

Torrens Transit

# 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 and 30th June 2014;

- **379** 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	318	32	29	379	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 April - June 2014;

- **82.06%** of services audited were on time.
- **17.15%** of services audited were late.
- **0.79%** 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 April - June 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 April - June 2014;

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

## VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In April - June 2014;

- **99.7%** acceptable interior cleanliness.
- **99.2%** acceptable exterior cleanliness.

# Main Findings

## DRIVER QUALITY

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

In April - June 2014;

- **99.7%** 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.
- **100.0%** ensured unsteady passengers seated before driving.
- **100.0%** acceptable uniform.
- **100.0%** acceptable personal appearance.
- **99.7%** acceptable personal behaviour.

## PROCESS COMPLIANCE

Compliance with processes determined in accordance within the contract.

In April - June 2014;

- **100.0%** displayed destination sign.
- **98.9%** displayed shift number.

## SIGNAGE - ONBOARD

In April - June 2014;

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

## FARE EVASION

In April - June 2014;

- **1.76%** 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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Bus departure time</b>								
10+ min early	0.00%	0.00%	0.00%	0.00%				
3-9 min early	0.00%	0.00%	0.23%	0.18%				
1-2 min early	0.53%	0.79%	1.55%	1.32%				
On-time (<4.59 min late)	85.22%	82.06%	84.40%	85.64%	87.69%	90.24%	74.27%	80.00%
5-6 late	2.90%	3.96%	3.55%	3.46%				
6-9 min late	7.65%	9.76%	7.05%	6.61%				
10+ min late	3.69%	3.43%	3.14%	2.73%				
Did Not Run	0.00%	0.00%	0.09%	0.05%				
<b>Bus arrival time</b>								
10+ min late	2.11%	1.58%	1.96%	1.87%	0.81%	1.50%	2.93%	2.40%

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 April - June 2014;

- **82.06%** of services departed on time.
- Early running occurred on **0.79%** of services.
- Late running was **17.15%**.
- Services reported as *Did Not Run* was **0.00%**.

On Time Running

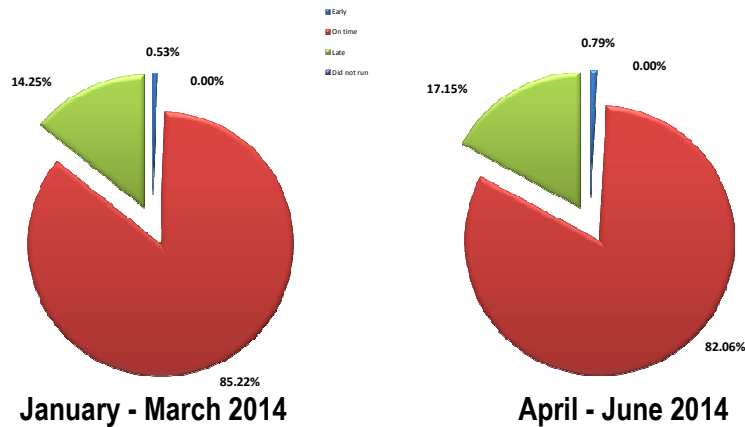


Figure 1.1

On Time Running

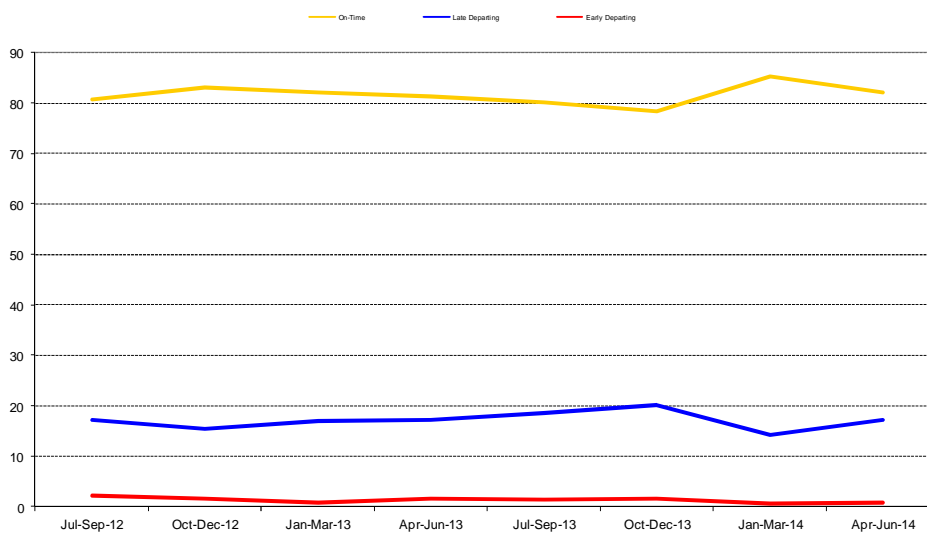


Figure 1.2

# Connections

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Bus required to connect</b>								
Yes	0.0%	0.0%	9.7%	9.7%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	90.3%	90.3%				
<b>Mode</b>								
Bus	0.0%	0.0%	98.1%	96.2%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	1.9%	3.8%	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	99.5%	98.6%	100.0%	100.0%	97.6%	96.8%
No	n/a	n/a	0.5%	1.4%				
<b>If No, why not?</b>								
Bus arrived late	0.0%	0.0%	0.1%	0.2%	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%	99.9%	99.8%	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	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 April - June 2014;

- No services were required to connect.

# Vehicle Condition - Exterior

## Vehicle Exterior Cleanliness

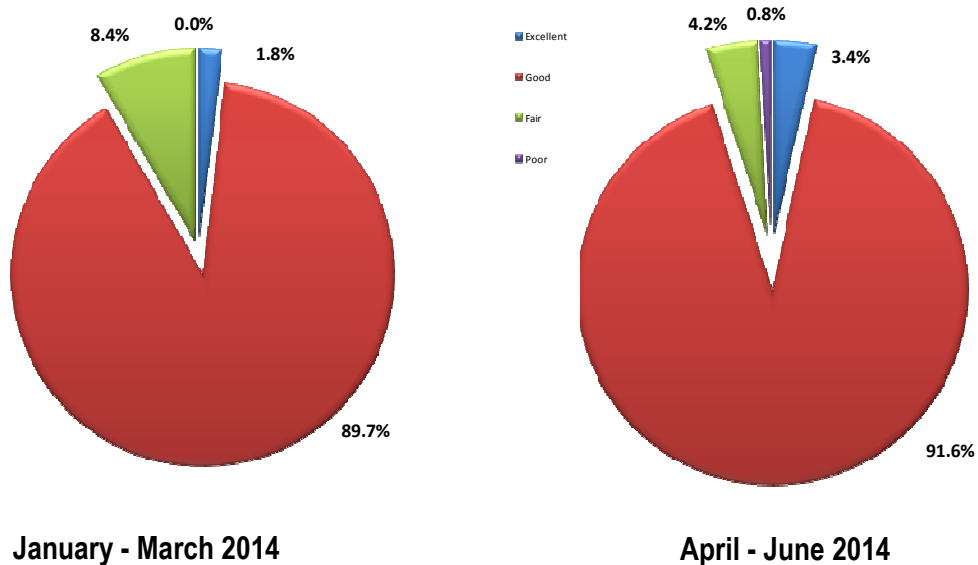


Figure 1.3

In April - June 2014;

- Acceptable ratings for exterior cleanliness were **99.2%**.
- **0.8%** of services were recorded as poor.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Vehicle exterior clean</b>								
Excellent + Good + Fair	100.0%	99.2%	100.0%	99.7%	100.0%	100.0%	99.7%	98.9%
Excellent	1.8%	3.4%	2.6%	4.2%				
Good	89.7%	91.6%	88.2%	88.4%				
Fair	8.4%	4.2%	9.2%	7.1%				
Poor	0.0%	0.8%	0.0%	0.3%				

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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
Excellent + Good + Fair	99.7%	99.7%	99.5%	99.0%	100.0%	100.0%	98.9%	97.0%
Excellent	1.6%	2.6%	2.4%	2.7%				
Good	85.5%	84.7%	80.9%	81.8%				
Fair	12.7%	12.4%	16.2%	14.5%				
Poor	0.3%	0.3%	0.5%	1.0%				

Table 1.5

## Vehicle Interior Cleanliness

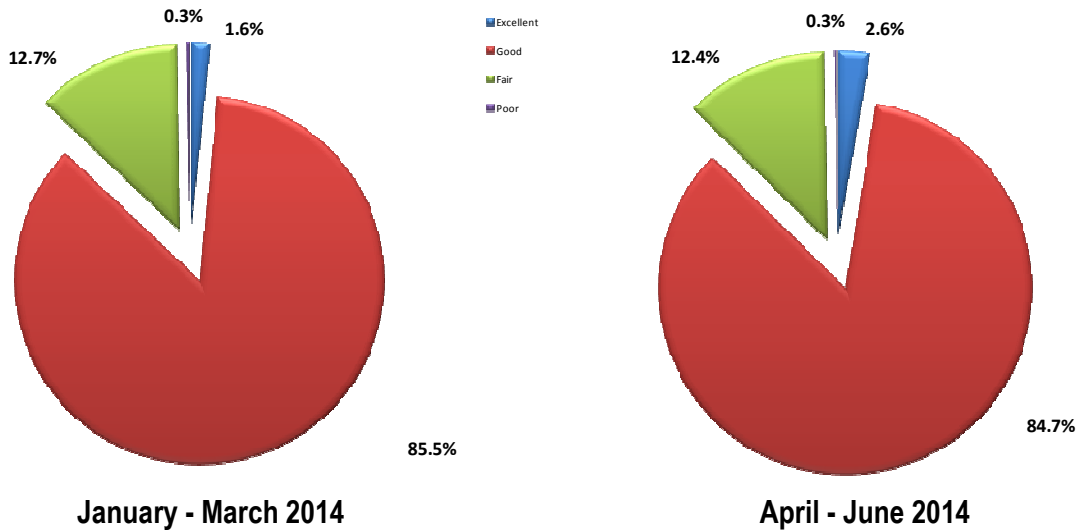


Figure 1.4

In April - June 2014;

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

## Cleanliness

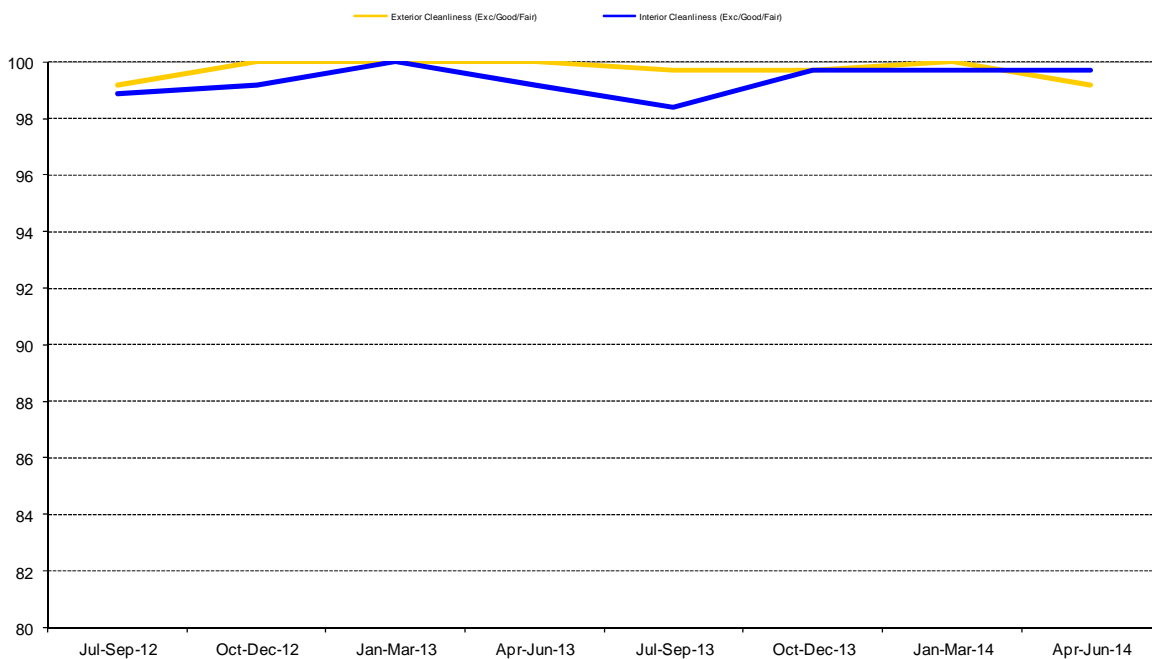


Figure 1.5



# Driver Quality - Courtesy

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Acknowledging passengers</b>								
Excellent + Good + Fair	99.7%	<b>99.7%</b>	99.8%	99.7%	100.0%	100.0%	99.2%	99.2%
Excellent	3.4%	<b>3.7%</b>	4.1%	3.0%				
Good	78.6%	<b>79.2%</b>	74.9%	78.9%				
Fair	17.7%	<b>16.9%</b>	20.8%	17.8%				
Poor	<b>0.3%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>				
<b>Response to passenger enquiries*</b>								
Excellent + Good + Fair	100.0%	<b>100.0%</b>	100.0%	99.8%	100.0%	100.0%	n/a	99.0%
Excellent	5.4%	<b>6.3%</b>	7.1%	7.0%				
Good	81.1%	<b>76.0%</b>	76.6%	72.3%				
Fair	13.5%	<b>17.7%</b>	16.3%	20.5%				
Poor	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.2%</b>				
<b>Board or alight between stops*</b>								
Yes	100.0%	<b>84.6%</b>	87.5%	89.8%	100.0%	100.0%	70.0%	75.0%
No	0.0%	<b>15.4%</b>	12.5%	10.2%				
<b>If Yes, board/alight at safe locations*</b>								
Yes	83.3%	<b>100.0%</b>	94.6%	96.2%	100.0%	100.0%	83.3%	87.5%
No	<b>16.7%</b>	<b>0.0%</b>	<b>5.4%</b>	<b>3.8%</b>				

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

Table 1.6

In April - June 2014;

- Acceptable ratings for acknowledging passengers was **99.7%**.
- 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

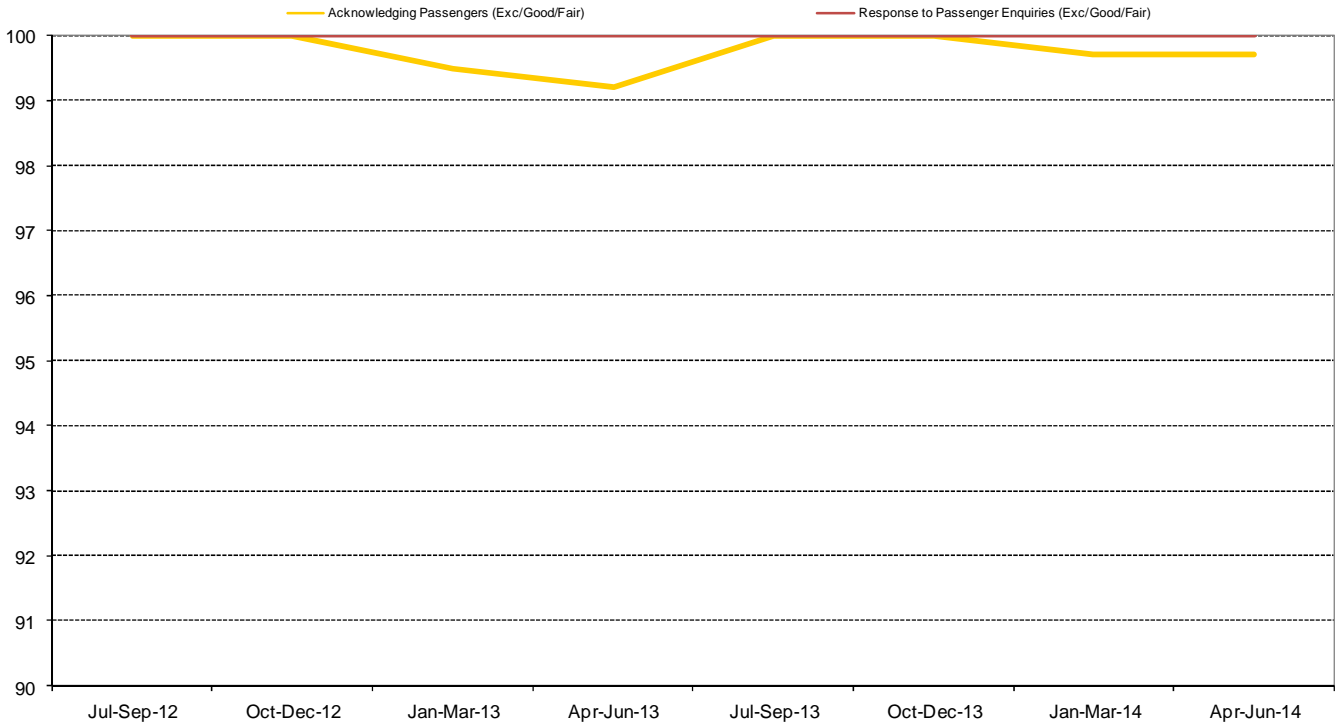


Figure 1.6

# Driver Quality - Safety

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Smooth ride</b>								
Excellent + Good + Fair	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	99.7%	n/a
Excellent	1.3%	1.1%	2.2%	1.3%				
Good	87.1%	89.7%	87.2%	87.7%				
Fair	11.3%	9.2%	10.5%	11.0%				
Poor	0.3%	0.0%	0.1%	0.0%				
<b>Compliance with road rules</b>								
Excellent + Good + Fair	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	1.8%	1.1%	2.1%	1.0%				
Good	95.5%	95.5%	95.4%	96.2%				
Fair	2.4%	3.4%	2.4%	2.7%				
Poor	0.3%	0.0%	0.0%	0.0%				
<b>Bus parked Close to Kerb as possible</b>								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	n/a
Excellent	1.1%	1.3%	2.0%	0.8%				
Good	90.5%	93.4%	92.3%	93.2%				
Fair	8.4%	5.3%	5.6%	5.9%				
Poor	0.0%	0.0%	0.0%	0.0%				
<b>Ensured unsteady passengers seated before driving</b>								
Excellent + Good + Fair	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	n/a
Excellent	1.8%	0.8%	2.2%	1.3%				
Good	82.3%	90.2%	86.1%	88.8%				
Fair	15.6%	9.0%	11.6%	10.0%				
Poor	0.3%	0.0%	0.0%	0.0%				
<b>Use of personal electronic equipment whilst driving</b>								
Yes	0.0%	0.3%	0.1%	0.2%	0.0%	0.0%	0.5%	0.5%
No	100.0%	99.7%	99.9%	99.8%				
<b>Driver physically alert and prepared</b>								
Yes	99.2%	99.5%	99.1%	99.7%	99.7%	100.0%	98.7%	99.5%
No	0.8%	0.5%	0.9%	0.3%				

Table 1.7

In April - June 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 **100.0%**.

# Driver Quality - Appearance

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Uniform</b>								
Excellent + Good + Fair	99.7%	100.0%	98.7%	99.9%	100.0%	100.0%	n/a	99.5%
Excellent	4.5%	2.6%	2.8%	1.6%				
Good	93.7%	96.6%	94.7%	97.8%				
Fair	1.6%	0.8%	1.2%	0.4%				
Poor	0.3%	0.0%	1.3%	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	4.2%	1.8%	2.6%	1.3%				
Good	95.3%	97.9%	96.2%	98.4%				
Fair	0.5%	0.3%	1.2%	0.3%				
Poor	0.0%	0.0%	0.0%	0.0%				
<b>Personal behaviour</b>								
Excellent + Good + Fair	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%
Excellent	0.5%	0.5%	1.4%	0.5%				
Good	97.6%	98.4%	96.0%	98.2%				
Fair	1.8%	0.8%	2.6%	1.2%				
Poor	0.0%	0.3%	0.0%	0.0%				
<b>Driver eat whilst vehicle in motion</b>								
Yes	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.5%	0.3%
No	100.0%	100.0%	99.9%	99.9%				
<b>Driver drink whilst vehicle in motion</b>								
Yes	0.3%	0.3%	0.3%	0.2%	0.0%	0.0%	0.8%	0.3%
No	99.7%	99.7%	99.7%	99.8%				
<b>Driver smoke whilst on board the vehicle</b>								
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%				
<b>Driver stop for personal business</b>								
Yes	0.3%	0.8%	0.7%	0.5%	0.0%	0.0%	1.6%	1.1%
No	99.7%	99.2%	99.3%	99.5%				

Table 1.8

In April - June 2014;

- Acceptable ratings for driver uniform was **100.0%**.
- Personal appearance category was **100.0%**.
- Personal behaviour category was **99.7%**.

# Driver Quality - Special Needs

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Assistance Required</b>								
Required	4.0%	3.4%	2.6%	1.9%	n/a	n/a	n/a	n/a
Not Required	96.0%	96.6%	97.4%	98.1%				
<b>Driver assisted</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%				
<b>Reason</b>								
Pram	13.3%	23.1%	8.9%	12.2%	n/a	n/a	n/a	n/a
Wheelchair	33.3%	23.1%	53.6%	43.9%	n/a	n/a	n/a	n/a
Shopping Cart	13.3%	0.0%	10.7%	0.0%	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	13.3%	38.5%	12.5%	31.7%	n/a	n/a	n/a	n/a
Other	26.7%	15.4%	14.3%	12.2%	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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Knowledge of basic routes and Interchange</b>								
Yes	29.3%	25.1%	23.8%	23.9%	29.3%	26.5%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	70.7%	74.9%	76.2%	76.1%				
<b>Direct to Adelaide Metro Infoline, Centre or Website</b>								
Yes	0.0%	0.3%	0.1%	1.0%	0.3%	2.4%	n/a	0.3%
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	99.7%	99.9%	98.9%				
<b>Timetables available</b>								
Yes	0.0%	0.3%	0.1%	0.7%	0.6%	2.7%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	100.0%	99.7%	99.9%	99.3%				

Table 1.10

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Informing Passengers of any disruptions to normal service</b>								
Yes	0.3%	0.5%	0.4%	0.4%	1.1%	0.6%	0.3%	n/a
No	0.0%	0.0%	0.1%	0.0%				
N/A	99.7%	99.5%	99.5%	99.6%				

Table 1.11

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Did any passenger display anti-social or offensive behaviour?</b>								
Yes	0.3%	0.3%	0.05%	0.2%	n/a	n/a	n/a	n/a
No	99.7%	99.7%	99.95%	99.8%				
<b>If Yes, did driver act appropriately in applicable cases?</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%				

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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
Yes	99.7%	<b>100.0%</b>	99.2%	99.3%	99.7%	100.0%	98.4%	98.6%
No	0.3%	<b>0.0%</b>	0.4%	0.4%				
Wrong No	0.0%	<b>0.0%</b>	0.4%	0.3%				
Shift Number	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
Yes	98.2%	<b>98.9%</b>	96.4%	96.8%	98.2%	98.9%	92.2%	92.9%
No	1.1%	<b>1.1%</b>	2.5%	2.6%				
Wrong No	0.8%	<b>0.0%</b>	1.1%	0.6%				

Table 1.13

In April - June 2014

- Vehicle destination signs were correctly displayed on **100.0%** of services.
- Correct shift numbers were displayed on **98.9%** of services.

## Route/Shift Number Displayed

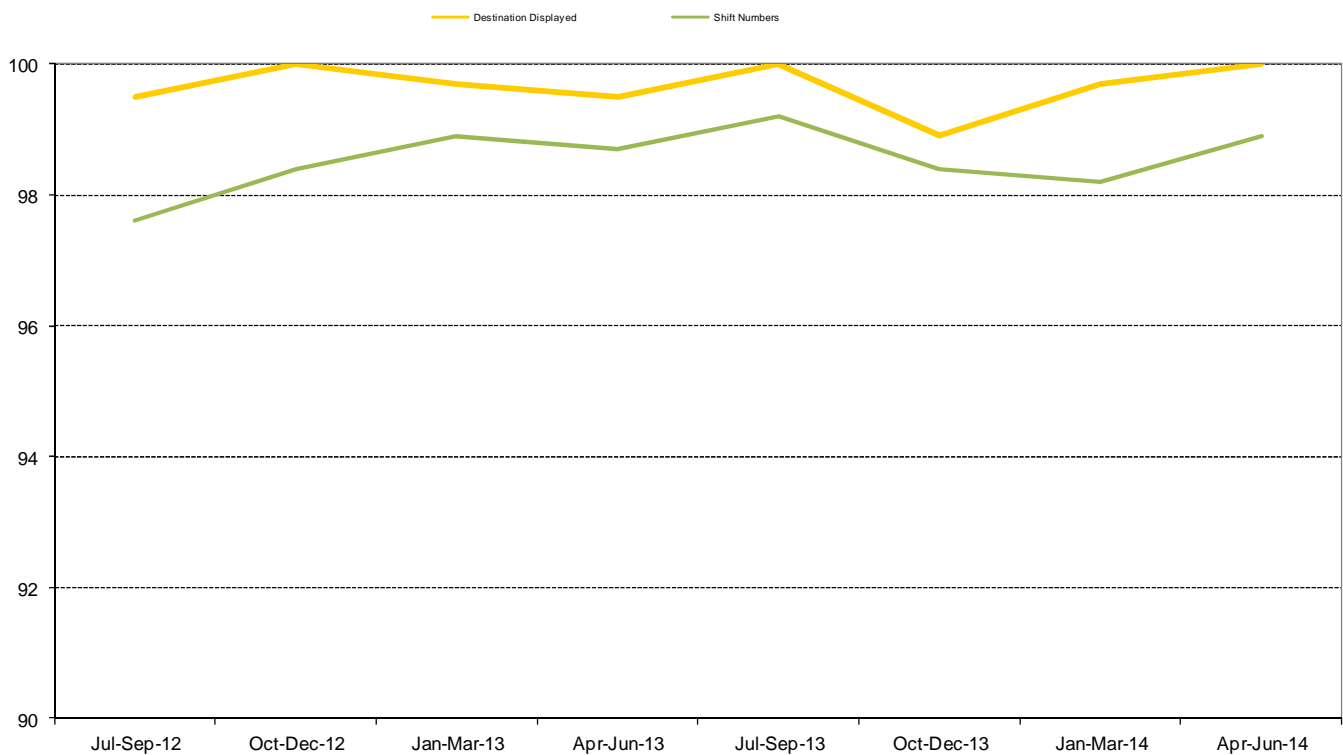


Figure 1.7

# 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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
Yes	99.7%	100.0%	99.2%	100.0%	100.0%	100.0%	98.4%	n/a
No	0.3%	0.0%	0.8%	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%	99.9%	99.9%	100.0%	100.0%	99.5%	99.5%
No	0.0%	0.0%	0.1%	0.1%				

Table 1.14

In April - June 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

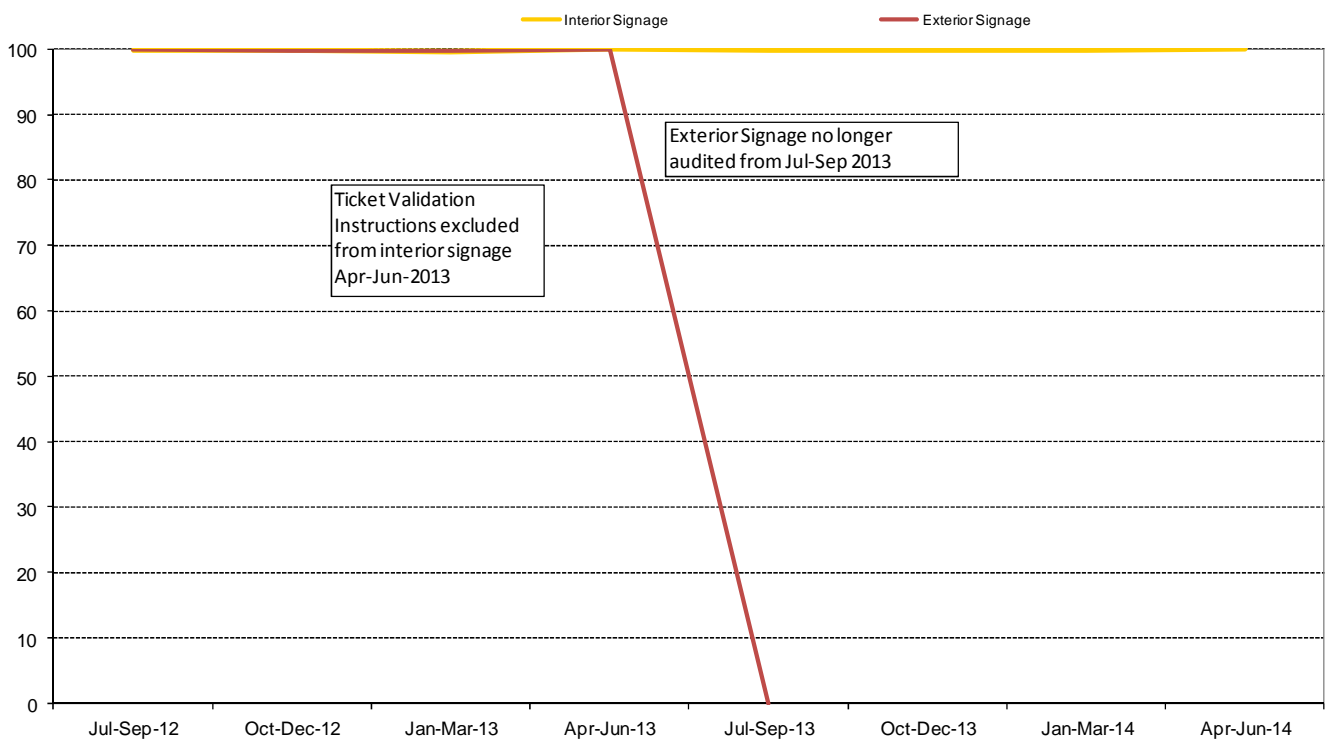


Figure 1.8

# Ticketing

During April - June 2014

- **5.9%** of drivers issued a problem slip.
- **35.3%** of passengers purchased another ticket.
- **4.7%** of drivers asked passenger to validate.
- In **46.5%** of cases the driver observed the slip or ticket.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Faulty ticket</b>						
Pass. purchased another ticket	66.7%	35.3%	38.3%	14.1%		
Issued problem slip	0.0%	5.9%	0.0%	3.8%	n/a	16.7%
Wrote on ticket and returned	5.6%	0.0%	1.7%	1.3%		
Metrocard failed-driver took appropriate action	5.6%	41.2%	11.7%	33.3%		
Observed ticket: no action	5.6%	0.0%	8.3%	5.1%		
No action taken	16.7%	11.8%	25.0%	24.4%		
Driver observed senior card and issued ticket	0.0%	0.0%	0.0%	0.0%		
Driver ignored senior free	0.0%	0.0%	0.0%	0.0%		
Driver sighted senior card no action	0.0%	0.0%	0.0%	1.3%		
Drivers view obscured including hearing	0.0%	5.9%	15.0%	16.7%		
<b>Non validation of ticket</b>						
Asked to validate	0.0%	4.7%	2.8%	5.0%	7.1%	9.1%
Driver ignored passenger	18.0%	9.3%	32.9%	15.9%		
Drivers view obscured	22.0%	11.6%	21.3%	24.7%		
Driver not on board	0.0%	0.0%	0.7%	1.1%		
Driver had no change	6.0%	3.5%	1.7%	3.7%		
Driver observed slip / ticket	10.0%	46.5%	16.4%	24.9%		
Passenger had no money	42.0%	19.8%	22.0%	21.8%		
Driver did not issue "00" ticket (free seniors)	0.0%	2.3%	0.7%	1.1%		
Driver view of senior passenger obscured	2.0%	1.2%	0.5%	0.8%		
Senior did not validate their "00" ticket	0.0%	1.2%	0.7%	1.1%		
Driver took money and issued "00" ticket	0.0%	0.0%	0.2%	0.0%		

NB - Sample sizes in the above categories are small and may account for statistical anomalies

Table 1.15

In April - June 2014

- In **0.0%** 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	
	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14	Jan-Mar-14	Apr-Jun-14
<b>Ticket/cash reconciliation whilst in motion</b>								
Yes	1.1%	0.0%	0.2%	0.0%	0.0%	0.0%	1.1%	0.3%
No	98.9%	100.0%	99.8%	100.0%				

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
	Jan-Mar-14		Apr-Jun-14			
	Number	Percentage	Number	Percentage	Percentage	Percentage
Validator not functioning	0	0.0%	1	3.8%	0.3%	0.4%
Incorrect Route (BCU not Updated)	10	52.6%	13	50.0%	3.4%	2.8%
Incorrect Section (BCU not Updated)	9	47.4%	12	46.2%	3.2%	2.7%
<b>Total</b>	19		26		6.9%	6.0%

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 April - June 2014

- Of the total trips audited, **6.9%** resulted in information displayed incorrectly on the test ticket. This resulted in **26** issues within Service Audit Reports (SAR’s), of the SAR’s raised:
  - The Validator was not functioning in **3.8%** of these trips.
  - An incorrect route was stamped on the test ticket in **50.0%** of these trips.
  - In **46.2%** of these trips the test ticket contained *Incorrect Section* information.

## Test Tickets

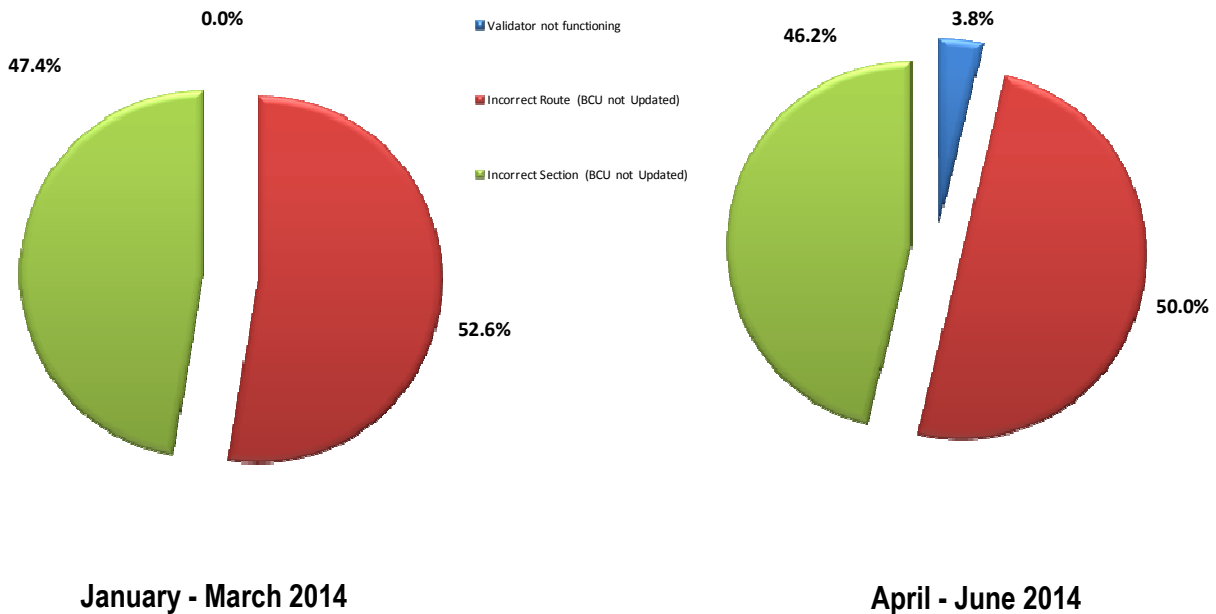


Figure 1.9

# Fare Evasion

In the East West contract area, **1.76%** of passengers boarded the vehicle without validating a ticket.