

Torrens Transit

Service Standard Report

July - September 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 July 2014 and 30th September 2014;

- **376** 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	31	28	376	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 July - September 2014;

- **93.09%** of services audited were on time.

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 July - September 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 July - September 2014;

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

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In July - September 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 July - September 2014;

- **100.0%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **100.0%** compliance with road rules.
- **99.5%** bus parked close to kerb as possible.
- **100.0%** 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 July - September 2014;

- **100.0%** displayed destination sign.
- **97.9%** displayed shift number.

SIGNAGE - ONBOARD

In July - September 2014;

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

FARE EVASION

In July - September 2014;

- **1.04%** 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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Bus departure time								
10+ min early	0.00%	0.00%	0.00%	0.00%				
3-9 min early	0.00%	0.53%	0.18%	0.23%				
1-2 min early	0.79%	0.53%	1.32%	1.38%				
On-time (<4.59 min late)	82.06%	93.09%	85.64%	91.92%	90.24%	95.05%	80.00%	85.75%
5-6 late	3.96%	2.13%	3.46%	2.11%				
6-9 min late	9.76%	2.66%	6.61%	3.17%				
10+ min late	3.43%	1.06%	2.73%	1.10%				
Did Not Run	0.00%	0.00%	0.05%	0.09%				
Bus arrival time								
10+ min late	1.58%	n/a	1.87%	n/a	1.50%	n/a	2.40%	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 July - September 2014;

- **93.09%** of services departed on time.
- Early running occurred on **1.06%** of services.
- Late running was **5.85%**.
- Services reported as *Did Not Run* was **0.00%**.

On Time Running

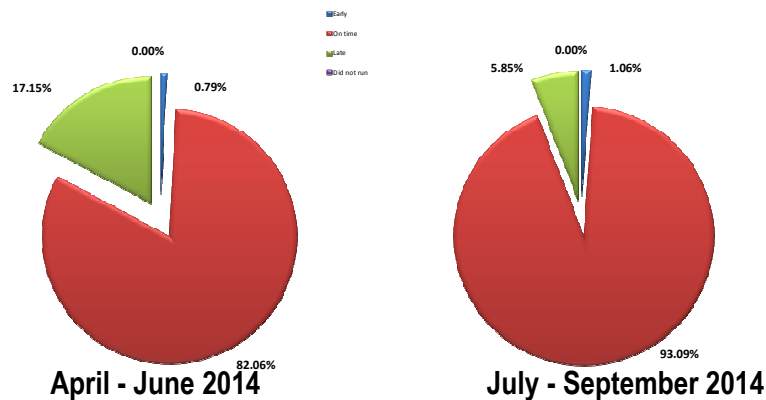


Figure 1.1

On Time Running

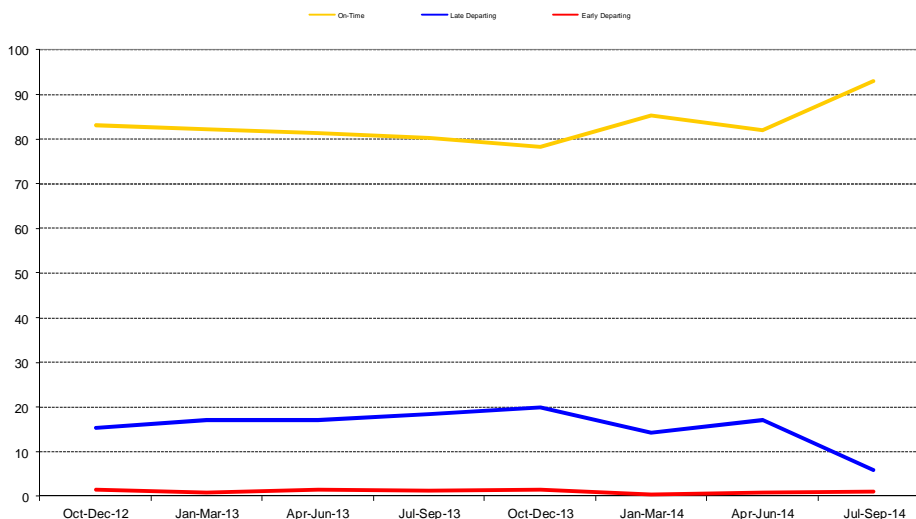


Figure 1.2

Connections

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Bus required to connect								
Yes	0.0%	0.0%	9.7%	6.9%	n/a	n/a	n/a	n/a
No	100.0%	100.0%	90.3%	93.1%				
Mode								
Bus	0.0%	0.0%	96.2%	99.3%	n/a	n/a	n/a	n/a
Train	0.0%	0.0%	3.8%	0.7%	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	98.6%	100.0%	100.0%	100.0%	96.8%	n/a
No	n/a	n/a	1.4%	0.0%				
If No, why not?								
Bus arrived late	0.0%	0.0%	0.2%	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%	99.8%	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	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 July - September 2014;

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

Vehicle Condition - Exterior

Vehicle Exterior Cleanliness

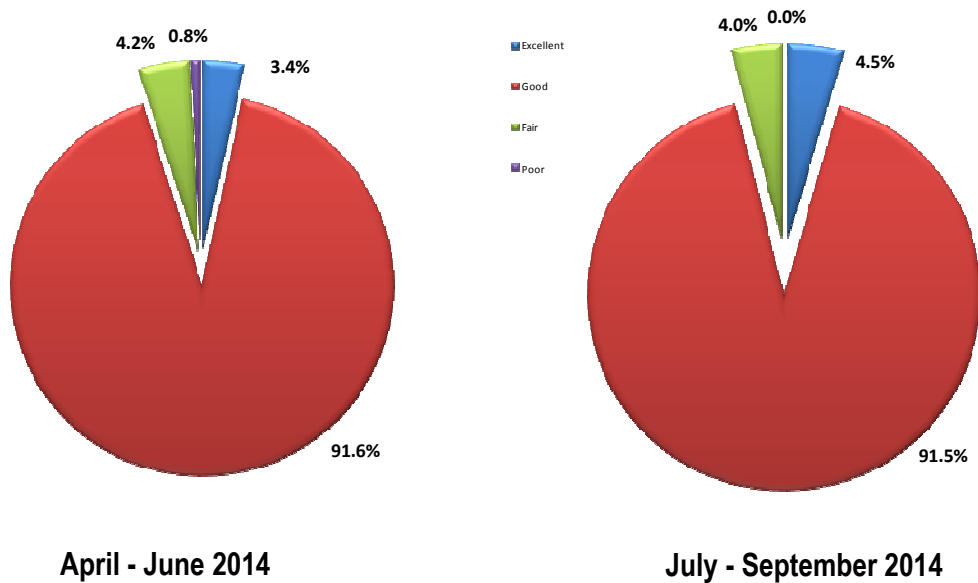


Figure 1.3

In July - September 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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Vehicle exterior clean								
Excellent + Good + Fair	99.2%	100.0%	99.7%	100.0%	100.0%	100.0%	98.9%	99.7%
Excellent	3.4%	4.5%	4.2%	6.0%				
Good	91.6%	91.5%	88.4%	85.6%				
Fair	4.2%	4.0%	7.1%	8.3%				
Poor	0.8%	0.0%	0.3%	0.0%				

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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Excellent + Good + Fair	99.7%	99.7%	99.0%	98.7%	100.0%	99.7%	97.0%	95.9%
Excellent	2.6%	3.2%	2.7%	3.1%				
Good	84.7%	85.9%	81.8%	82.4%				
Fair	12.4%	10.7%	14.5%	13.2%				
Poor	0.3%	0.3%	1.0%	1.3%				

Table 1.5

Vehicle Interior Cleanliness

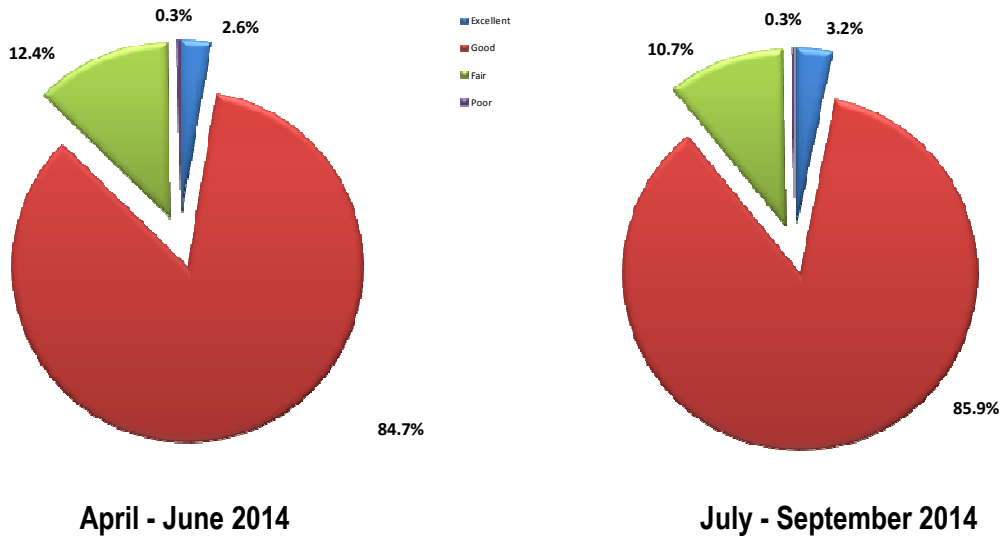


Figure 1.4

In July - September 2014;

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

Cleanliness

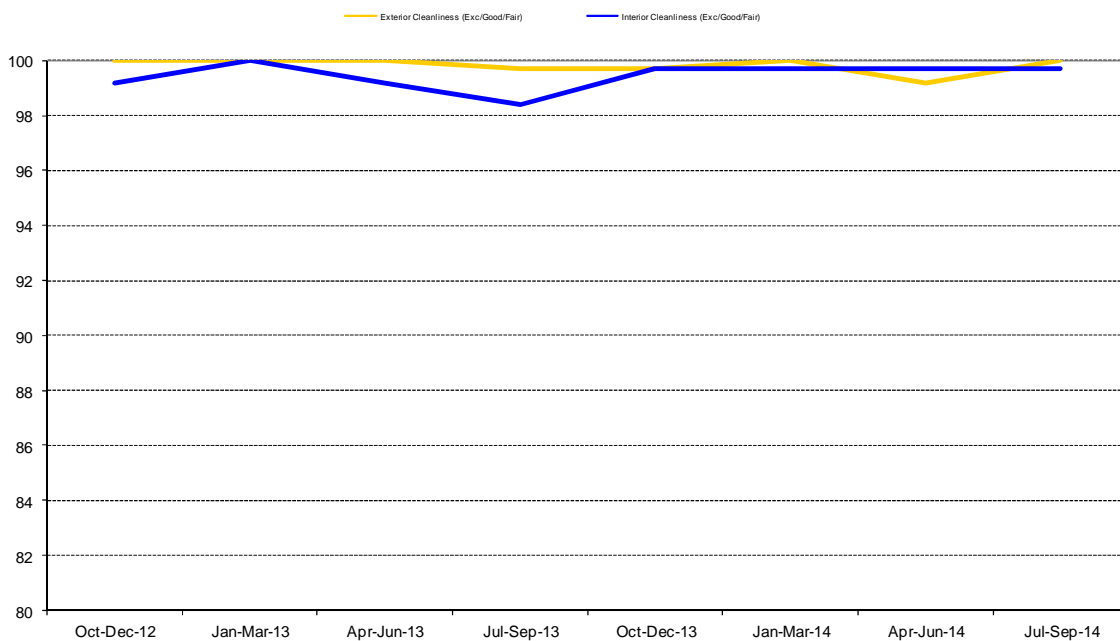


Figure 1.5

Driver Quality - Courtesy

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Acknowledging passengers								
Excellent + Good + Fair	99.7%	100.0%	99.7%	99.8%	100.0%	100.0%	99.2%	99.2%
Excellent	3.7%	3.2%	3.0%	3.4%				
Good	79.2%	79.2%	78.9%	77.9%				
Fair	16.9%	17.6%	17.8%	18.4%				
Poor	0.3%	0.0%	0.3%	0.2%				
Response to passenger enquiries*								
Excellent + Good + Fair	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.0%	n/a
Excellent	6.3%	3.0%	7.0%	4.6%				
Good	76.0%	83.7%	72.3%	79.4%				
Fair	17.7%	13.3%	20.5%	16.0%				
Poor	0.0%	0.0%	0.2%	0.0%				
Board or alight between stops*								
Yes	84.6%	100.0%	89.8%	90.6%	100.0%	100.0%	75.0%	75.0%
No	15.4%	0.0%	10.2%	9.4%				
If Yes, board/alight at safe locations*								
Yes	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	87.5%	n/a
No	0.0%	0.0%	3.8%	0.0%				

* Not applicable cases have been excluded from the percentage base

Table 1.6

In July - September 2014;

- Acceptable ratings for acknowledging passengers was **100.0%**.
- 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

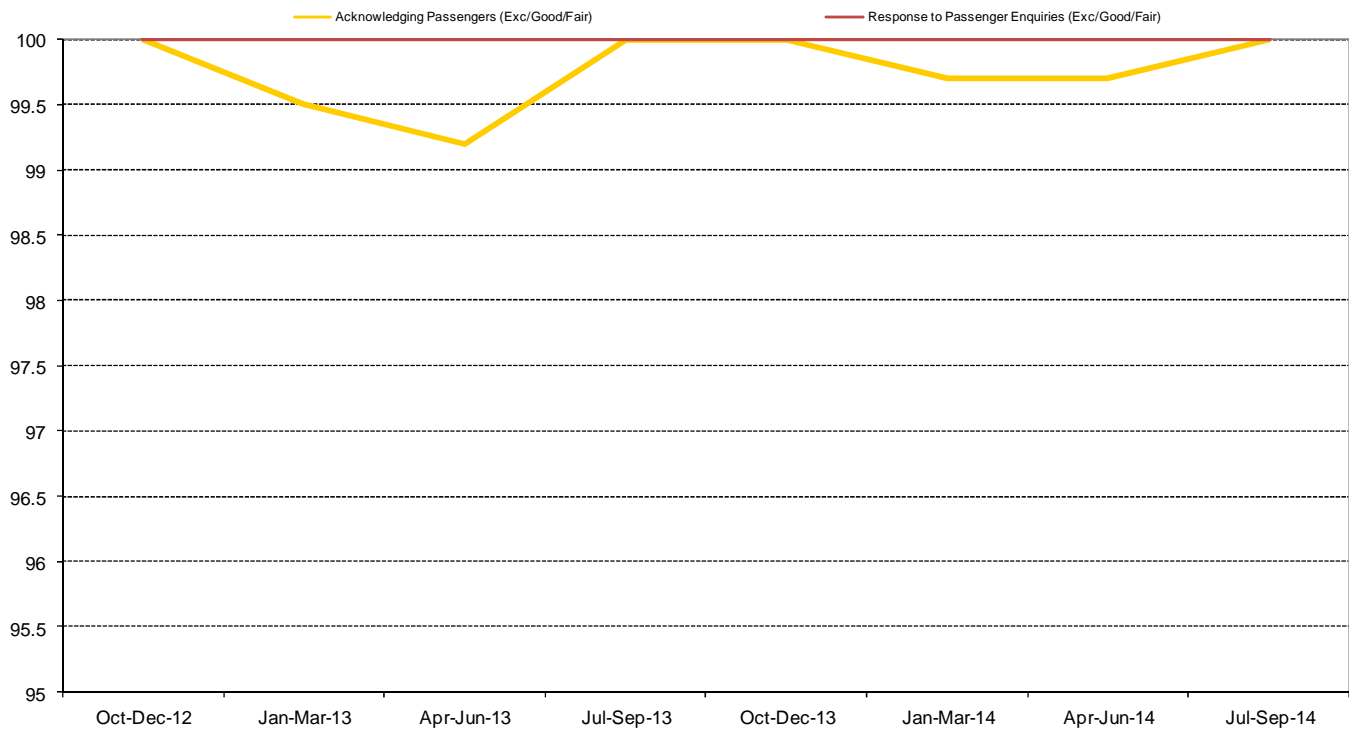


Figure 1.6

Driver Quality - Safety

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Smooth ride								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	99.7%
Excellent	1.1%	1.1%	1.3%	1.7%				
Good	89.7%	83.7%	87.7%	84.5%				
Fair	9.2%	15.2%	11.0%	13.8%				
Poor	0.0%	0.0%	0.0%	0.0%				
Compliance with road rules								
Excellent + Good + Fair	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.7%	99.5%
Excellent	1.1%	0.8%	1.0%	1.4%				
Good	95.5%	95.5%	96.2%	95.7%				
Fair	3.4%	3.7%	2.7%	2.9%				
Poor	0.0%	0.0%	0.0%	0.1%				
Bus parked Close to Kerb as possible								
Excellent + Good + Fair	100.0%	99.5%	100.0%	99.9%	100.0%	100.0%	n/a	99.5%
Excellent	1.3%	0.5%	0.8%	1.1%				
Good	93.4%	88.8%	93.2%	91.6%				
Fair	5.3%	10.1%	5.9%	7.2%				
Poor	0.0%	0.5%	0.0%	0.1%				
Ensured unsteady passengers seated before driving								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	99.7%
Excellent	0.8%	0.5%	1.3%	1.3%				
Good	90.2%	85.1%	88.8%	87.0%				
Fair	9.0%	14.4%	10.0%	11.7%				
Poor	0.0%	0.0%	0.0%	0.0%				
Use of personal electronic equipment whilst driving								
Yes	0.3%	0.0%	0.2%	0.0%	0.0%	0.0%	0.5%	0.3%
No	99.7%	100.0%	99.8%	100.0%				
Driver physically alert and prepared								
Yes	99.5%	100.0%	99.7%	100.0%	100.0%	100.0%	99.5%	99.7%
No	0.5%	0.0%	0.3%	0.0%				

Table 1.7

In July - September 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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Uniform								
Excellent + Good + Fair	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	2.6%	3.7%	1.6%	2.2%				
Good	96.6%	96.0%	97.8%	97.0%				
Fair	0.8%	0.3%	0.4%	0.8%				
Poor	0.0%	0.0%	0.1%	0.0%				
Personal appearance								
Excellent + Good + Fair	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a
Excellent	1.8%	3.5%	1.3%	1.7%				
Good	97.9%	96.5%	98.4%	97.8%				
Fair	0.3%	0.0%	0.3%	0.5%				
Poor	0.0%	0.0%	0.0%	0.0%				
Personal behaviour								
Excellent + Good + Fair	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	n/a
Excellent	0.5%	1.1%	0.5%	1.3%				
Good	98.4%	97.1%	98.2%	97.1%				
Fair	0.8%	1.9%	1.2%	1.7%				
Poor	0.3%	0.0%	0.0%	0.0%				
Driver eat whilst vehicle in motion								
Yes	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.3%	n/a
No	100.0%	100.0%	99.9%	100.0%				
Driver drink whilst vehicle in motion								
Yes	0.3%	0.0%	0.2%	0.0%	0.0%	0.0%	0.3%	0.3%
No	99.7%	100.0%	99.8%	100.0%				
Driver smoke whilst on board the vehicle								
Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%
No	100.0%	100.0%	100.0%	100.0%				
Driver stop for personal business								
Yes	0.8%	0.8%	0.5%	0.4%	0.0%	0.0%	1.1%	1.1%
No	99.2%	99.2%	99.5%	99.6%				

Table 1.8

In July - September 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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Assistance Required								
Required	3.4%	2.9%	1.9%	2.3%	n/a	n/a	n/a	n/a
Not Required	96.6%	97.1%	98.1%	97.7%				
Driver assisted								
Yes	100.0%	100.0%	100.0%	96.1%	100.0%	100.0%	n/a	83.3%
No	0.0%	0.0%	0.0%	3.9%				
Reason								
Pram	23.1%	0.0%	12.2%	5.9%	n/a	n/a	n/a	n/a
Wheelchair	23.1%	36.4%	43.9%	54.9%	n/a	n/a	n/a	n/a
Shopping Cart	0.0%	9.1%	0.0%	3.9%	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	38.5%	54.5%	31.7%	19.6%	n/a	n/a	n/a	n/a
Other	15.4%	0.0%	12.2%	15.7%	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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Knowledge of basic routes and Interchange								
Yes	25.1%	36.3%	23.9%	29.9%	26.5%	36.3%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	74.9%	63.7%	76.1%	70.1%				
Direct to Adelaide Metro Infoline, Centre or Website								
Yes	0.3%	0.5%	1.0%	1.2%	2.4%	2.4%	0.3%	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	99.5%	98.9%	98.8%				
Timetables available								
Yes	0.3%	0.3%	0.7%	0.8%	2.7%	3.3%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.7%	99.7%	99.3%	99.2%				

Table 1.10

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Informing Passengers of any disruptions to normal service								
Yes	0.5%	0.5%	0.4%	0.4%	0.6%	0.5%	n/a	n/a
No	0.0%	0.0%	0.0%	0.0%				
N/A	99.5%	99.5%	99.6%	99.6%				

Table 1.11

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area		Worst Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Did any passenger display anti-social or offensive behaviour?								
Yes	0.3%	0.0%	0.18%	0.3%	n/a	n/a	n/a	n/a
No	99.7%	100.0%	99.82%	99.7%				
If Yes, did driver act appropriately in applicable cases?								
Yes	100.0%	n/a	100.0%	100.0%	100.0%	100.0%	n/a	n/a
No	0.0%	n/a	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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Yes	100.0%	100.0%	99.3%	99.4%	100.0%	100.0%	98.6%	98.6%
No	0.0%	0.0%	0.4%	0.3%				
Wrong No	0.0%	0.0%	0.3%	0.3%				
Shift Number	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Yes	98.9%	97.9%	96.8%	97.1%	98.9%	98.4%	92.9%	92.3%
No	1.1%	0.5%	2.6%	1.7%				
Wrong No	0.0%	1.6%	0.6%	1.2%				

Table 1.13

In July - September 2014

- Vehicle destination signs were correctly displayed on **100.0%** of services.
- Correct shift numbers were displayed on **97.9%** of services.

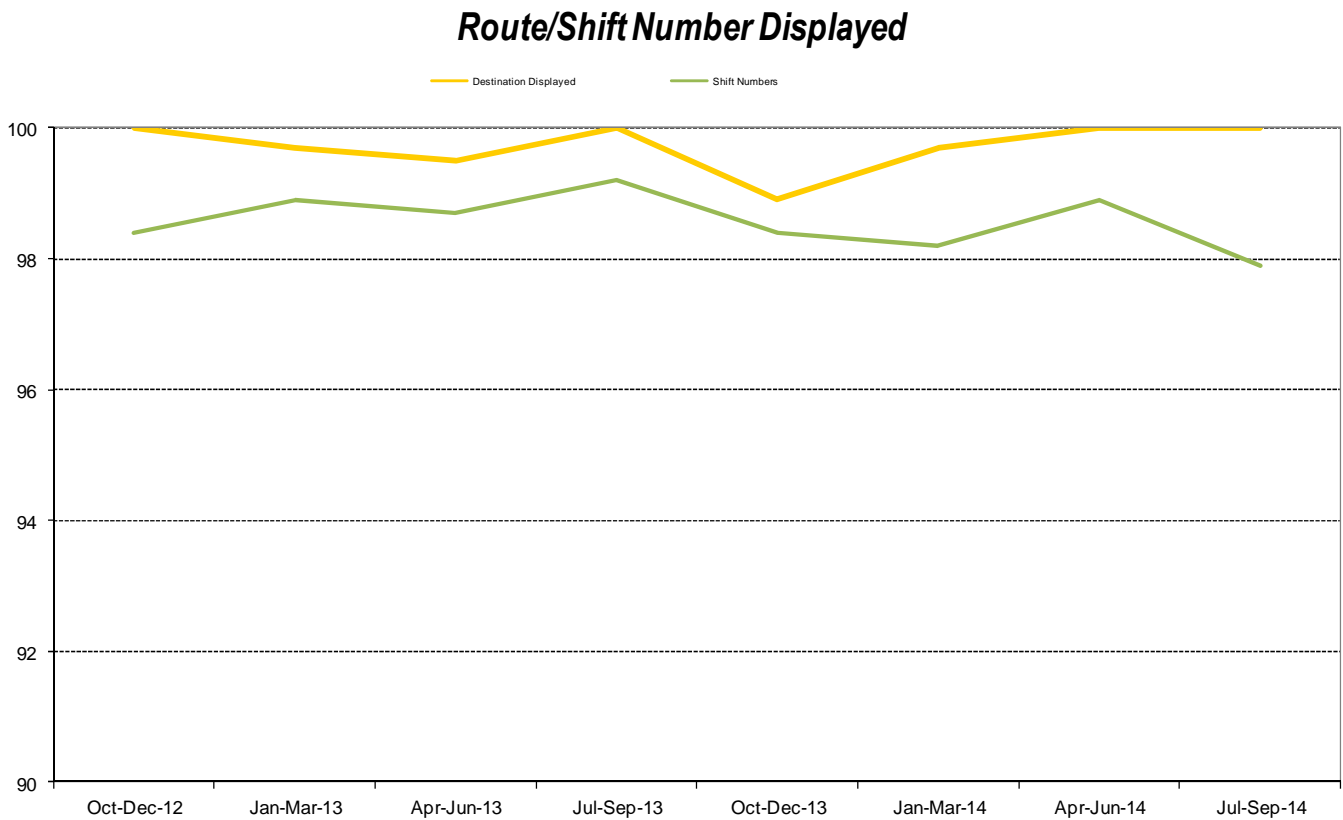


Figure 1.7

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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
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%				
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%	99.8%	100.0%	100.0%	99.5%	98.9%
No	0.0%	0.0%	0.1%	0.2%				

Table 1.14

In July - September 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

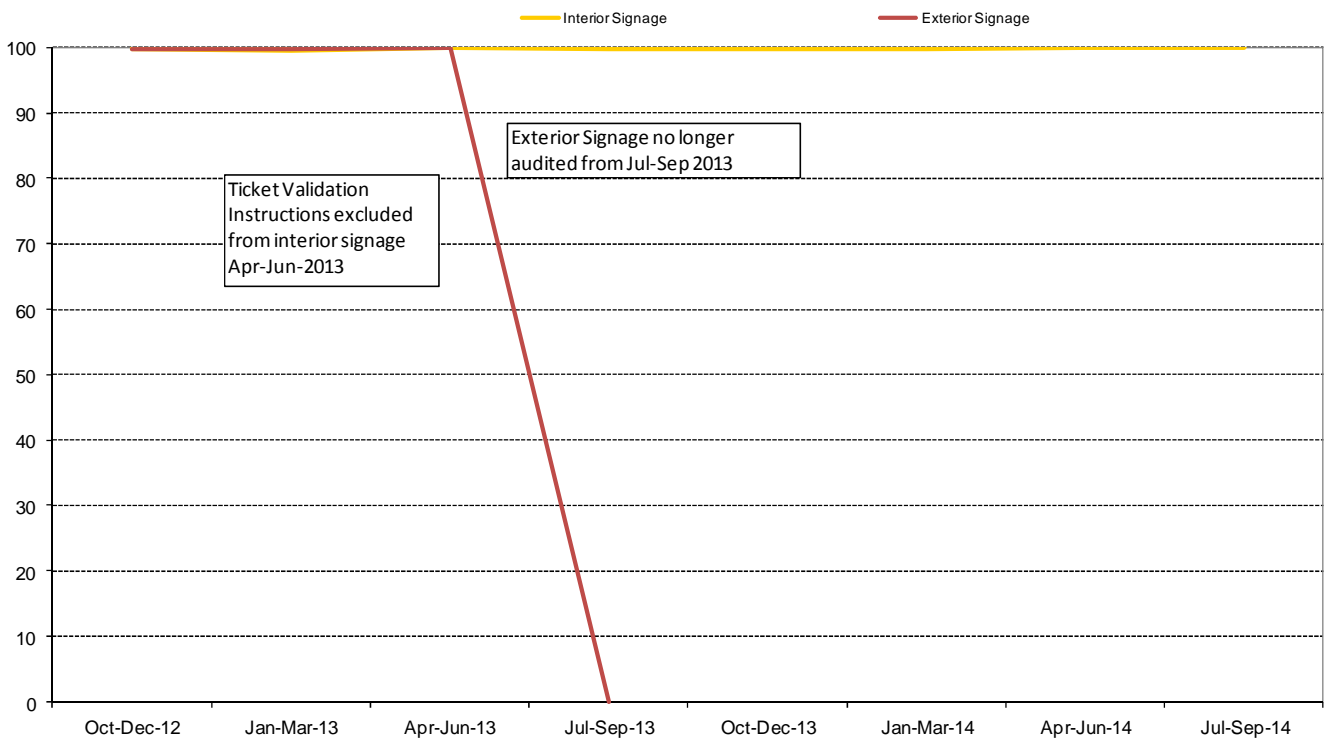


Figure 1.8

Ticketing

During July - September 2014

- **0.0%** of drivers issued a problem slip.
- **50.0%** of passengers purchased another ticket.
- **0.0%** of drivers asked passenger to validate.
- In **1.8%** of cases the driver observed the slip or ticket.

	Torrens Transit East West		Total All Contract Areas		Best Performing Contract Area	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Faulty ticket						
Pass. purchased another ticket	35.3%	50.0%	14.1%	31.5%		
Issued problem slip	5.9%	0.0%	3.8%	0.0%	16.7%	n/a
Wrote on ticket and returned	0.0%	4.5%	1.3%	3.1%		
Metrocard failed-driver took appropriate action	41.2%	22.7%	33.3%	27.7%		
Observed ticket: no action	0.0%	0.0%	5.1%	5.4%		
No action taken	11.8%	9.1%	24.4%	22.3%		
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%	0.8%		
Driver sighted senior card no action	0.0%	0.0%	1.3%	0.8%		
Drivers view obscured including hearing	5.9%	13.6%	16.7%	8.5%		
Non validation of ticket						
Asked to validate	4.7%	0.0%	5.0%	1.9%	9.1%	6.1%
Driver ignored passenger	9.3%	16.4%	15.9%	20.5%		
Drivers view obscured	11.6%	36.4%	24.7%	26.1%		
Driver not on board	0.0%	0.0%	1.1%	0.5%		
Driver had no change	3.5%	5.5%	3.7%	4.5%		
Driver observed slip / ticket	46.5%	1.8%	24.9%	14.1%		
Passenger had no money	19.8%	40.0%	21.8%	30.7%		
Driver did not issue "00" ticket (free seniors)	2.3%	0.0%	1.1%	0.0%		
Driver view of senior passenger obscured	1.2%	0.0%	0.8%	0.3%		
Senior did not validate their "00" ticket	1.2%	0.0%	1.1%	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 July - September 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	
	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14	Apr-Jun-14	Jul-Sep-14
Ticket/cash reconciliation whilst in motion								
Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%
No	100.0%	100.0%	100.0%	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
	Apr-Jun-14		Jul-Sep-14			
	Number	Percentage	Number	Percentage	Percentage	Percentage
Validator not functioning	1	3.8%	0	0.0%	0.0%	0.1%
Incorrect Route (BCU not Updated)	13	50.0%	6	54.5%	1.6%	2.0%
Incorrect Section (BCU not Updated)	12	46.2%	5	45.5%	1.3%	2.7%
Total	26		11		2.9%	4.7%

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 July - September 2014

- Of the total trips audited, **2.9%** resulted in information displayed incorrectly on the test ticket. This resulted in **11** 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 **54.5%** of these trips.
 - In **45.5%** of these trips the test ticket contained *Incorrect Section* information.

Test Tickets

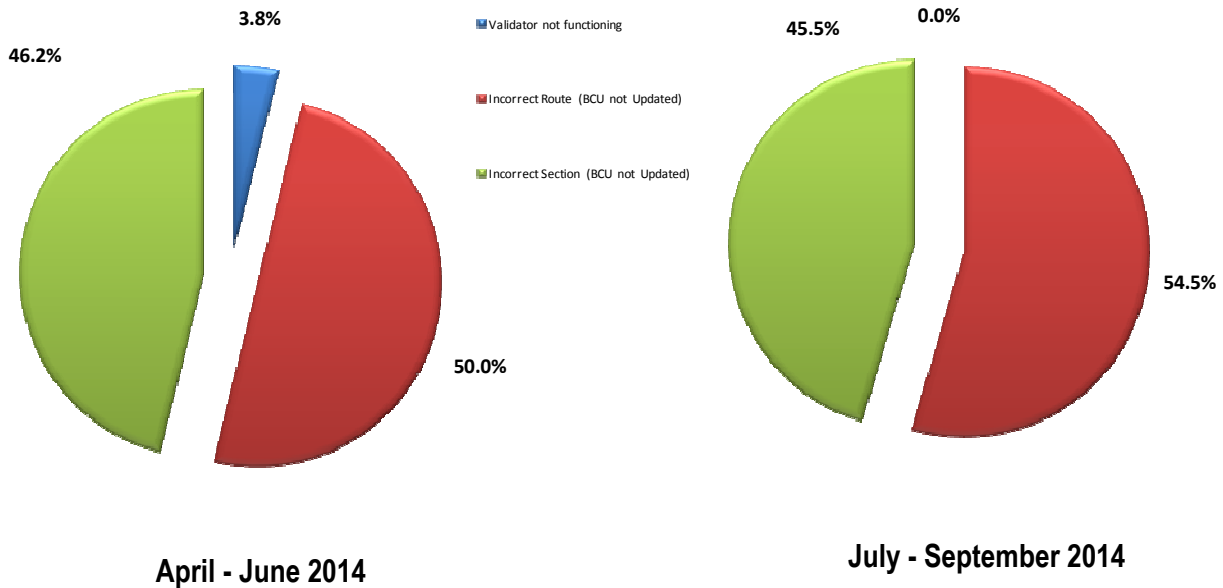


Figure 1.9

Fare Evasion

In the East West contract area, **1.04%** of passengers boarded the vehicle without validating a ticket.