

Rail Commissioner

# Service Standard Report

April - June 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 April 2014 to 30th June 2014;

- **437** audits onboard Rail Commissioner services.
- **197** audits on-board Train services.
- **240** audits on-board Tram services.

The trips audited represent **10.2%** of the **4,276** 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	134	32	31	197	3,160
Rail Commissioner Tram	172	34	34	240	1,116
<b>TOTAL</b>	<b>306</b>	<b>66</b>	<b>65</b>	<b>437</b>	<b>4,276</b>

*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.

- **90.86%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **0.00%**.
- Late departing totalled **9.14%**.

In relation to *Cleanliness*;

- **98.9%** of services had acceptable ratings for interior cleanliness.
- **99.5%** 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 **97.1%** 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 **7.9%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion was **5.74%**.

# 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.

- **94.17%** of services ran on time.
- **No** services were recorded as *Did Not Run*.
- Early departing was recorded at **3.75%**.
- Late departing totalled **2.08%**.

In relation to *Cleanliness*;

- **97.5%** 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 **97.5%** of cases.

In relation to *Fare Evasion*;

- Overall *Fare Evasion* on trams was **14.19%**.

Train

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# On-Time Running

## Train On Time Running

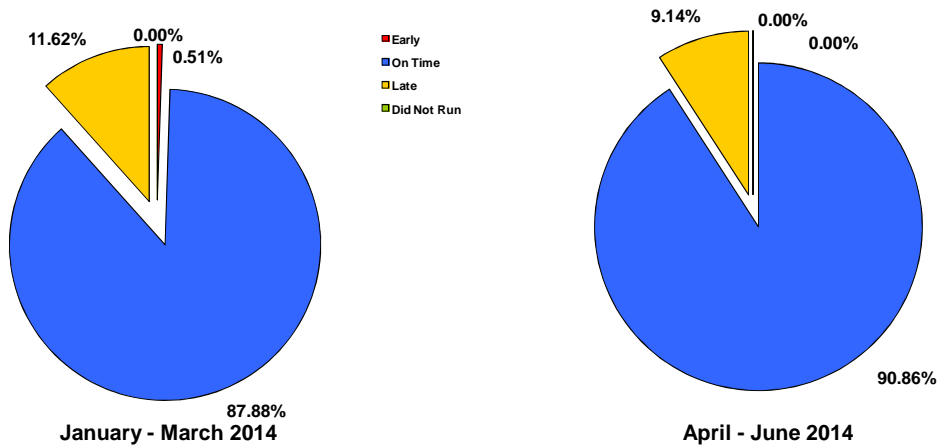


Figure 1.1 – On Time Running

In April - June 2014;

- **90.86%** of services departed on time.
- Early running occurred on **0.00%** of services.
- Late running was **9.14%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Departures</b>				
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	1	0.51%	0	0.00%
On Time*	174	87.88%	179	90.86%
6 to 9 minutes late	20	10.10%	16	8.12%
10+ minutes late	3	1.52%	2	1.02%
Did Not Run	0	0.00%	0	0.00%
<b>TOTAL</b>	<b>198</b>	<b>100.00%</b>	<b>197</b>	<b>100.00%</b>
<b>Arrivals</b>				
10+ minutes late	2	1.01%	0	0.00%

\* 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

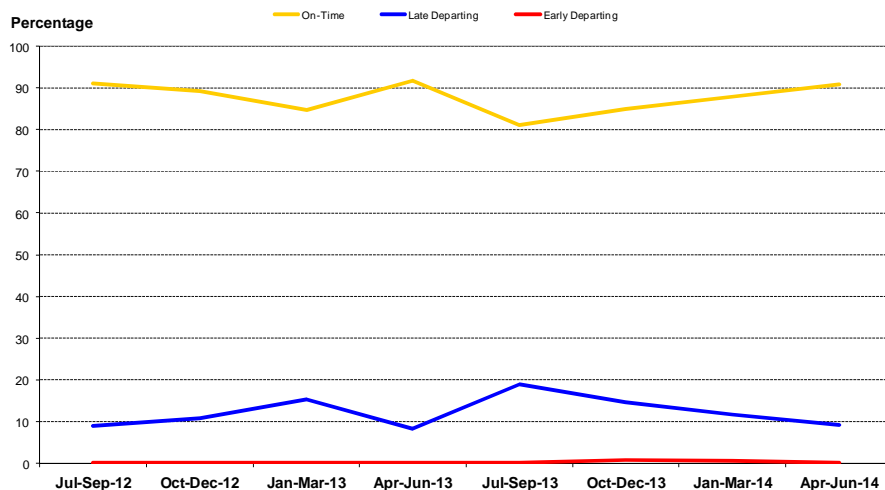


Figure 1.2 – On Time Running Trend

# Interior Cleanliness

## Train Vehicle Interior

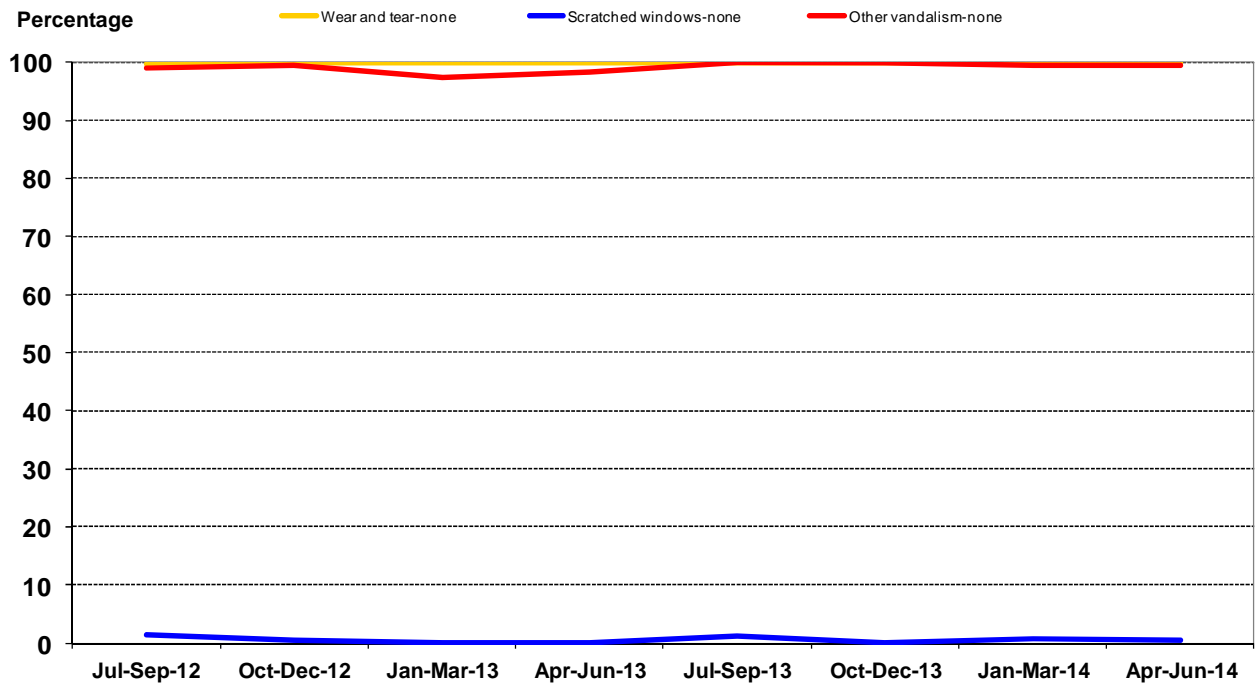


Figure 1.3 – Train Vehicle Interior Trend

## Train Vehicle Interior Cleanliness

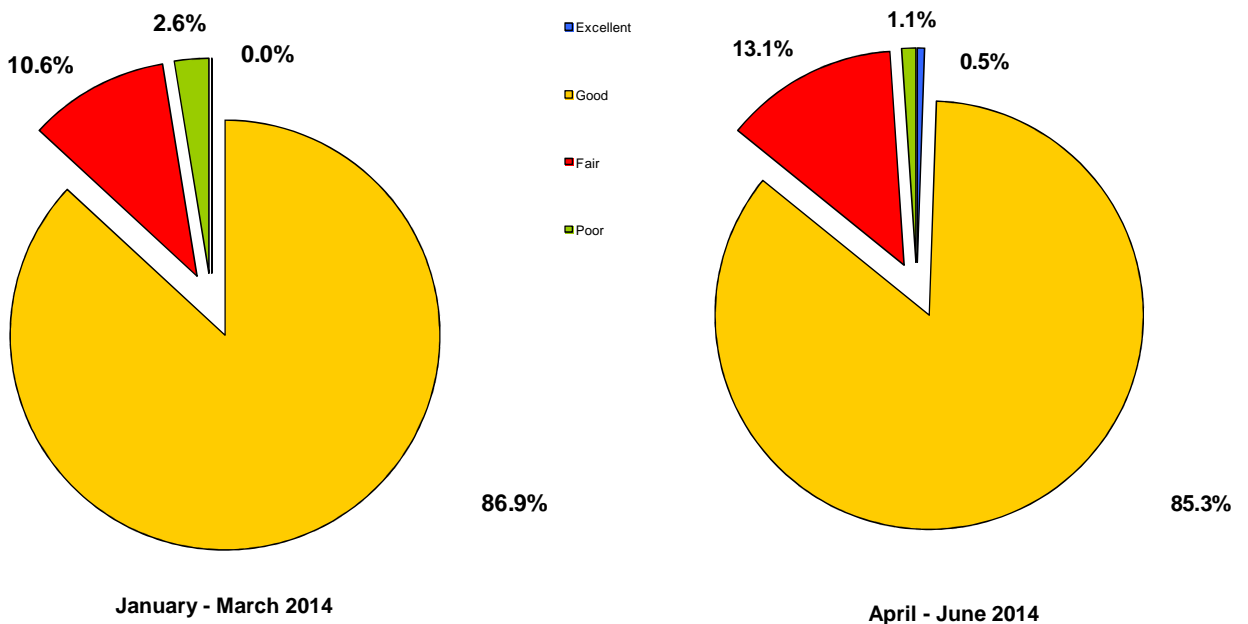


Figure 1.4 – Interior Cleanliness



# Interior Cleanliness

	Number of Carriages Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Vehicle interior clean</b>				
Excellent	0	0.0%	2	0.5%
Good	337	86.9%	319	85.3%
Fair	41	10.6%	49	13.1%
Poor	10	2.6%	4	1.1%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Evidence of wear and tear</b>				
None	388	100.0%	374	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Scratched windows</b>				
None	3	0.8%	2	0.5%
Slight	303	78.1%	295	78.9%
Medium	82	21.1%	77	20.6%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Evidence of graffiti</b>				
None	175	45.1%	159	42.5%
Slight	186	47.9%	176	47.1%
Medium	27	7.0%	39	10.4%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Evidence of other vandalism</b>				
None	386	99.5%	372	99.5%
Slight	2	0.5%	2	0.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>

Table 1.3

In April - June 2014;

- The vehicles interior was acceptable in **98.9%** of trips surveyed.
- There was evidence of wear and tear on **0.0%** of services.
- There were scratched windows on **99.5%** of services.
- There was no evidence of graffiti on **42.5%** of services.
- There was no evidence of other vandalism on **99.5%** of services.

# Exterior Cleanliness

## Train Vehicle Exterior Cleanliness

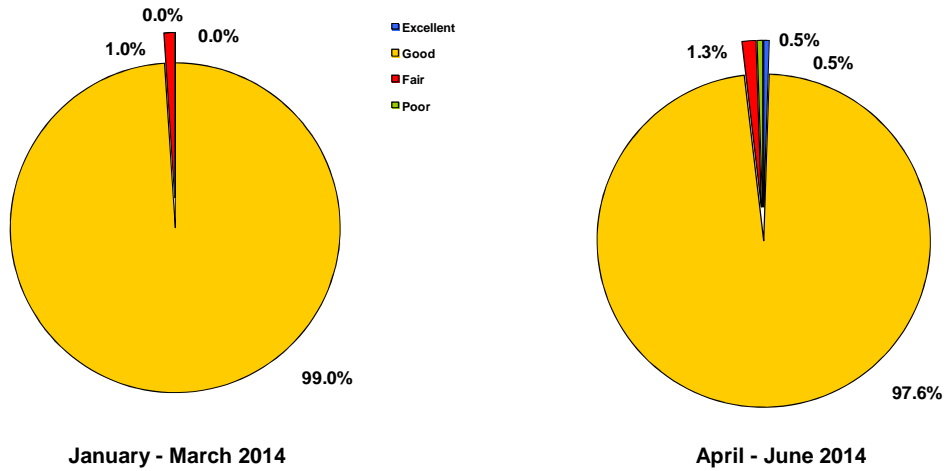


Figure 1.5 - Exterior Cleanliness

In April - June 2014;

- Acceptable ratings for exterior cleanliness were **99.5%**.
- Exterior graffiti was evident on **1.1%** of services audited.

	Number of Carriages Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Vehicle exterior cleanliness</b>				
Excellent	0	0.0%	2	0.5%
Good	384	99.0%	365	97.6%
Fair	4	1.0%	5	1.3%
Poor	0	0.0%	2	0.5%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Evidence of exterior graffiti</b>				
None	384	99.0%	370	98.9%
Slight	4	1.0%	4	1.1%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>

Table 1.5 – Exterior Cleanliness

## Train Vehicle Cleanliness

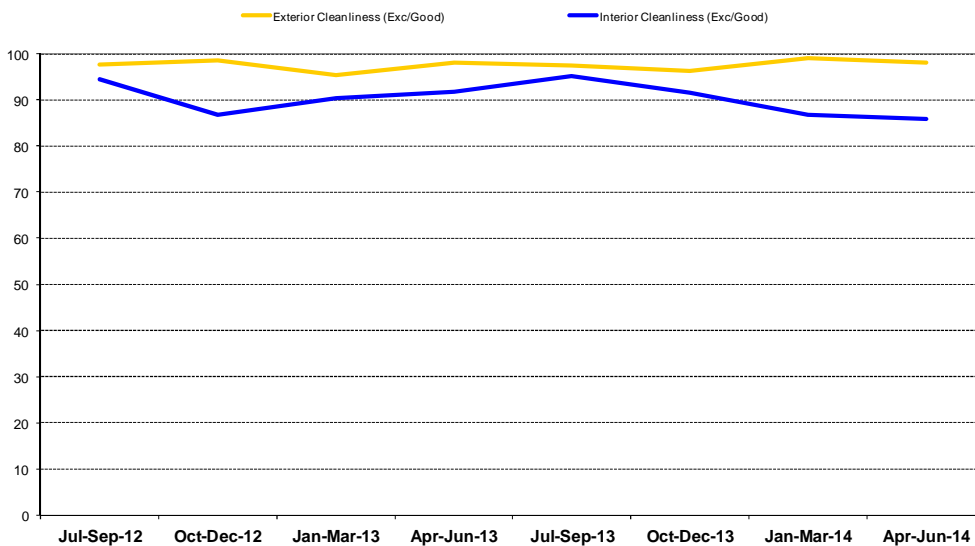


Figure 1.6 - Exterior Cleanliness Trend

# Wheelchair Ramp Deployment

In April - June 2014;

- The wheelchair ramp was deployed for a passenger in **100.0%** of applicable cases.
- The ramp was deployed in **96.0%** of these occasions by the Driver.

	Number of Carriages Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Wheelchair ramp deployed for disabled/ wheelchair bound passengers?</b>				
Yes	22	100.0%	25	100.0%
No	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>22</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>
<b>Who deployed the wheelchair ramp?</b>				
Driver	21	95.5%	24	96.0%
PSA	1	4.5%	1	4.0%
<b>TOTAL</b>	<b>22</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>

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

*Table 1.5 - Wheelchair Ramp Deployment*

# Station Announcements

## Train Station Announcements

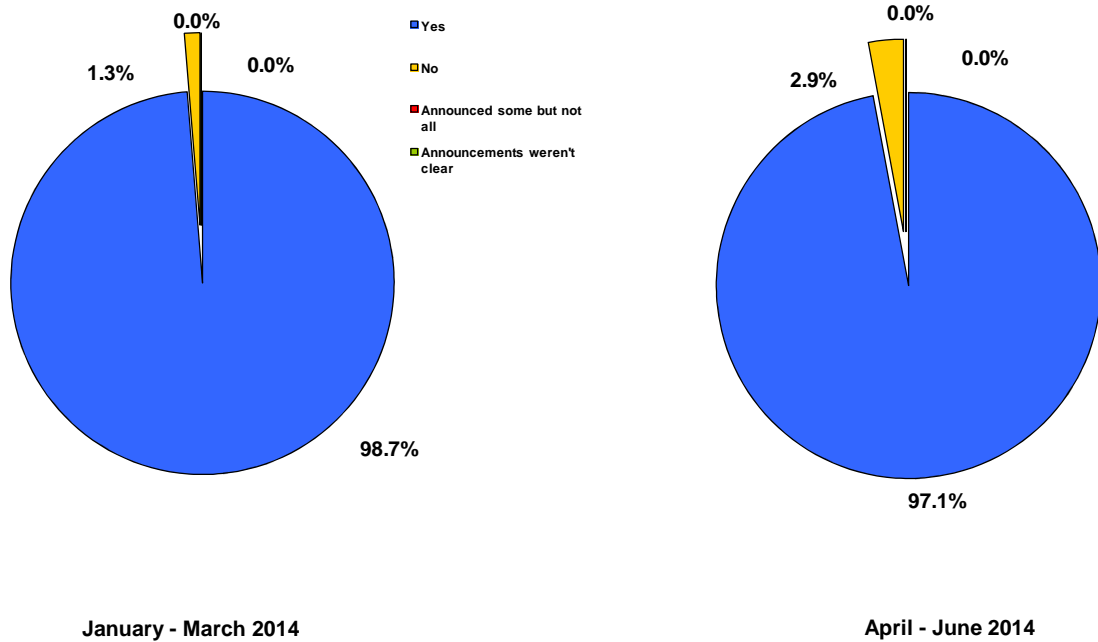


Figure 1.17 – Station Announcements

In April - June 2014;

- 97.1% of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in 2.9% 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-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Did driver announce all stations?</b>				
Yes	383	98.7%	363	97.1%
No	5	1.3%	11	2.9%
Announced some but not all	0	0.0%	0	0.0%
Announcements weren't clear	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>Did driver announce reasons for delays?</b>				
Yes	7	77.8%	7	100.0%
No	2	22.2%	0	0.0%
<b>TOTAL</b>	<b>9</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>

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-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Eating</b>				
Yes	0	0.0%	0	0.0%
No	66	100.0%	56	100.0%
<b>TOTAL</b>	<b>66</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>
<b>Drinking</b>				
Yes	0	0.0%	0	0.0%
No	66	100.0%	56	100.0%
<b>TOTAL</b>	<b>66</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>
<b>Smoking</b>				
Yes	0	0.0%	0	0.0%
No	66	100.0%	56	100.0%
<b>TOTAL</b>	<b>66</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>
<b>Reading Newspaper</b>				
Yes	1	1.5%	0	0.0%
No	65	98.5%	56	100.0%
<b>TOTAL</b>	<b>66</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>

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

Table 1.7 – PSA Personal Behavior

In April - June 2014;

- There were **0.0%** 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 **0.0%** instances of *Reading the Newspaper* whilst onboard the railcar.
- Acceptable ratings for the PSAs' *Response to Ticketing Enquiries* was **95.7%** in April - June 2014.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Response to ticketing enquiries</b>				
Excellent	1	2.6%	6	26.1%
Good	28	73.7%	14	60.9%
Fair	8	21.1%	2	8.7%
Poor	1	2.6%	1	4.3%
<b>TOTAL</b>	<b>38</b>	<b>100.0%</b>	<b>23</b>	<b>100.0%</b>
<b>Response to destination/route enquiries</b>				
Excellent	0	0.0%	4	30.8%
Good	13	100.0%	8	61.5%
Fair	0	0.0%	1	7.7%
Poor	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>13</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>

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

Table 1.8 – PSAs' Customer Service

# Passenger Service Assistants

In April - June 2014;

- 100.0% of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the 38 cases in which the PSA conducted a ticket check, a ticket offence report was issued 7.9% 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-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Did the PSA use a PRD to check passenger's tickets?</b>				
Yes	48	100.0%	38	100.0%
No	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>48</b>	<b>100.0%</b>	<b>38</b>	<b>100.0%</b>
<b>Was a ticket offence report issued?</b>				
Yes	2	4.2%	3	7.9%
No	46	95.8%	35	92.1%
<b>TOTAL</b>	<b>48</b>	<b>100.0%</b>	<b>38</b>	<b>100.0%</b>
<b>If <u>yes</u>, how many?</b>				
One	1		1	
Two	1		0	
Three	0		1	
Four +	0		1	
<b>TOTAL</b>	<b>2</b>	<b>N/A</b>	<b>3</b>	<b>N/A</b>
<b>Was the PSA polite when asking to see passenger's tickets?</b>				
Yes	48	100.0%	38	100.0%
No	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>48</b>	<b>100.0%</b>	<b>38</b>	<b>100.0%</b>

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

Table 1.9 – PSA's Customer Service

## Train PSA Behaviour

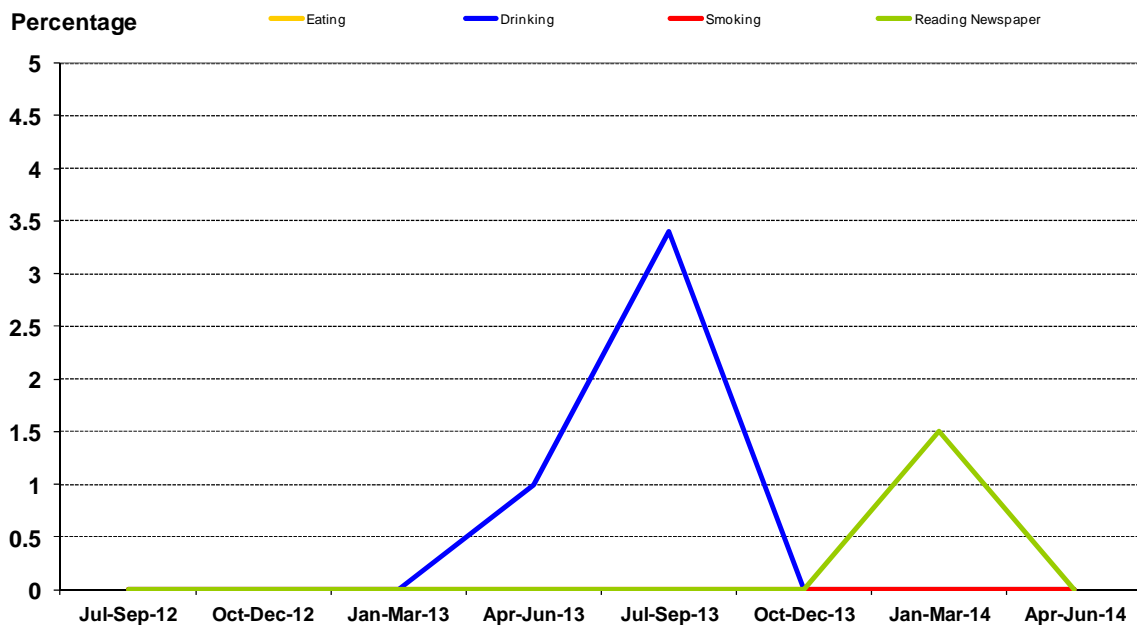


Figure 1.8 - PSA Behaviour

# Ticket Vending Machines

## Train Ticket Vending Machines

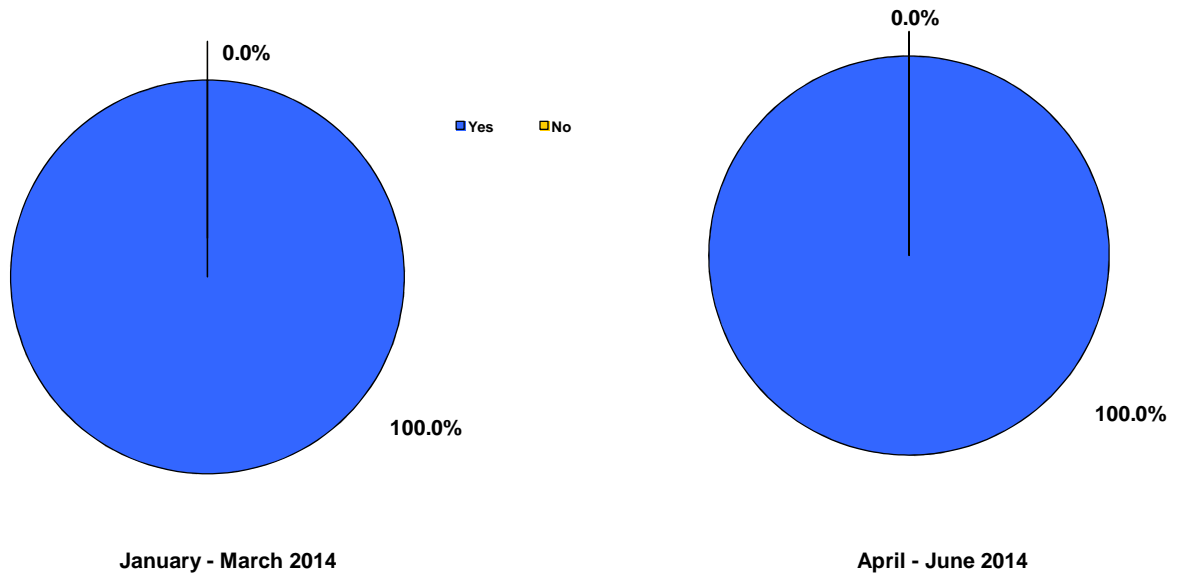


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in April - June 2014;

- In **64.7%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **0.5%** 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-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Was there a ticket vending machine in the railcar?</b>				
Yes	388	100.0%	374	100.0%
No	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>
<b>If <u>yes</u> was it operating?</b>				
Operating	254	65.5%	242	64.7%
Not operating (broken)	6	1.5%	2	0.5%
Not operating (vandalised)	0	0.0%	0	0.0%
Not used	128	33.0%	130	34.8%
<b>TOTAL</b>	<b>388</b>	<b>100.0%</b>	<b>374</b>	<b>100.0%</b>

Table 1.10 – TVM Operating

# Validators

## Stamp on Test Ticket

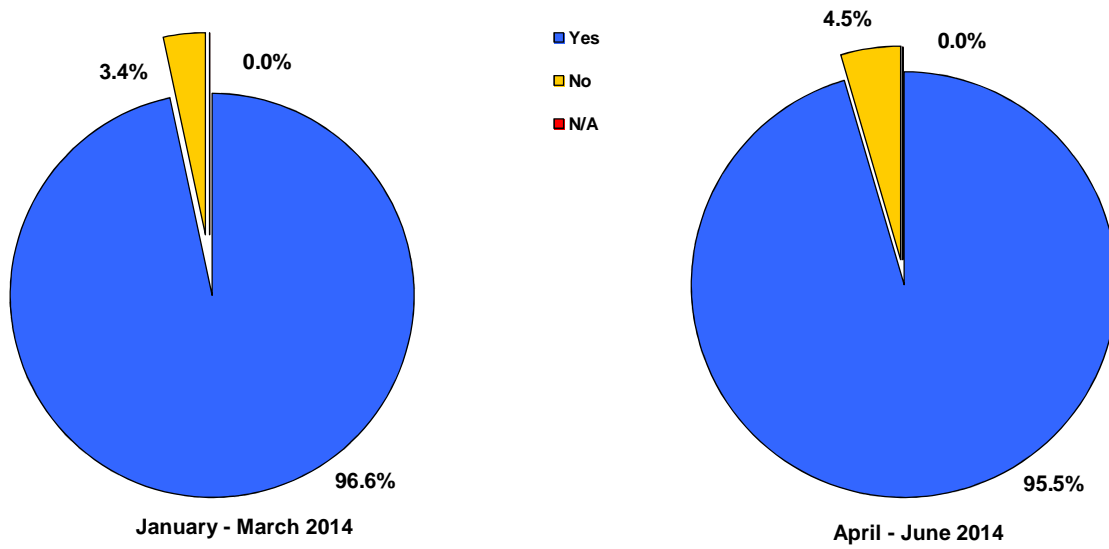


Figure 1.10 – Stamp on Test Tickets

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 2014 test tickets with correct trip details stamped on the ticket amounted to **95.5%** of instances.

# Fare Evasion

**5.74%** of passengers boarded the vehicle without validating a ticket.



Tram

# Service Standard Report

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# On-Time Running

## Tram On Time Running

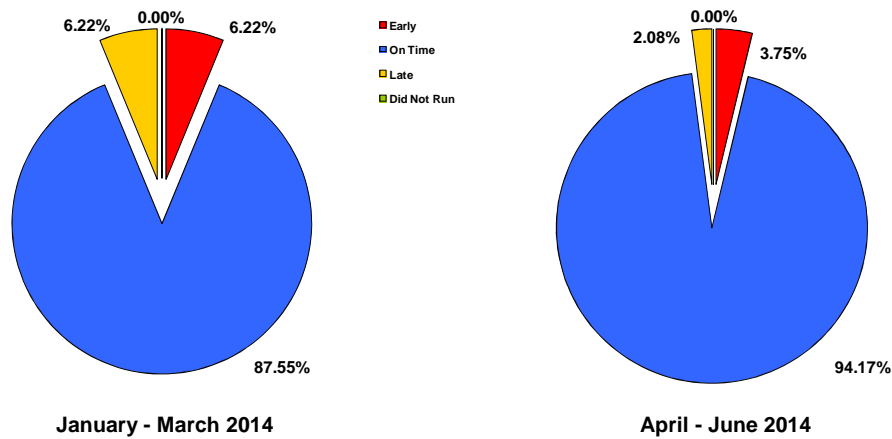


Figure 2.1 – On Time Running

In April - June 2014;

- **94.17%** of services departed on time.
- Early running occurred on **3.75%** of services.
- Late running was **2.08%**.
- Services reported as *Did Not Run* was **0.00%**.

	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Departures</b>				
3+ minutes early	1	0.41%	2	0.83%
1 to 2 minutes early	14	5.81%	7	2.92%
On Time*	211	87.55%	226	94.17%
6 to 9 minutes late	11	4.56%	3	1.25%
10+ minutes late	4	1.66%	2	0.83%
Did Not Run	0	0.00%	0	0.00%
<b>TOTAL</b>	<b>241</b>	<b>100.00%</b>	<b>240</b>	<b>100.00%</b>
<b>Arrivals</b>				
10+ minutes late	1	0.4%	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

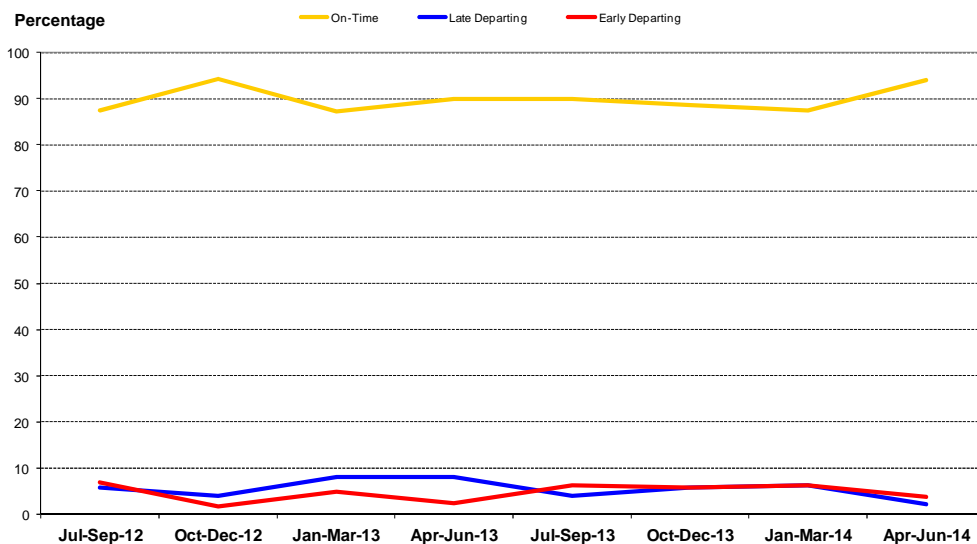


Figure 2.2 – On Time Running

# Interior Cleanliness

## Tram Vehicle Interior Cleanliness

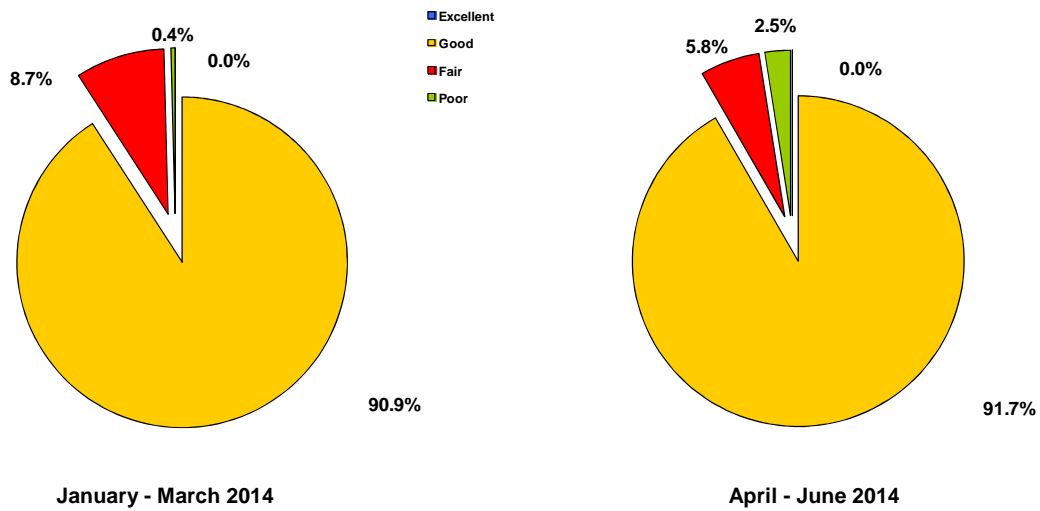


Figure 2.3 – Interior Cleanliness

In April - June 2014;

- The vehicles interior was acceptable in **97.5%** of trips surveyed.
- There was evidence of wear and tear on **6.3%** of services.
- There were scratched windows on **87.1%** 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 Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Vehicle interior clean</b>				
Excellent	0	0.0%	0	0.0%
Good	219	90.9%	220	91.7%
Fair	21	8.7%	14	5.8%
Poor	1	0.4%	6	2.5%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Evidence of wear and tear</b>				
None	239	99.2%	225	93.8%
Slight	2	0.8%	15	6.3%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Scratched windows</b>				
None	31	12.9%	31	12.9%
Slight	206	85.5%	208	86.7%
Medium	4	1.7%	1	0.4%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Evidence of graffiti</b>				
None	240	99.6%	240	100.0%
Slight	1	0.4%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Evidence of other vandalism</b>				
None	240	99.6%	240	100.0%
Slight	1	0.4%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>

Table 2.2 - Interior Cleanliness

# Exterior Cleanliness

## Tram Vehicle Exterior Cleanliness

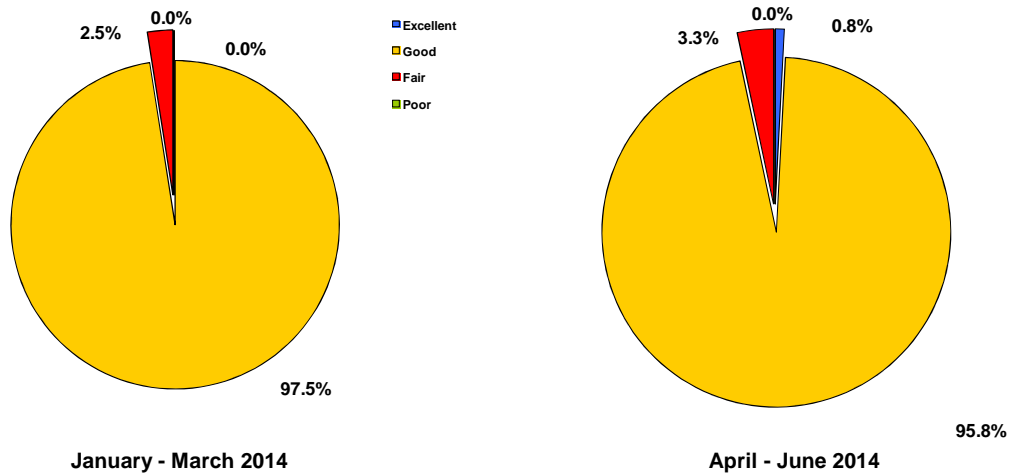


Figure 2.4– Exterior Cleanliness

In April - June 2014;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **0.8%** services audited.

Vehicle exterior cleanliness	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
Excellent	0	0.0%	2	0.8%
Good	235	97.5%	230	95.8%
Fair	6	2.5%	8	3.3%
Poor	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Evidence of exterior graffiti</b>				
None	241	100.0%	238	99.2%
Slight	0	0.0%	2	0.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>

Table 2.3 – Exterior Cleanliness

## Tram Vehicle Cleanliness

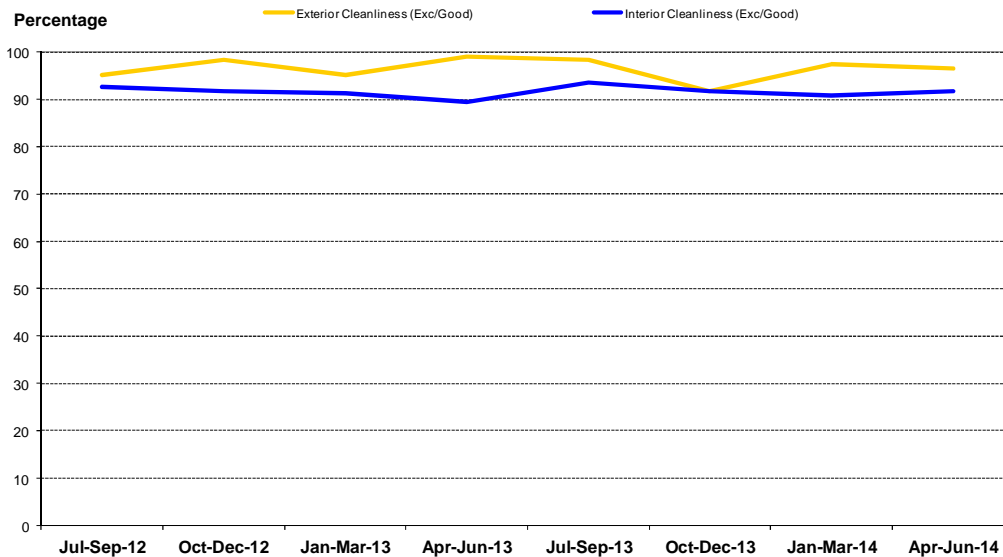


Figure 2.5 – Exterior and Interior Cleanliness Trend

# Ticket Inspections

## Tram Ticket Inspections

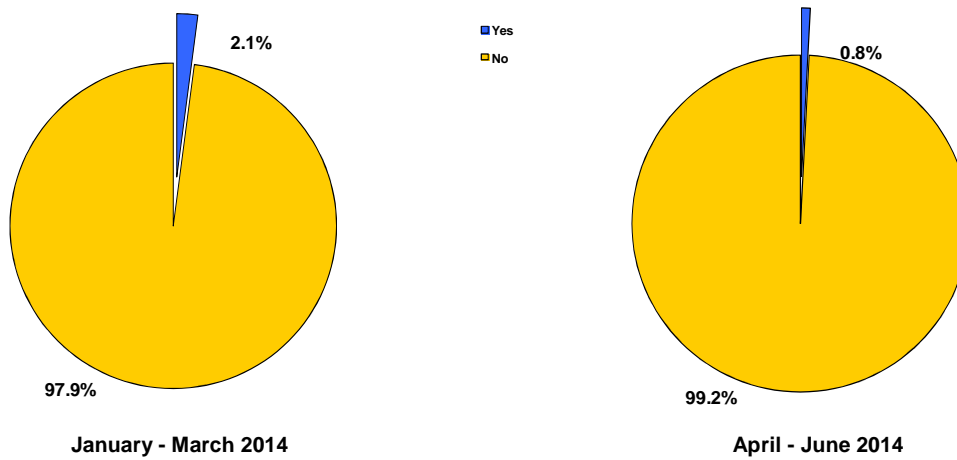


Figure 2.6– Ticket Inspection

In April - June 2014;

- There were **2 cases (0.8%)** in which a *Ticket Inspection* was carried out by an inspector in April - June 2014.
- There was **no** instance of a PRD being used to check tickets.

	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Was a ticket inspection carried out?</b>				
Yes	5	2.1%	2	0.8%
No	236	97.9%	238	99.2%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Did the Inspector use a PRD to check tickets?*</b>				
Yes	0	0.0%	0	0.0%
No	5	100.0%	2	100.0%
<b>TOTAL</b>	<b>5</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>

\*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

## Tram Conductor

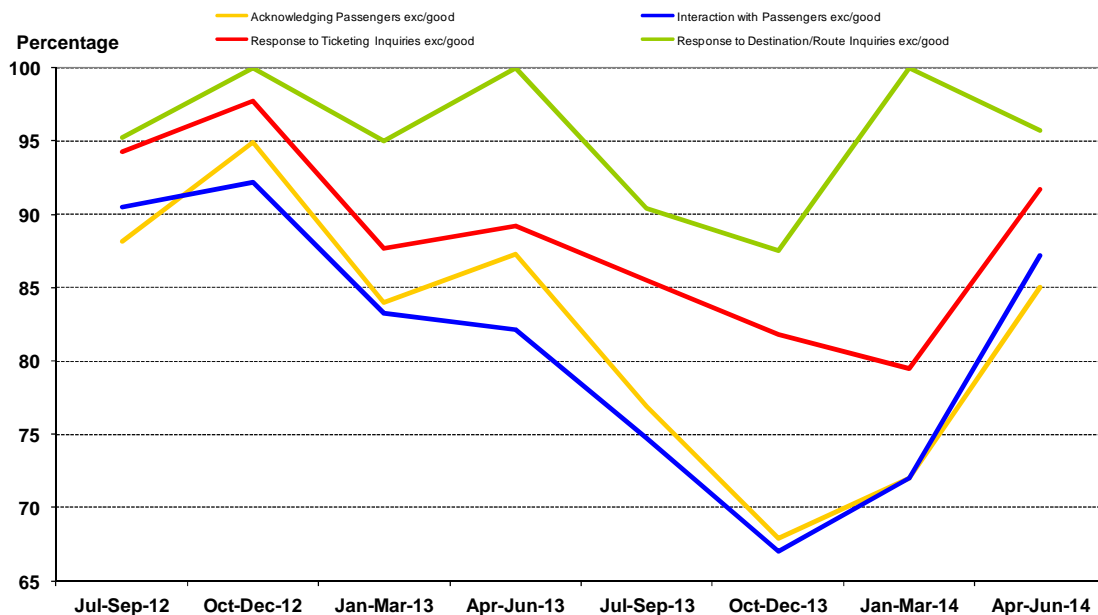


Figure 2.7– Tram Conductor Behavior

# Conductor Behaviour

	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Acknowledging passengers*</b>				
Excellent	4	8.0%	2	5.0%
Good	32	64.0%	32	80.0%
Fair	13	26.0%	5	12.5%
Poor	1	2.0%	1	2.5%
<b>TOTAL</b>	<b>50</b>	<b>100.0%</b>	<b>40</b>	<b>100.0%</b>
<b>Interaction with passengers*</b>				
Excellent	4	8.0%	2	5.1%
Good	32	64.0%	32	82.1%
Fair	12	24.0%	5	12.8%
Poor	2	4.0%	0	0.0%
<b>TOTAL</b>	<b>50</b>	<b>100.0%</b>	<b>39</b>	<b>100.0%</b>
<b>Response to ticketing enquiries*</b>				
Excellent	3	6.8%	1	2.8%
Good	32	72.7%	32	88.9%
Fair	9	20.5%	3	8.3%
Poor	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>44</b>	<b>100.0%</b>	<b>36</b>	<b>100.0%</b>
<b>Response to destination/route enquiries*</b>				
Excellent	2	15.4%	0	0.0%
Good	11	84.6%	22	95.7%
Fair	0	0.0%	1	4.3%
Poor	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>13</b>	<b>100.0%</b>	<b>23</b>	<b>100.0%</b>

\* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In April - June 2014;

- Acceptable ratings of the *Conductor's Acknowledging Passengers* category was **97.5%**.
- In the *Conductor's Interaction with Passengers* category **100.0%** were rated as acceptable.

## Tram Conductor Behaviour

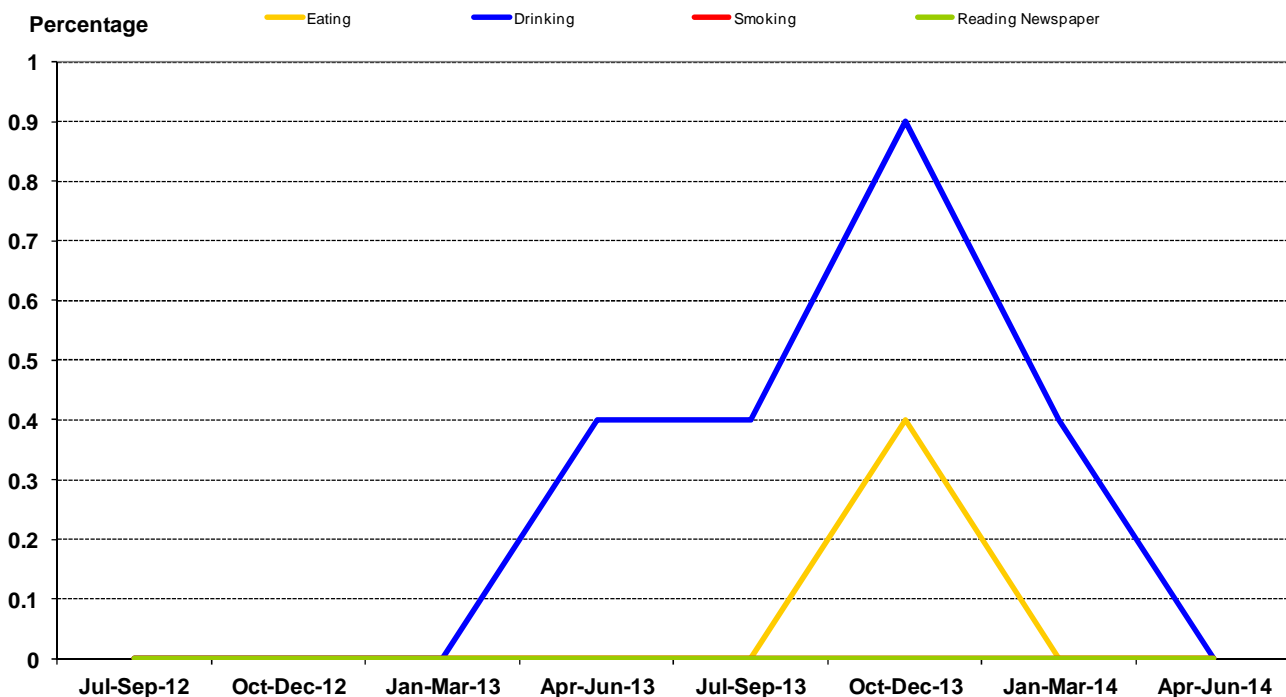


Figure 2.8 – Tram Conductor Behavior

# Conductor Behaviour

	Number of Services Audited			
	Jan-Mar-14	Jan-Mar-14	Apr-Jun-14	Apr-Jun-14
<b>Eating*</b>				
Yes	0	0.0%	0	0.0%
No	241	100.0%	240	100.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Drinking*</b>				
Yes	1	0.4%	0	0.0%
No	240	99.6%	240	100.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Smoking*</b>				
Yes	0	0.0%	0	0.0%
No	241	100.0%	240	100.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>
<b>Reading Newspaper*</b>				
Yes	0	0.0%	0	0.0%
No	241	100.0%	240	100.0%
<b>TOTAL</b>	<b>241</b>	<b>100.0%</b>	<b>240</b>	<b>100.0%</b>

\* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behavior

In April - June 2014;

- There was **0.0%** instance of the conductor eating while in the tram car.
- There were **0.0%** instances of a conductor drinking.
- There were **no** instances of smoking while in the tram car.
- There were **no** instances of the conductor reading a newspaper.

# Fare Evasion

14.19% of passengers boarded the vehicle without validating a ticket.