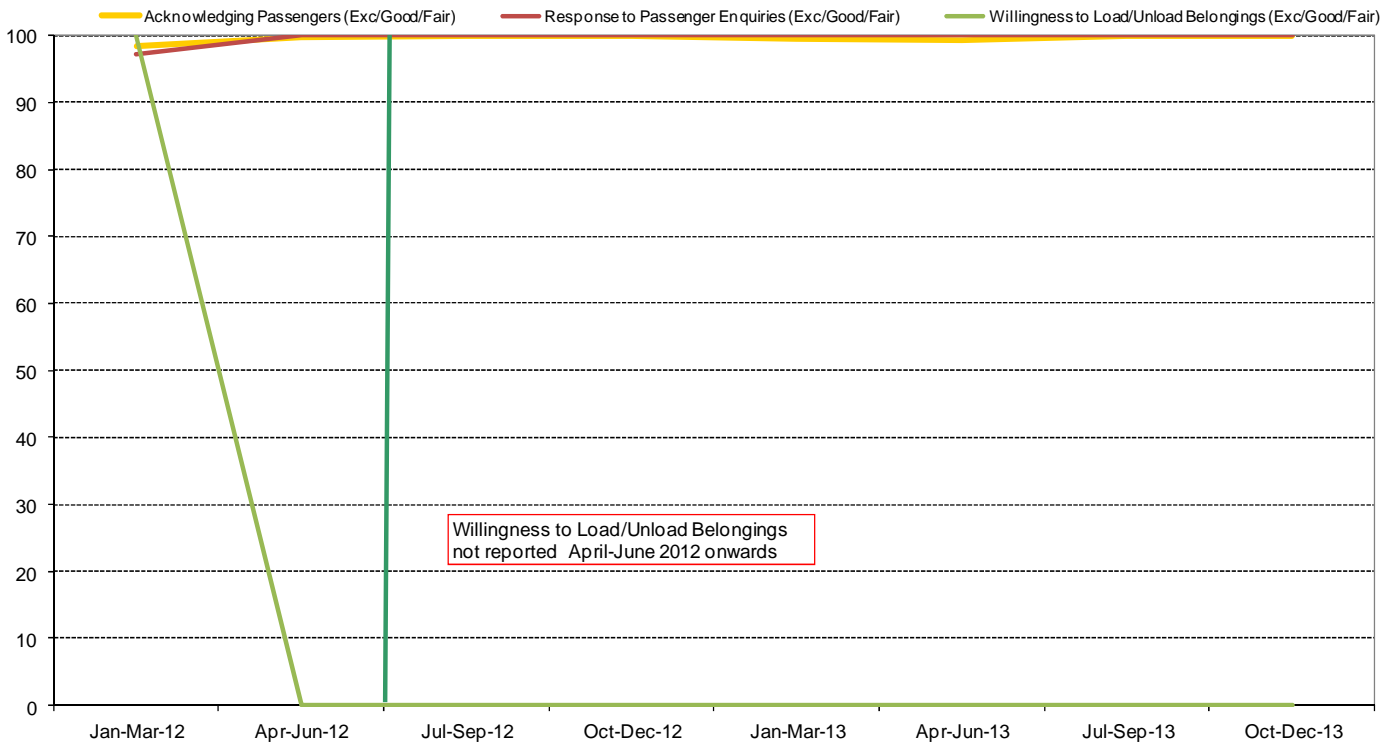


Figure 1.6

Driver Quality - Safety

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Smooth ride								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	n/a	99.2%
Excellent	0.5%	1.3%	1.1%	1.8%				
Good	86.2%	83.9%	88.0%	85.1%				
Fair	13.2%	14.8%	10.8%	13.0%				
Poor	0.0%	0.0%	0.0%	0.1%				
Compliance with road rules								
Excellent + Good + Fair	100.0%	99.7%	99.9%	99.8%	100.0%	100.0%	99.7%	99.5%
Excellent	0.3%	0.3%	1.3%	1.2%				
Good	96.6%	95.5%	96.3%	95.8%				
Fair	3.2%	4.0%	2.2%	2.8%				
Poor	0.0%	0.3%	0.1%	0.2%				
Bus parked Close to Kerb as possible								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	0.0%
Excellent	1.3%	0.3%	1.7%	1.7%				
Good	91.5%	88.1%	92.4%	90.9%				
Fair	7.1%	11.6%	5.8%	7.4%				
Poor	0.0%	0.0%	0.0%	0.0%				
Ensured unsteady passengers seated before driving								
Excellent + Good + Fair	100.0%	99.7%	100.0%	99.9%	100.0%	100.0%	99.7%	99.7%
Excellent	4.0%	2.6%	3.0%	4.2%				
Good	89.2%	83.6%	90.4%	84.8%				
Fair	6.9%	13.5%	6.5%	10.9%				
Poor	0.0%	0.3%	0.0%	0.1%				
Use of personal electronic equipment whilst driving								
Yes	0.0%	0.3%	0.1%	0.1%	0.0%	0.0%	0.5%	0.3%
No	100.0%	99.7%	99.9%	99.9%				
Driver physically alert and prepared								
Yes	100.0%	99.5%	99.7%	99.6%	100.0%	100.0%	98.9%	99.2%
No	0.0%	0.5%	0.3%	0.4%				

Table 1.7

In October - December 2013;

- Acceptable ratings for smooth ride were **100.0%**.
- Compliance with road rules category was **99.7%**.
- Ensured unsteady passengers seated before driving category was **99.7%**.

Driver Quality - Appearance

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Uniform								
Excellent + Good + Fair	99.7%	100.0%	99.7%	100.0%	100.0%	100.0%	99.2%	0.0%
Excellent	9.0%	5.0%	6.2%	3.8%				
Good	90.5%	94.2%	92.9%	95.6%				
Fair	0.3%	0.8%	0.6%	0.7%				
Poor	0.3%	0.0%	0.3%	0.0%				
Personal appearance								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
Excellent	7.9%	3.4%	6.5%	2.9%				
Good	91.3%	96.3%	92.9%	96.8%				
Fair	0.8%	0.3%	0.5%	0.3%				
Poor	0.0%	0.0%	0.0%	0.0%				
Personal behaviour								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	0.0%	99.7%
Excellent	1.6%	1.9%	2.0%	2.0%				
Good	95.2%	96.0%	95.8%	95.9%				
Fair	3.2%	2.1%	2.2%	2.1%				
Poor	0.0%	0.0%	0.0%	0.1%				
Driver eat whilst vehicle in motion								
Yes	0.0%	0.3%	0.0%	0.2%	0.0%	0.0%	0.3%	1.1%
No	100.0%	99.7%	100.0%	99.8%				
Driver drink whilst vehicle in motion								
Yes	0.0%	0.8%	0.1%	0.3%	0.0%	0.0%	0.3%	0.8%
No	100.0%	99.2%	99.9%	99.7%				
Driver smoke whilst on board the vehicle								
Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	n/a	0.3%
No	100.0%	100.0%	100.0%	100.0%				
Driver stop for personal business								
Yes	0.5%	0.8%	0.3%	0.7%	0.0%	0.3%	0.5%	1.9%
No	99.5%	99.2%	99.7%	99.3%				

Table 1.8

In October - December 2013;

- 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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Assistance Required								
Required	3.7%	3.4%	2.4%	2.5%	n/a	n/a	n/a	n/a
Not Required	96.3%	96.6%	97.6%	97.5%				
Driver assisted								
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%				
Reason								
Pram	7.1%	7.7%	5.7%	11.1%	n/a	n/a	n/a	n/a
Wheelchair	28.6%	30.8%	49.1%	44.4%	n/a	n/a	n/a	n/a
Shopping Cart	14.3%	15.4%	9.4%	14.8%	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	50.0%	23.1%	26.4%	22.2%	n/a	n/a	n/a	n/a
Other	0.0%	23.1%	9.4%	7.4%	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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Knowledge of basic routes and Interchange								
Yes	20.6%	27.5%	19.2%	24.9%	19.9%	27.5%	0.3%	0.0%
No	0.0%	0.0%	0.0%	0.0%				
N/A	79.4%	72.5%	80.8%	75.1%				
Direct to Adelaide Metro Infoline, Centre or Website								
Yes	0.3%	0.0%	0.2%	0.2%	0.5%	0.3%	0.0%	0.0%
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	100.0%	99.8%	99.8%				
Timetables available								
Yes	0.0%	0.0%	0.2%	0.2%	0.3%	0.8%	0.0%	0.0%
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	100.0%	99.8%	99.8%				

Table 1.10

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Informing Passengers of any disruptions to normal service								
Yes	0.0%	0.0%	0.2%	0.3%	0.5%	0.5%	0.5%	0.3%
No	0.3%	0.3%	0.0%	0.1%				
N/A	99.7%	99.7%	99.7%	99.6%				

Table 1.11

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Did any passenger display anti-social or offensive behaviour?								
Yes	0.0%	0.0%	0.09%	0.0%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	99.91%	100.0%				
If Yes, did driver act appropriately in applicable cases?								
Yes	n/a	n/a	100.0%	n/a	100.0%	100.0%	0.0%	0.0%
No	n/a	n/a	0.0%	n/a				

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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Yes	100.0%	98.9%	99.4%	99.3%	100.0%	100.0%	98.4%	98.9%
No	0.0%	0.8%	0.5%	0.5%				
Wrong No	0.0%	0.3%	0.2%	0.2%				
Shift Number	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Yes	99.2%	98.4%	95.7%	96.1%	99.2%	98.9%	92.9%	91.3%
No	0.8%	1.1%	3.4%	2.8%				
Wrong No	0.0%	0.5%	0.9%	1.1%				

Table 1.13

In October - December 2013

- Vehicle destination signs were correctly displayed on **98.9%** of services.
- Correct shift numbers were displayed on **98.4%** of services.

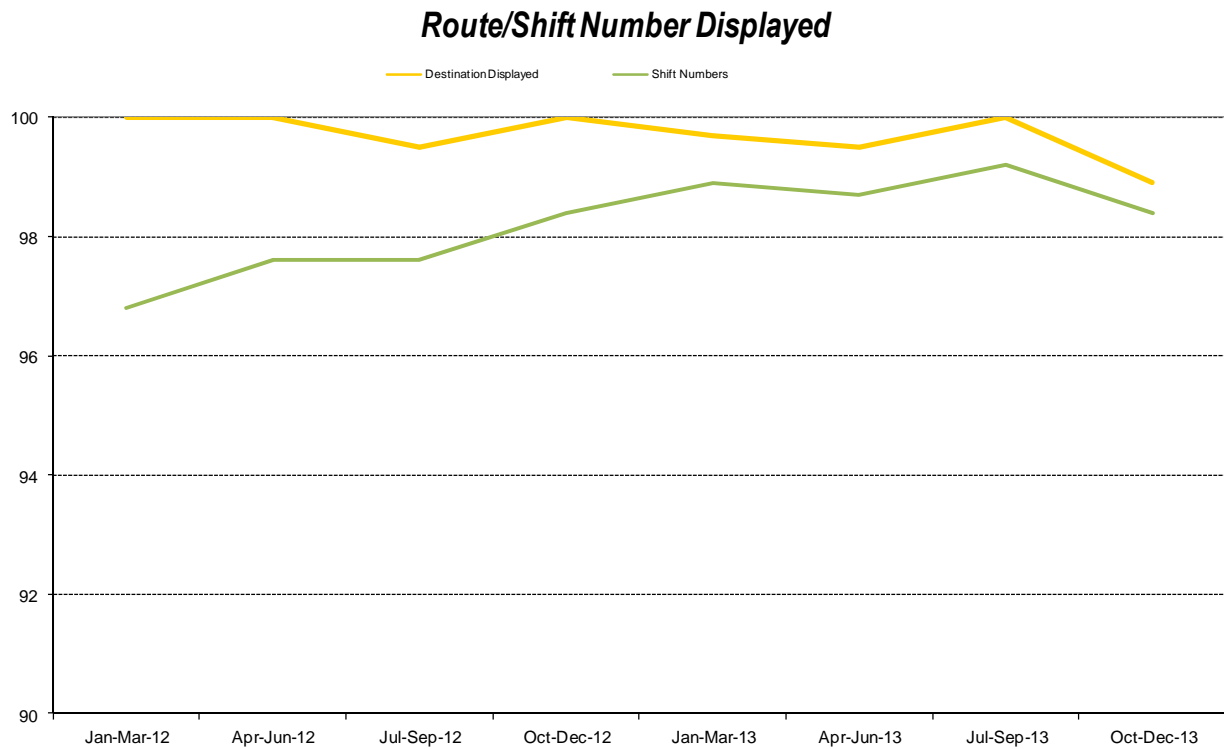


Figure 1.7

Signage - Onboard

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
On the interior of Vehicle Concession Pass Schedule								
Yes	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	99.7%	99.7%
No	0.3%	0.0%	0.1%	0.0%				
Metroticket Fare Schedule								
Yes	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	99.5%	0.0%
No	0.3%	0.0%	0.1%	0.0%				
Stickers for Disability/Elderly Priority Seating								
Yes	100.0%	99.7%	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%
No	0.0%	0.3%	0.1%	0.1%				

Table 1.14

In October - December 2013;

- Concession pass schedules were correctly displayed on **100.0%** of vehicles.
- The Metroticket fare schedules, were correctly displayed on **100.0%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **99.7 %** of vehicles.

Signage

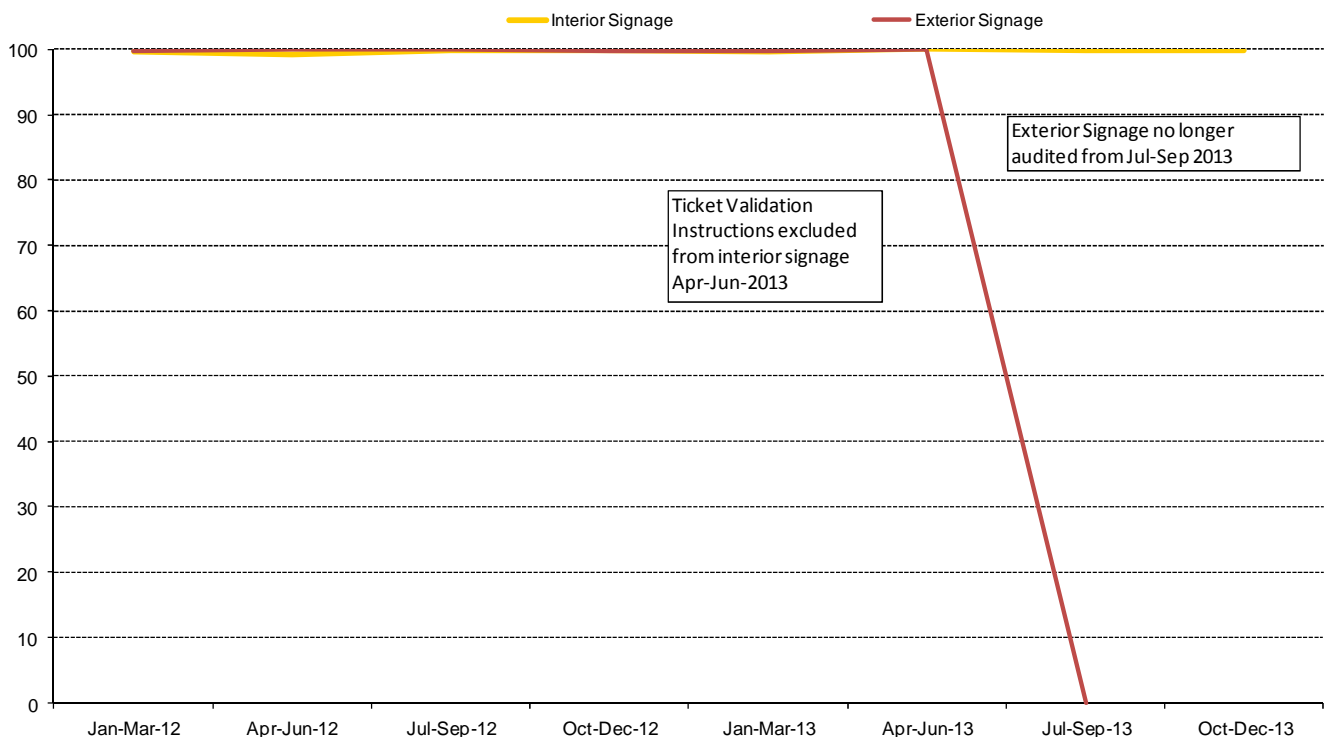


Figure 1.8

Ticketing

During October - December 2013

- **5.3%** of drivers issued a problem slip.
- **57.9%** of passengers purchased another ticket.
- **2.1%** of drivers asked passenger to validate.
- In **8.5%** of cases the driver observed the slip or ticket.

	Torrens Transit East West		Total All Contract Areas		Best Performing	
	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Faulty ticket						
Pass. purchased another ticket	48.0%	57.9%	33.0%	32.0%		
Issued problem slip	4.0%	5.3%	6.4%	5.0%	12.5%	14.3%
Wrote on ticket and returned	0.0%	0.0%	4.3%	6.0%		
Metrocard failed-driver took appropriate action	36.0%	10.5%				
Observed ticket no action	0.0%	5.3%	4.3%	5.0%		
No action taken	8.0%	15.8%	10.6%	12.0%		
Driver observed senior card and issued ticket	0.0%	0.0%	0.0%	0.0%		
Driver ignored senior free	0.0%	0.0%	0.0%	3.0%		
Driver sighted senior card no action	4.0%	0.0%	1.1%	3.0%		
Drivers view obscured including hearing	0.0%	5.3%	11.7%	23.0%		
Non validation of ticket						
Asked to validate	0.0%	2.1%	4.3%	0.8%	17.9%	2.1%
Driver ignored passenger	4.5%	31.9%	12.9%	20.5%		
Drivers view obscured	50.7%	21.3%	36.3%	25.5%		
Driver not on board	0.0%	0.0%	0.0%	0.8%		
Driver had no change	1.5%	6.4%	5.6%	3.9%		
Driver observed slip / ticket	7.5%	8.5%	8.6%	21.6%		
Passenger had no money	29.9%	23.4%	27.7%	23.1%		
Driver did not issue "00" ticket (free seniors)	3.0%	2.1%	2.0%	1.6%		
Driver view of senior passenger obscured	3.0%	4.3%	2.6%	1.0%		
Senior did not validate their "00" ticket	0.0%	0.0%	0.0%	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 2013

- 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-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13	Jul-Sep-13	Oct-Dec-13
Ticket/cash reconciliation whilst in motion								
Yes	0.0%	0.3%	0.1%	0.2%	0.0%	0.0%	0.5%	0.3%
No	100.0%	99.7%	99.9%	99.8%				

Table 1.16

Test Ticket Information

Test Tickets	East West Jul-Sep-13		East West Oct-Dec-13		Percentage of Total East West Services Audited	All Contract Areas % of Total Services Audited
	Number	Percentage	Number	Percentage		
Validator not functioning	0	0.0%	0	0.0%	0.0%	0.4%
Incorrect Route (BCU not Updated)	11	57.9%	7	46.7%	1.8%	2.4%
Incorrect Section (BCU not Updated)	8	42.1%	8	53.3%	2.1%	2.7%
Total	19		15		4.0%	5.5%

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 2013

- Of the total trips audited, **4.0%** resulted in information displayed incorrectly on the test ticket. This resulted in **15** 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 **46.7%** of these trips.
 - In **53.3%** of these trips the test ticket contained *Incorrect Section* information.

Test Tickets

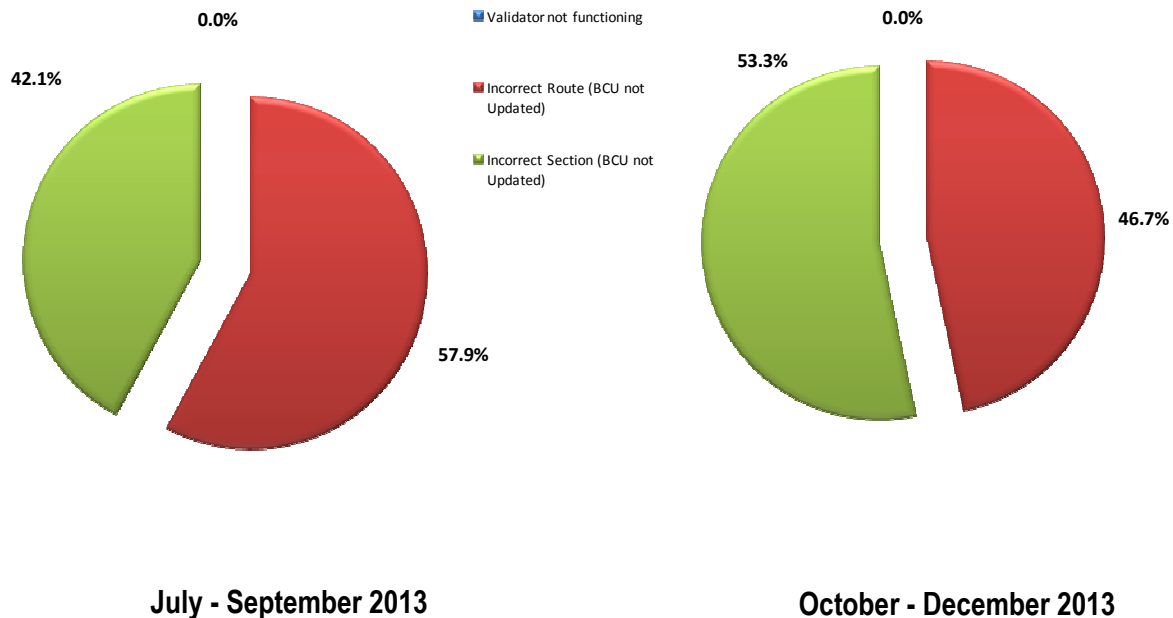


Figure 1.9

Fare Evasion

In the East West contract area, **0.92%** of passengers boarded the vehicle without validating a ticket.