

Rail Commissioner

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 to 30th September 2014;

- **442** audits onboard Rail Commissioner services.
- **202** audits on-board Train services.
- **240** audits on-board Tram services.

The trips audited represent **10.3%** 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	138	32	32	202	3,160
Rail Commissioner Tram	172	34	34	240	1,116
TOTAL	310	66	66	442	4,276

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.

- **88.9%** of services departed on-time.

In relation to *Cleanliness*;

- **97.9%** of services had acceptable ratings for interior cleanliness.
- **97.4%** 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 **95.9%** 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 **7.0%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion on trains was **5.66%**.

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.

- **98.8%** of services departed on-time.

In relation to *Cleanliness*;

- **100.0%** of services had acceptable ratings for interior cleanliness.
- **99.2%** 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 **100.0%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion on trams was **13.20%**.

Train

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Interior Cleanliness

Train Vehicle Interior

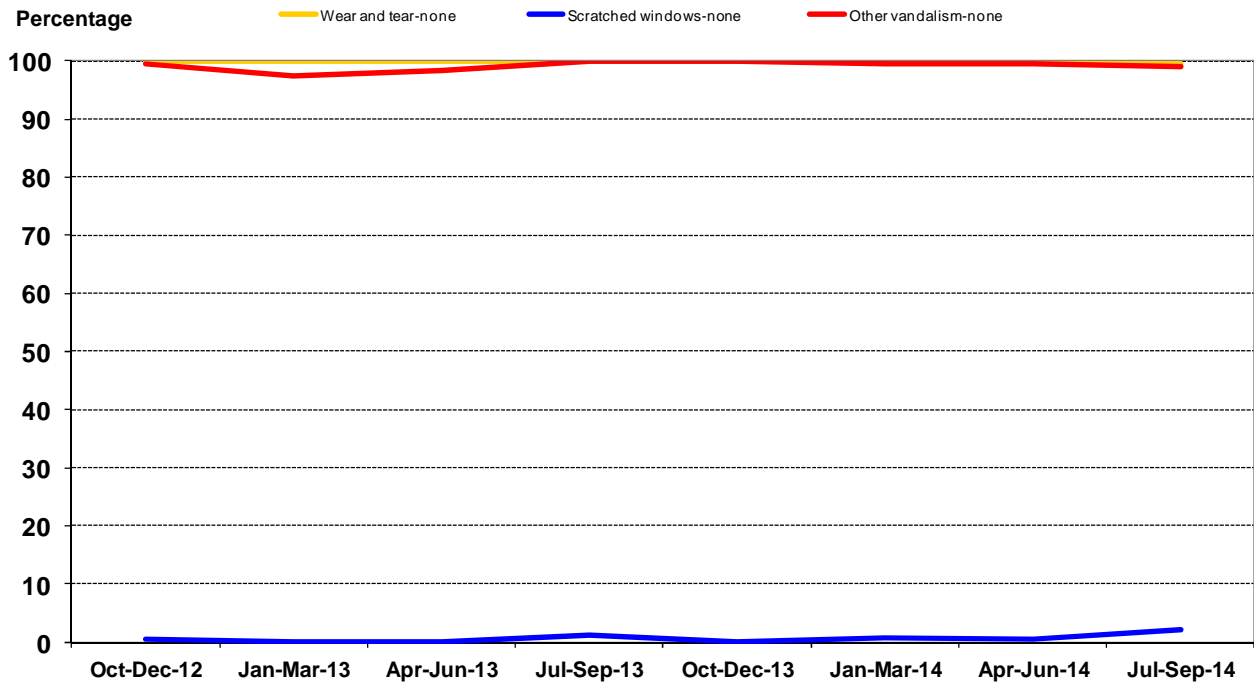


Figure 1.3 – Train Vehicle Interior Trend

Train Vehicle Interior Cleanliness

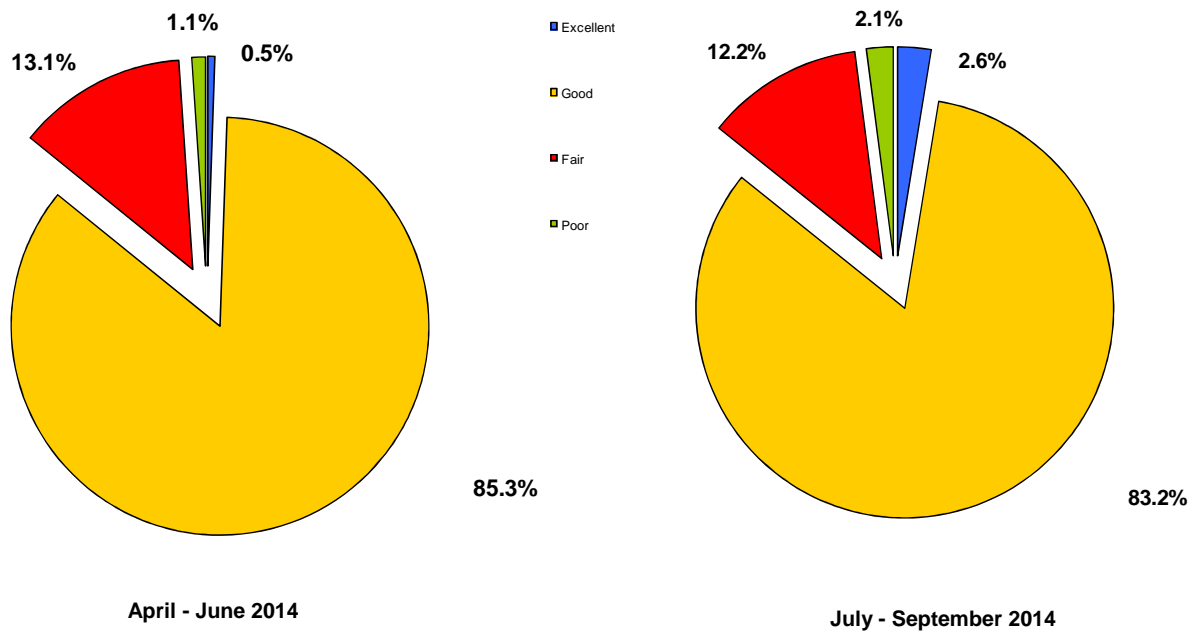


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Vehicle interior clean				
Excellent	2	0.5%	10	2.6%
Good	319	85.3%	321	83.2%
Fair	49	13.1%	47	12.2%
Poor	4	1.1%	8	2.1%
TOTAL	374	100.0%	386	100.0%
Evidence of wear and tear				
None	374	100.0%	384	99.5%
Slight	0	0.0%	2	0.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%
Scratched windows				
None	2	0.5%	8	2.1%
Slight	295	78.9%	323	83.7%
Medium	77	20.6%	55	14.2%
Severe	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%
Evidence of graffiti				
None	159	42.5%	175	45.3%
Slight	176	47.1%	169	43.8%
Medium	39	10.4%	38	9.8%
Severe	0	0.0%	4	1.0%
TOTAL	374	100.0%	386	100.0%
Evidence of other vandalism				
None	372	99.5%	382	99.0%
Slight	2	0.5%	4	1.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%

Table 1.3

In July - September 2014;

- The vehicles interior was acceptable in **97.9%** of trips surveyed.
- There was evidence of wear and tear on **0.5%** of services.
- There were scratched windows on **97.9%** of services.
- There was no evidence of graffiti on **45.3%** of services.
- There was no evidence of other vandalism on **99.0%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

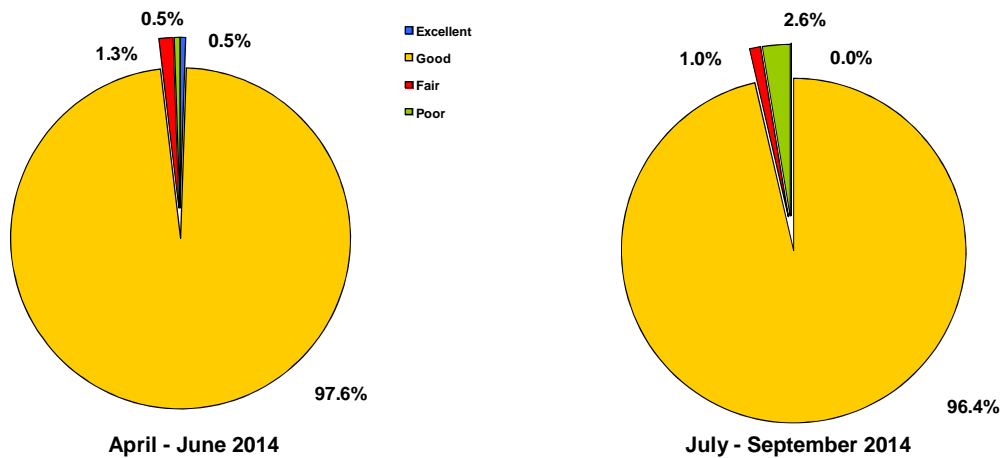


Figure 1.5 - Exterior Cleanliness

In July - September 2014;

- Acceptable ratings for exterior cleanliness were **97.4%**.
- Exterior graffiti was evident on **0.0%** of services audited.

	Number of Carriages Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Vehicle exterior cleanliness				
Excellent	2	0.5%	0	0.0%
Good	365	97.6%	372	96.4%
Fair	5	1.3%	4	1.0%
Poor	2	0.5%	10	2.6%
TOTAL	374	100.0%	386	100.0%
Evidence of exterior graffiti				
None	370	98.9%	386	100.0%
Slight	4	1.1%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

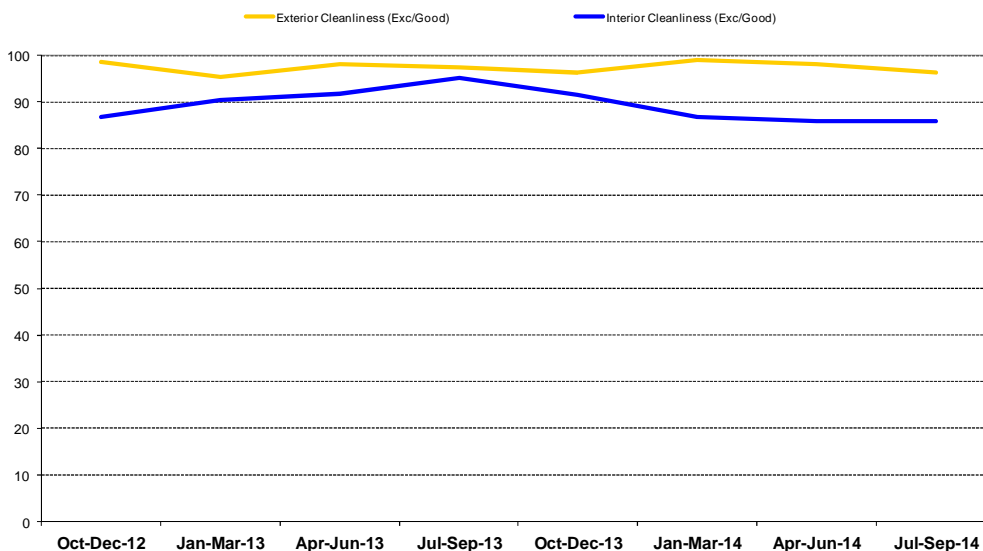


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In July - September 2014;

- The wheelchair ramp was deployed for a passenger in **100.0%** of applicable cases.
- The ramp was deployed in **87.0%** of these occasions by the Driver.

	Number of Carriages Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	25	100.0%	23	100.0%
No	0	0.0%	0	0.0%
TOTAL	25	100.0%	23	100.0%
Who deployed the wheelchair ramp?				
Driver	24	96.0%	20	87.0%
PSA	1	4.0%	3	13.0%
TOTAL	25	100.0%	23	100.0%

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

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

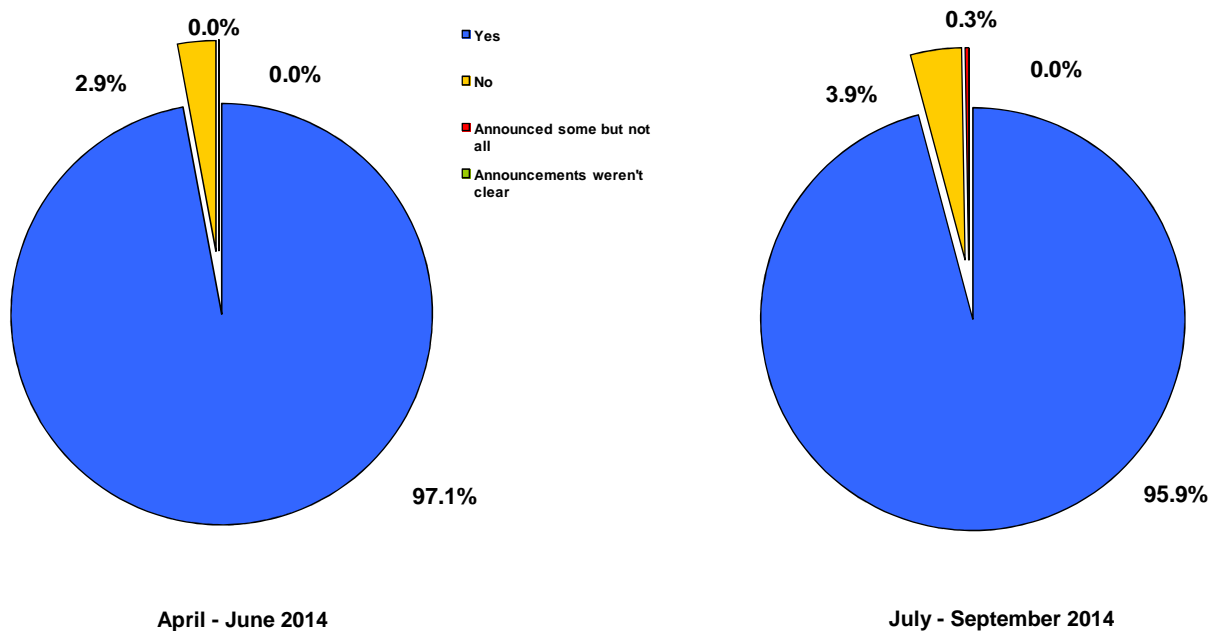


Figure 1.17 – Station Announcements

In July - September 2014;

- **95.9%** of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in **3.9%** of cases.
- In **0.3%** 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			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Did driver announce all stations?				
Yes	363	97.1%	370	95.9%
No	11	2.9%	15	3.9%
Announced some but not all	0	0.0%	1	0.3%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%
Did driver announce reasons for delays?				
Yes	7	100.0%	12	100.0%
No	0	0.0%	0	0.0%
TOTAL	7	100.0%	12	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			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Eating				
Yes	0	0.0%	0	0.0%
No	56	100.0%	69	100.0%
TOTAL	56	100.0%	69	100.0%
Drinking				
Yes	0	0.0%	0	0.0%
No	56	100.0%	69	100.0%
TOTAL	56	100.0%	69	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	56	100.0%	69	100.0%
TOTAL	56	100.0%	69	100.0%
Reading Newspaper				
Yes	0	0.0%	0	0.0%
No	56	100.0%	69	100.0%
TOTAL	56	100.0%	69	100.0%

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

Table 1.7 – PSA Personal Behavior

In July - September 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 **100.0%** in July - September 2014.
- In the *Response to Destination/Route Enquiries* category, **100.0%** of relevant situations scored acceptable ratings.

	Number of Carriages Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Response to ticketing enquiries				
Excellent	6	26.1%	2	6.3%
Good	14	60.9%	28	87.5%
Fair	2	8.7%	2	6.3%
Poor	1	4.3%	0	0.0%
TOTAL	23	100.0%	32	100.0%
Response to destination/route enquiries				
Excellent	4	30.8%	1	7.7%
Good	8	61.5%	11	84.6%
Fair	1	7.7%	1	7.7%
Poor	0	0.0%	0	0.0%
TOTAL	13	100.0%	13	100.0%

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

Table 1.8 – PSAs' Customer Service

Passenger Service Assistants

In July - September 2014;

- 100.0% of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the 44 cases in which the PSA conducted a ticket check, a ticket offence report was issued 7.0% of the time.
- The PSA was rated as being polite when asking to view passengers tickets in all cases.

	Number of Carriages Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Did the PSA use a PRD to check passenger's tickets?				
Yes	38	100.0%	43	100.0%
No	0	0.0%	0	0.0%
TOTAL	38	100.0%	43	100.0%
Was a ticket offence report issued?				
Yes	3	7.9%	3	7.0%
No	35	92.1%	40	93.0%
TOTAL	38	100.0%	43	100.0%
If <u>yes</u>, how many?				
One	1		1	
Two	1		1	
Three	0		0	
Four +	0		1	
TOTAL	2	N/A	3	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	38	100.0%	44	100.0%
No	0	0.0%	0	0.0%
TOTAL	38	100.0%	44	100.0%

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

Table 1.9 – PSA's Customer Service

Train PSA Behaviour

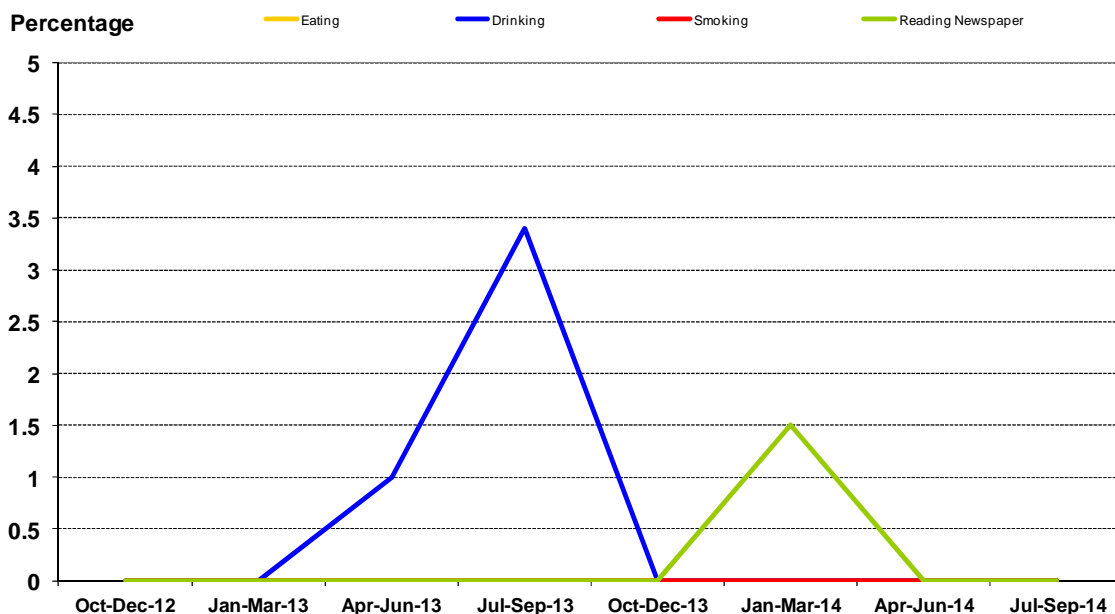


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

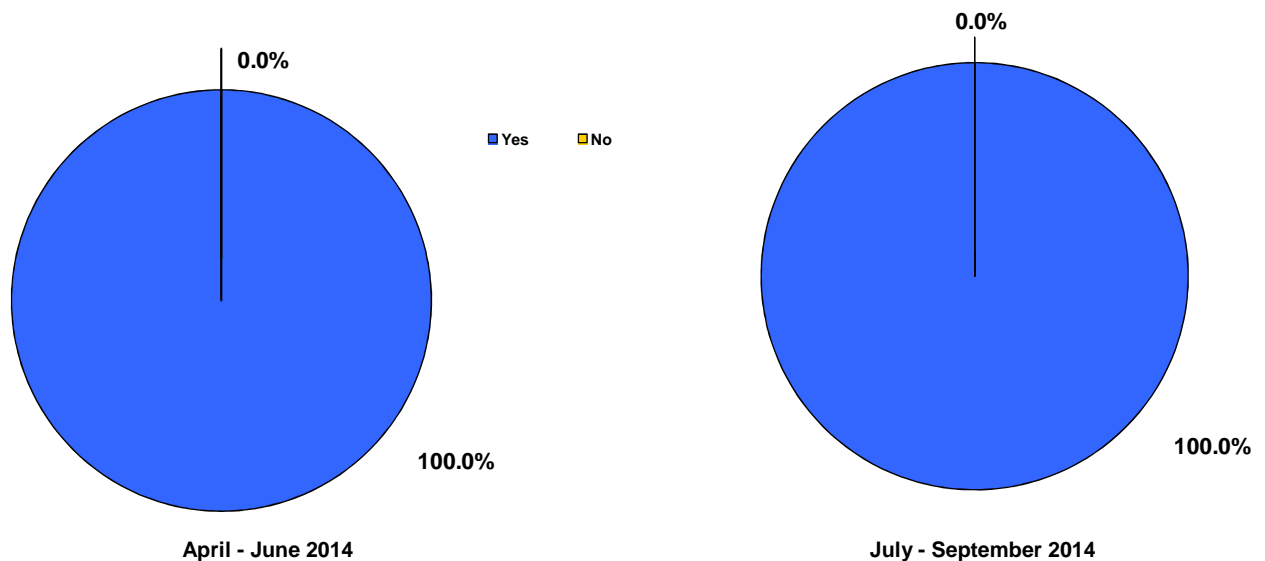


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in July - September 2014;

- In **69.7%** of railcars, the Ticket Vending Machine, when used, was functioning correctly.
- In **1.0%** 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			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Was there a ticket vending machine in the railcar?				
Yes	374	100.0%	386	100.0%
No	0	0.0%	0	0.0%
TOTAL	374	100.0%	386	100.0%
If <u>yes</u> was it operating?				
Operating	242	64.7%	269	69.7%
Not operating (broken)	2	0.5%	4	1.0%
Not operating (vandalised)	0	0.0%	0	0.0%
Not used	130	34.8%	113	29.3%
TOTAL	374	100.0%	386	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

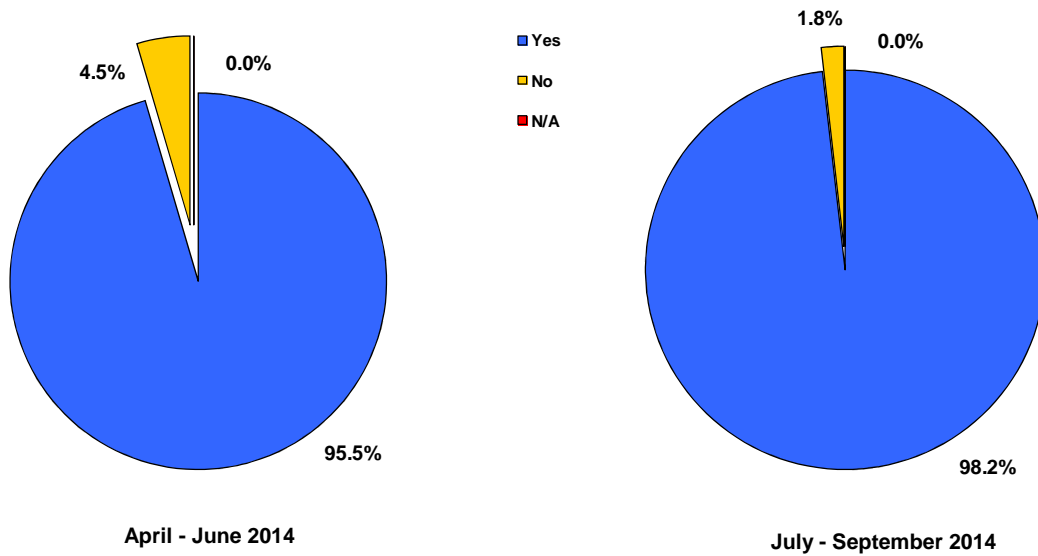


Figure 1.10 – Stamp on Test Tickets

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 July - September 2014 test tickets with correct trip details stamped on the ticket amounted to **98.2%** of instances.

Fare Evasion

5.66 % of passengers boarded the vehicle without validating a ticket.

Tram

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Interior Cleanliness

Tram Vehicle Interior Cleanliness

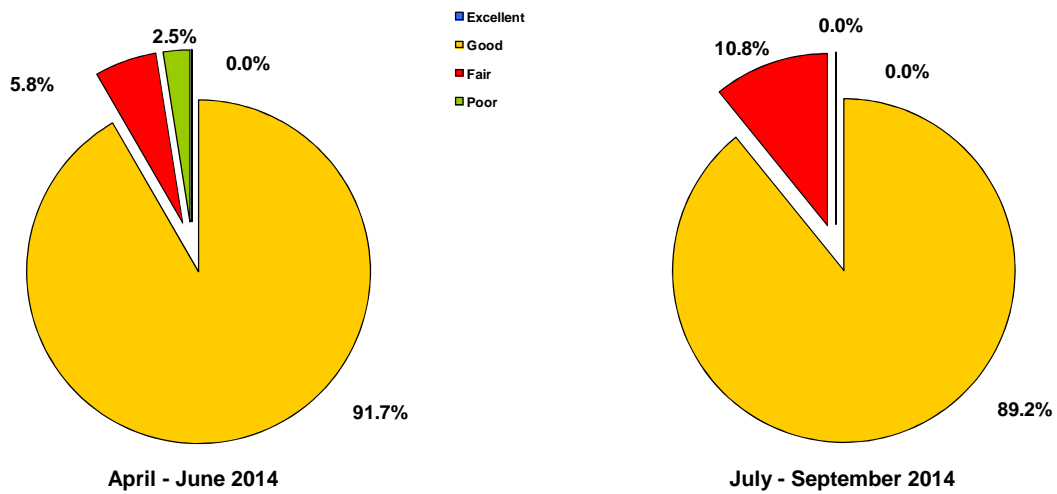


Figure 2.3 – Interior Cleanliness

In July - September 2014;

- The vehicles interior was acceptable in **100.0%** of trips surveyed.
- There was evidence of wear and tear on **5.8%** of services.
- There were scratched windows on **87.9%** of services.
- There was no evidence of graffiti on **98.8%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

	Number of Services Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	220	91.7%	214	89.2%
Fair	14	5.8%	26	10.8%
Poor	6	2.5%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Evidence of wear and tear				
None	225	93.8%	226	94.2%
Slight	15	6.3%	14	5.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Scratched windows				
None	31	12.9%	29	12.1%
Slight	208	86.7%	211	87.9%
Medium	1	0.4%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Evidence of graffiti				
None	240	100.0%	237	98.8%
Slight	0	0.0%	3	1.3%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Evidence of other vandalism				
None	240	100.0%	240	100.0%
Slight	0	0.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%

Table 2.2 - Interior Cleanliness

Exterior Cleanliness

Tram Vehicle Exterior Cleanliness

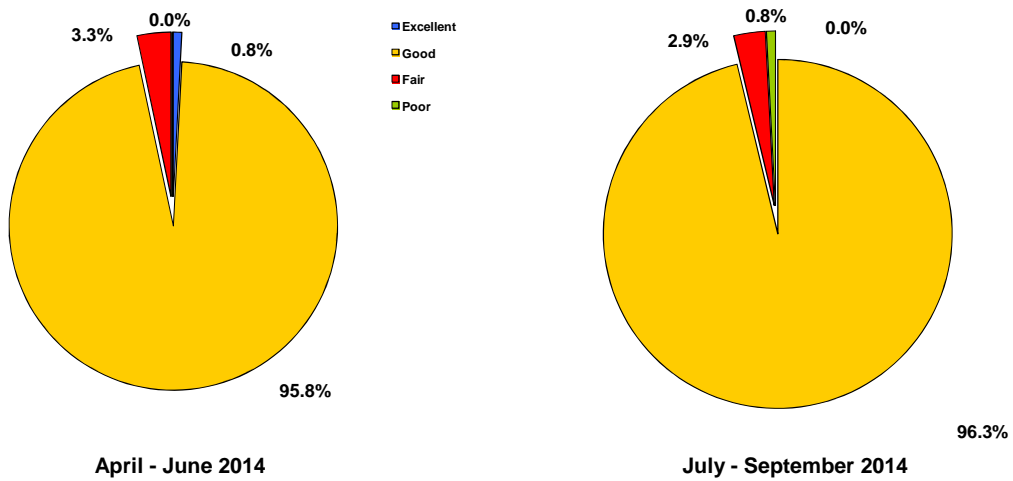


Figure 2.4– Exterior Cleanliness

In July - September 2014;

- Acceptable ratings for exterior cleanliness were **99.2%**.
- Exterior graffiti was evident on **0.8%** services audited.

Vehicle exterior cleanliness	Number of Services Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Excellent	2	0.8%	0	0.0%
Good	230	95.8%	231	96.3%
Fair	8	3.3%	7	2.9%
Poor	0	0.0%	2	0.8%
TOTAL	240	100.0%	240	100.0%
Evidence of exterior graffiti				
None	238	99.2%	238	99.2%
Slight	2	0.8%	2	0.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%

Table 2.3 – Exterior Cleanliness

Tram Vehicle Cleanliness

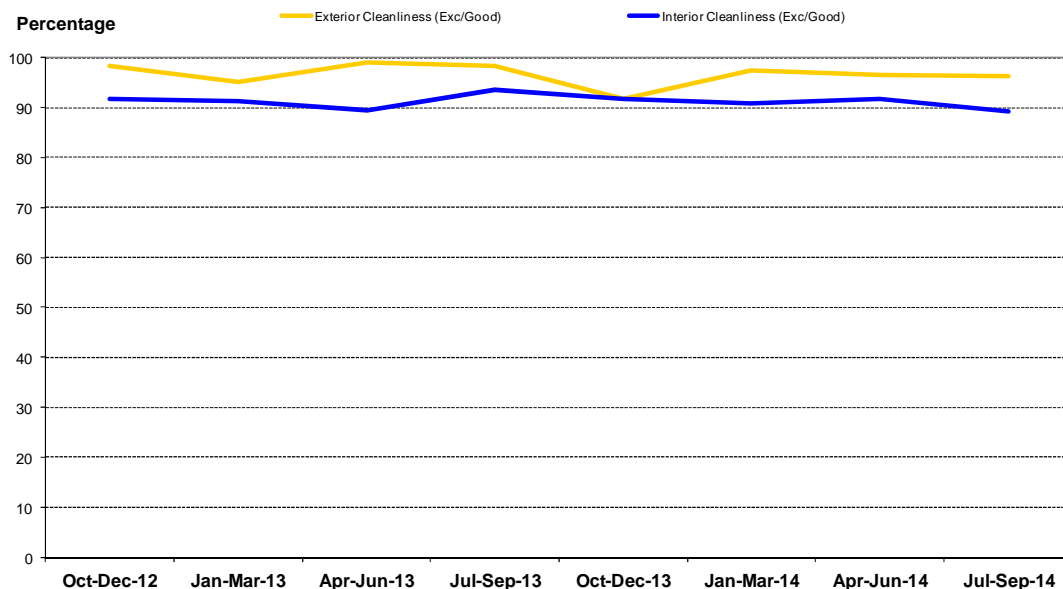


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

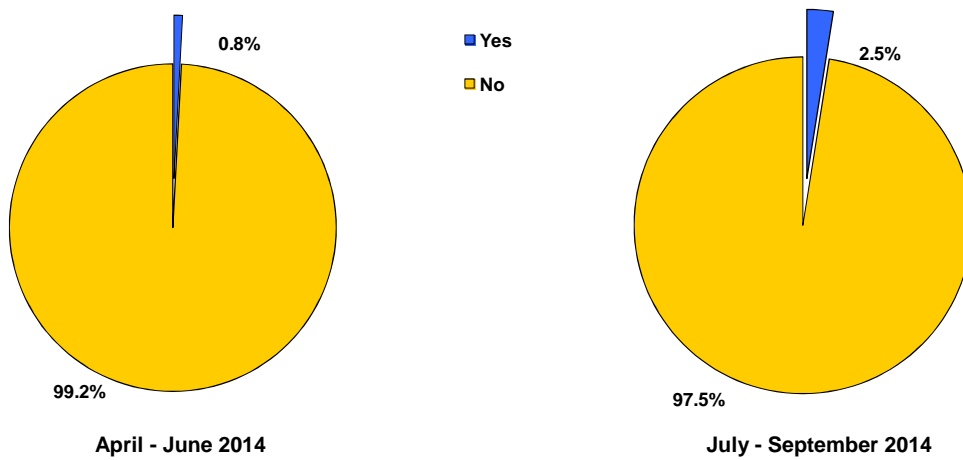


Figure 2.6– Ticket Inspection

In July - September 2014;

- There were 6 cases (2.5%) in which a *Ticket Inspection* was carried out by an inspector in July - September 2014.
- There were 4 instances of a PRD being used to check tickets.

	Number of Services Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Was a ticket inspection carried out?				
Yes	2	0.8%	6	2.5%
No	238	99.2%	234	97.5%
TOTAL	240	100.0%	240	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	0	0.0%	4	66.7%
No	2	100.0%	2	33.3%
TOTAL	2	100.0%	6	100.0%

*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

Tram Conductor

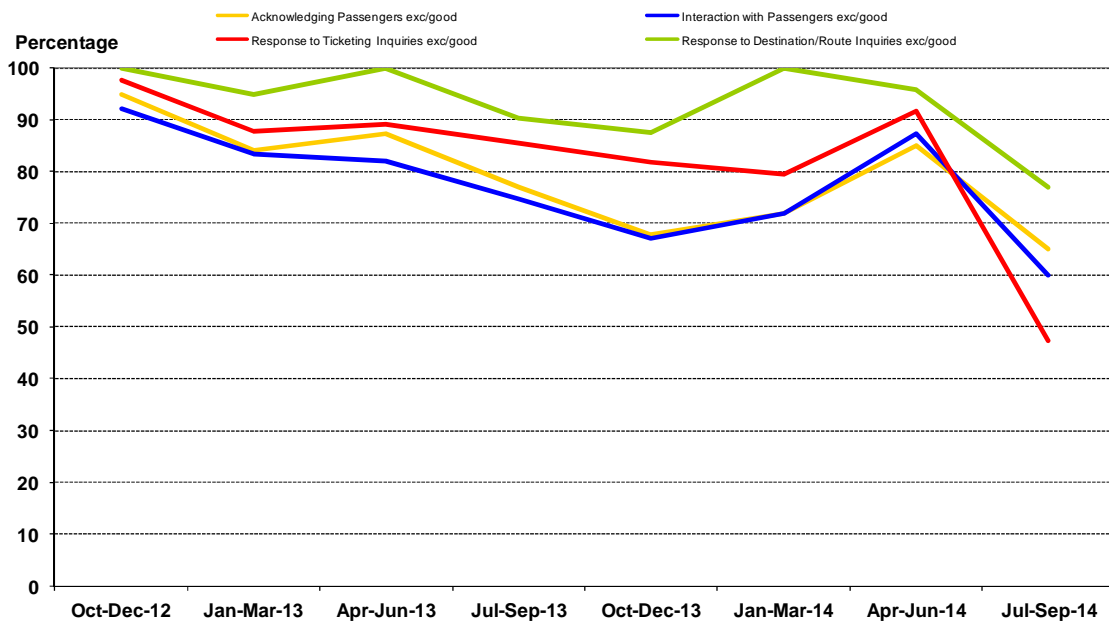


Figure 2.7– Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Acknowledging passengers*				
Excellent	2	5.0%	1	5.0%
Good	32	80.0%	12	60.0%
Fair	5	12.5%	7	35.0%
Poor	1	2.5%	0	0.0%
TOTAL	40	100.0%	20	100.0%
Interaction with passengers*				
Excellent	2	5.1%	1	5.0%
Good	32	82.1%	11	55.0%
Fair	5	12.8%	8	40.0%
Poor	0	0.0%	0	0.0%
TOTAL	39	100.0%	20	100.0%
Response to ticketing enquiries*				
Excellent	1	2.8%	1	5.3%
Good	32	88.9%	8	42.1%
Fair	3	8.3%	10	52.6%
Poor	0	0.0%	0	0.0%
TOTAL	36	100.0%	19	100.0%
Response to destination/route enquiries*				
Excellent	0	0.0%	0	0.0%
Good	22	95.7%	10	76.9%
Fair	1	4.3%	3	23.1%
Poor	0	0.0%	0	0.0%
TOTAL	23	100.0%	13	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In July - September 2014;

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

Tram Conductor Behaviour

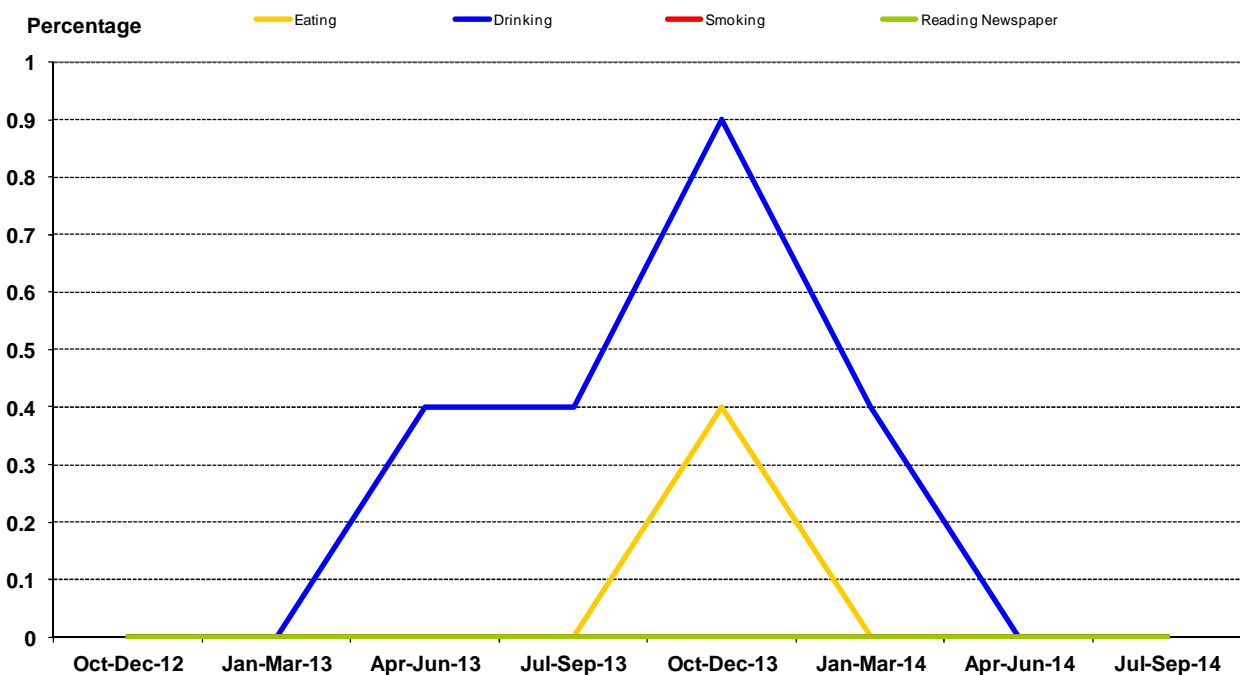


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Apr-Jun-14	Apr-Jun-14	Jul-Sep-14	Jul-Sep-14
Eating*				
Yes	0	0.0%	0	0.0%
No	240	100.0%	20	100.0%
TOTAL	240	100.0%	20	100.0%
Drinking*				
Yes	0	0.0%	0	0.0%
No	240	100.0%	20	100.0%
TOTAL	240	100.0%	20	100.0%
Smoking*				
Yes	0	0.0%	0	0.0%
No	240	100.0%	20	100.0%
TOTAL	240	100.0%	20	100.0%
Reading Newspaper*				
Yes	0	0.0%	0	0.0%
No	240	100.0%	20	100.0%
TOTAL	240	100.0%	20	100.0%

* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behaviour

In July - September 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

13.20% of passengers boarded the vehicle without validating a ticket.