

Rail Commissioner

Service Standard Report

October - December 2014



Government of South Australia

Department of Planning,
Transport and Infrastructure

Contents

Sample and Methodology	3
Main Findings	4-5

TRAIN

Interior Cleanliness	7-8
Exterior Cleanliness	9
Wheelchair Ramp Deployment	10
Station Announcements	11
Passenger Service Assistants	12-13
Ticket Vending Machines	14
Validators	15
Fare Evasion	15

TRAM

Interior Cleanliness	17
Exterior Cleanliness	18
Ticket Inspections	19
Conductor Behaviour	20-21
Fare Evasion	21

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 2014 to 31st December 2014;

- **444** audits onboard Rail Commissioner services.
- **204** 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	34	204	3,160
Rail Commissioner Tram	172	34	34	240	1,116
TOTAL	310	66	68	444	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.

- On time running for train services was **91.6%**

In relation to *Cleanliness*;

- **99.5%** of services had acceptable ratings for interior cleanliness.
- **100.0%** 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 **97.0%** 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 **22.8%** of cases.

In relation to *Fare Evasion*;

- Overall Fare Evasion was **5.57%**.

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.

- On time running for tram services was **99.3%**

In relation to *Cleanliness*;

- **98.3%** of services had acceptable ratings for interior cleanliness.
- **98.3%** 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 **14.19%**.

Train

Service Standard Report

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Interior Cleanliness

Train Vehicle Interior

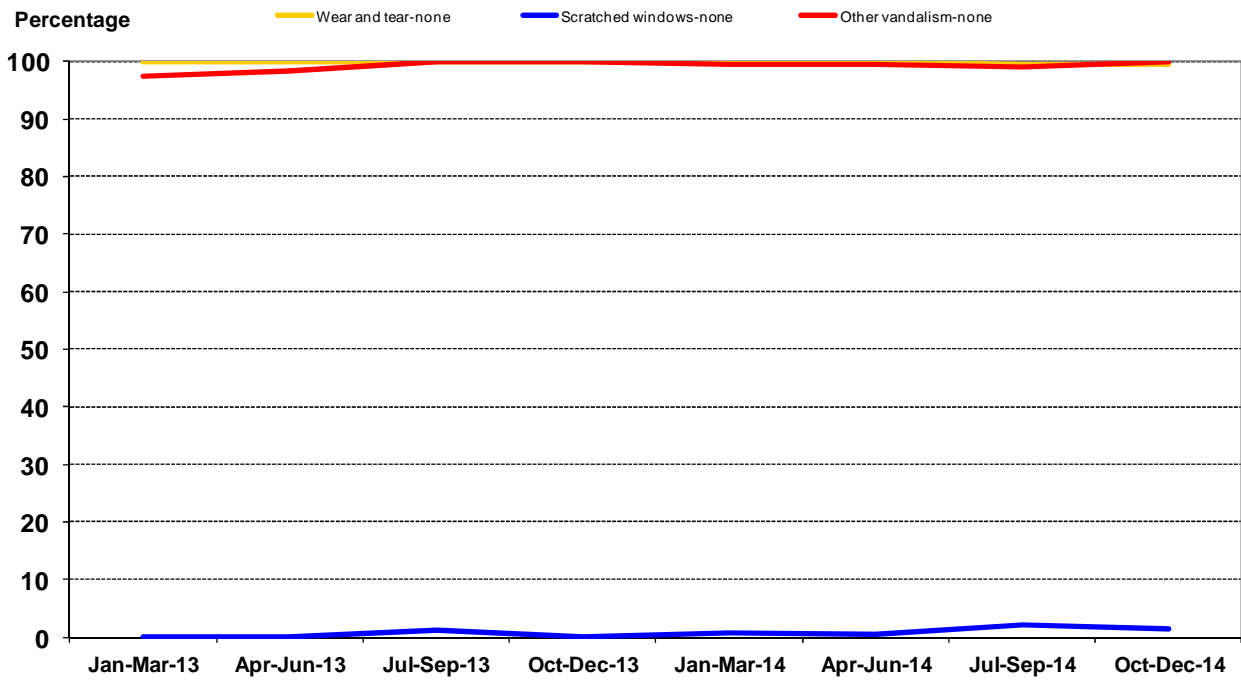


Figure 1.3 – Train Vehicle Interior Trend

Train Vehicle Interior Cleanliness

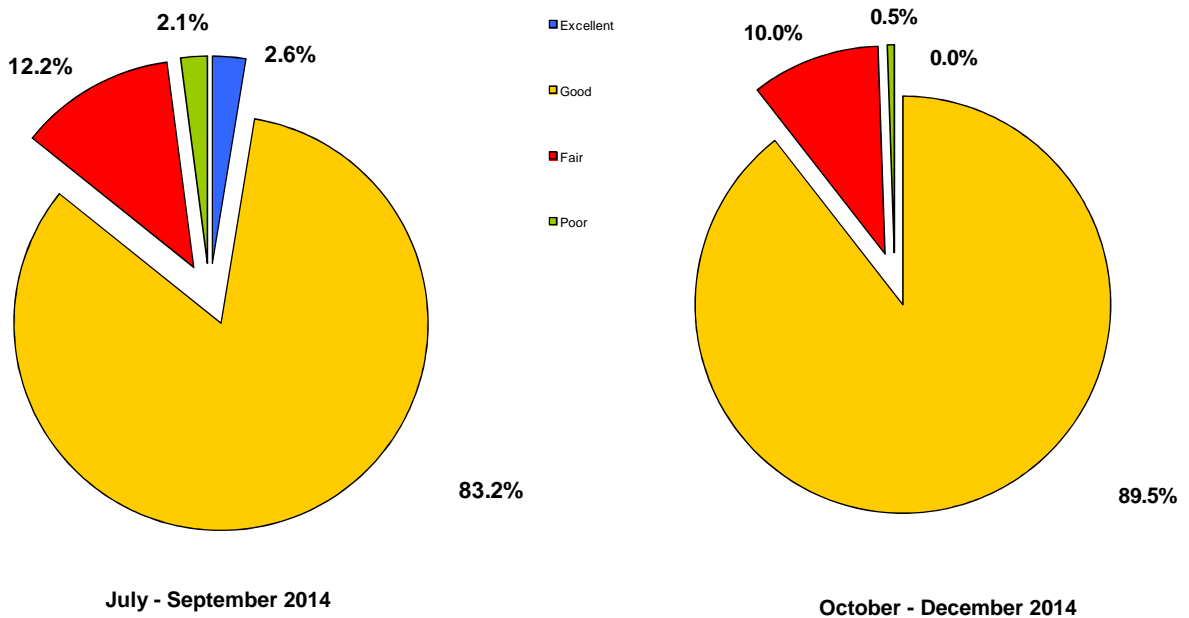


Figure 1.4 – Interior Cleanliness

Interior Cleanliness

	Number of Carriages Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Vehicle interior clean				
Excellent	10	2.6%	0	0.0%
Good	321	83.2%	331	89.5%
Fair	47	12.2%	37	10.0%
Poor	8	2.1%	2	0.5%
TOTAL	386	100.0%	370	100.0%
Evidence of wear and tear				
None	384	99.5%	368	99.5%
Slight	2	0.5%	2	0.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%
Scratched windows				
None	8	2.1%	5	1.4%
Slight	323	83.7%	325	87.8%
Medium	55	14.2%	40	10.8%
Severe	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%
Evidence of graffiti				
None	175	45.3%	144	38.9%
Slight	169	43.8%	191	51.6%
Medium	38	9.8%	35	9.5%
Severe	4	1.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%
Evidence of other vandalism				
None	382	99.0%	370	100.0%
Slight	4	1.0%	0	0.0%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%

Table 1.3

In October - December 2014;

- The vehicles interior was acceptable in **99.5%** of trips surveyed.
- There was evidence of wear and tear on **0.5%** of services.
- There were scratched windows on **98.6%** of services.
- There was no evidence of graffiti on **38.9%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

Exterior Cleanliness

Train Vehicle Exterior Cleanliness

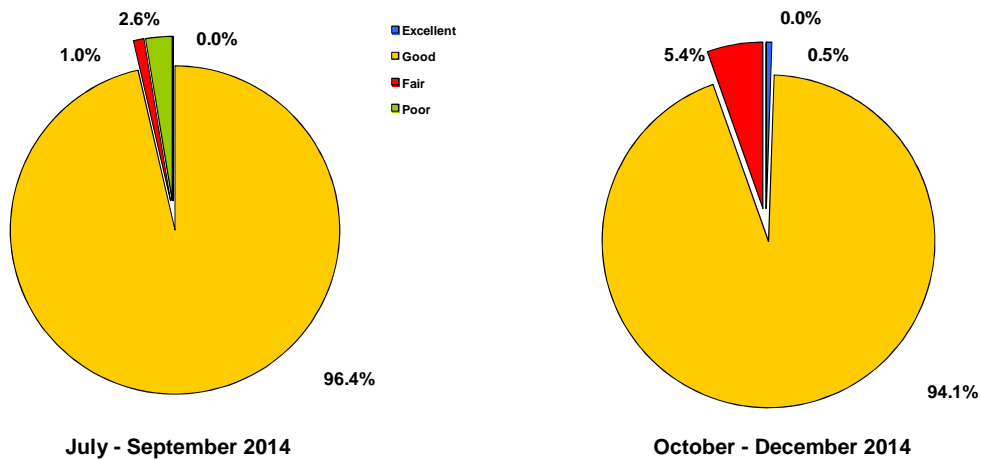


Figure 1.5 - Exterior Cleanliness

In October - December 2014;

- Acceptable ratings for exterior cleanliness were **100.0%**.
- Exterior graffiti was evident on **2.2%** of services audited.

	Number of Carriages Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Vehicle exterior cleanliness				
Excellent	0	0.0%	2	0.5%
Good	372	96.4%	348	94.1%
Fair	4	1.0%	20	5.4%
Poor	10	2.6%	0	0.0%
TOTAL	386	100.0%	370	100.0%
Evidence of exterior graffiti				
None	386	100.0%	362	97.8%
Slight	0	0.0%	8	2.2%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%

Table 1.5 – Exterior Cleanliness

Train Vehicle Cleanliness

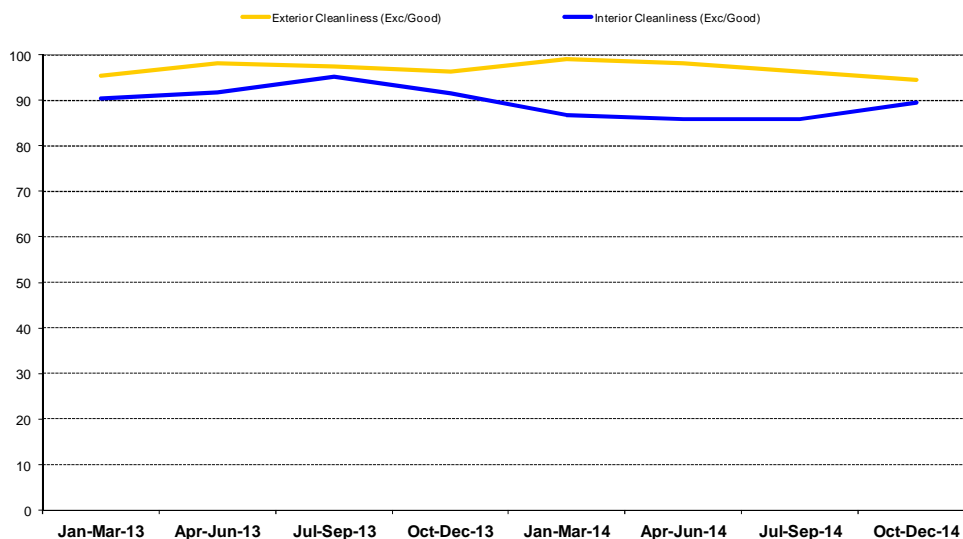


Figure 1.6 - Exterior Cleanliness Trend

Wheelchair Ramp Deployment

In October - December 2014;

- The wheelchair ramp was deployed for a passenger in **100.0%** of applicable cases.
- The ramp was deployed in **87.9%** of these occasions by the Driver.

	Number of Carriages Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Wheelchair ramp deployed for disabled/ wheelchair bound passengers?				
Yes	23	100.0%	33	100.0%
No	0	0.0%	0	0.0%
TOTAL	23	100.0%	33	100.0%
Who deployed the wheelchair ramp?				
Driver	20	87.0%	29	87.9%
PSA	3	13.0%	4	12.1%
TOTAL	23	100.0%	33	100.0%

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

Table 1.5 - Wheelchair Ramp Deployment

Station Announcements

Train Station Announcements

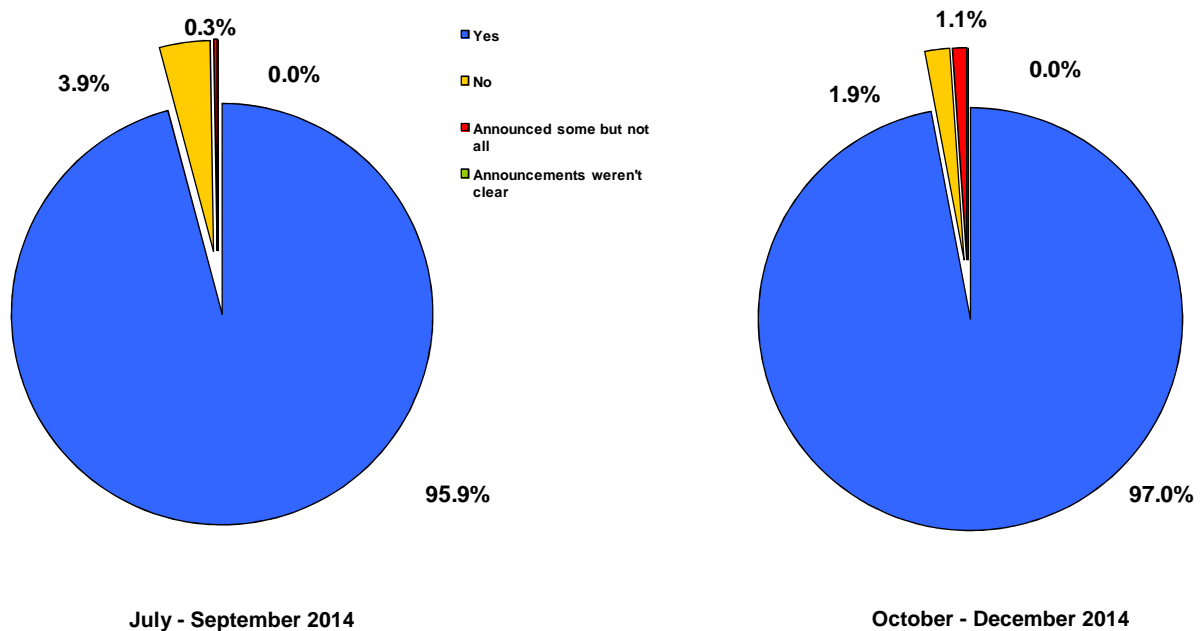


Figure 1.17 – Station Announcements

In October - December 2014;

- **97.0%** of drivers announced all stations or automated announcements were made and were clearly audible.
- The driver did not announce any stations in **1.9%** of cases.
- In **1.1%** 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			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Did driver announce all stations?				
Yes	370	95.9%	359	97.0%
No	15	3.9%	7	1.9%
Announced some but not all	1	0.3%	4	1.1%
Announcements weren't clear	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%
Did driver announce reasons for delays?				
Yes	12	100.0%	5	100.0%
No	0	0.0%	0	0.0%
TOTAL	12	100.0%	5	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			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Eating				
Yes	0	0.0%	0	0.0%
No	69	100.0%	80	100.0%
TOTAL	69	100.0%	80	100.0%
Drinking				
Yes	0	0.0%	0	0.0%
No	69	100.0%	80	100.0%
TOTAL	69	100.0%	80	100.0%
Smoking				
Yes	0	0.0%	0	0.0%
No	69	100.0%	80	100.0%
TOTAL	69	100.0%	80	100.0%
Reading Newspaper				
Yes	0	0.0%	0	0.0%
No	69	100.0%	80	100.0%
TOTAL	69	100.0%	80	100.0%

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

Table 1.7 – PSA Personal Behavior

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

	Number of Carriages Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Response to ticketing enquiries				
Excellent	2	6.3%	1	2.9%
Good	28	87.5%	33	94.3%
Fair	2	6.3%	1	2.9%
Poor	0	0.0%	0	0.0%
TOTAL	32	100.0%	35	100.0%
Response to destination/route enquiries				
Excellent	1	7.7%	1	5.9%
Good	11	84.6%	16	94.1%
Fair	1	7.7%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	13	100.0%	17	100.0%

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

Table 1.8 – PSAs' Customer Service

Passenger Service Assistants

In October - December 2014;

- 100.0% of applicable cases the PSA used a PRD (Portable Reading Device) to check passenger tickets.
- Of the 57 cases in which the PSA conducted a ticket check, a ticket offence report was issued 22.8% of the time.
- The PSA was rated as being polite when asking to view passengers tickets in all cases.

	Number of Carriages Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Did the PSA use a PRD to check passenger's tickets?				
Yes	43	100.0%	57	100.0%
No	0	0.0%	0	0.0%
TOTAL	43	100.0%	57	100.0%
Was a ticket offence report issued?				
Yes	3	7.0%	13	22.8%
No	40	93.0%	44	77.2%
TOTAL	43	100.0%	57	100.0%
If <u>yes</u>, how many?				
One	1		10	
Two	1		1	
Three	0		2	
Four +	1		0	
TOTAL	3	N/A	13	N/A
Was the PSA polite when asking to see passenger's tickets?				
Yes	44	100.0%	57	100.0%
No	0	0.0%	0	0.0%
TOTAL	44	100.0%	57	100.0%

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

Table 1.9 – PSA's Customer Service

Train PSA Behaviour

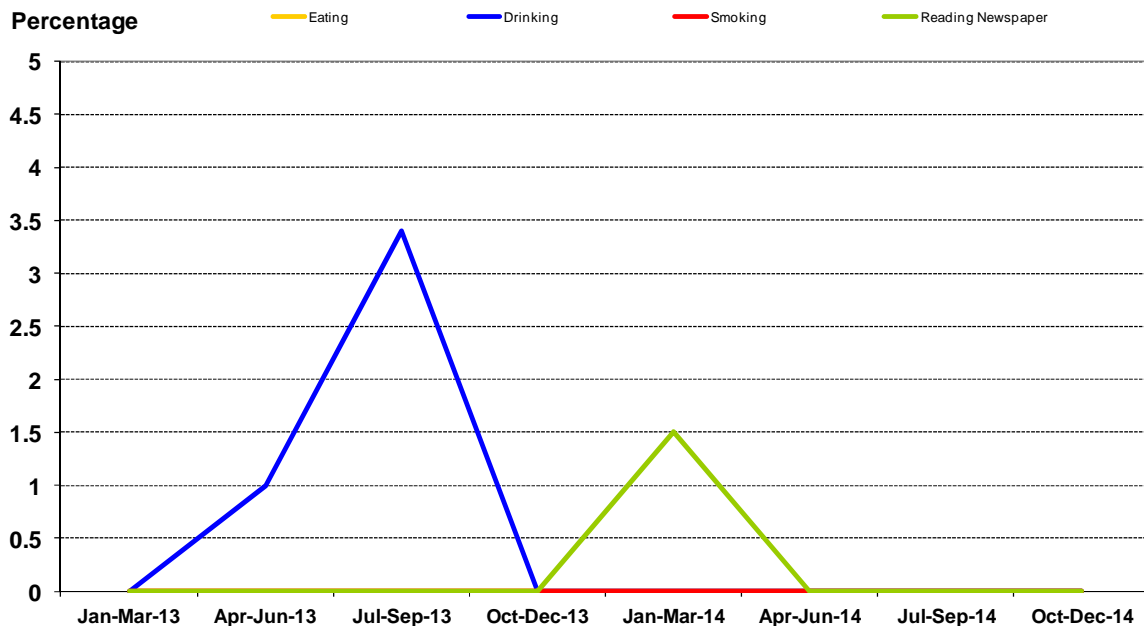


Figure 1.8 - PSA Behaviour

Ticket Vending Machines

Train Ticket Vending Machines

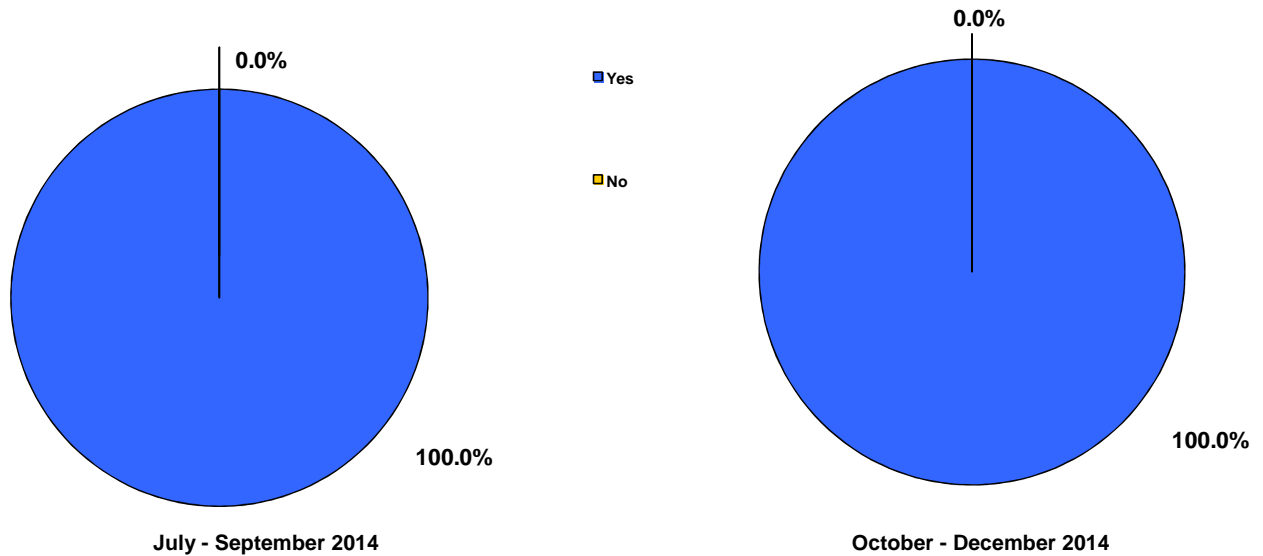


Figure 1.9 – Ticket Vending Machine within Railcar

Ticket Vending Machines were present on **all** audited railcars in October - December 2014;

- In **72.7%** 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			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Was there a ticket vending machine in the railcar?				
Yes	386	100.0%	370	100.0%
No	0	0.0%	0	0.0%
TOTAL	386	100.0%	370	100.0%
If <u>yes</u> was it operating?				
Operating	269	69.7%	269	72.7%
Not operating (broken)	4	1.0%	2	0.5%
Not operating (vandalised)	0	0.0%	0	0.0%
Not used	113	29.3%	99	26.8%
TOTAL	386	100.0%	370	100.0%

Table 1.10 – TVM Operating

Validators

Stamp on Test Ticket

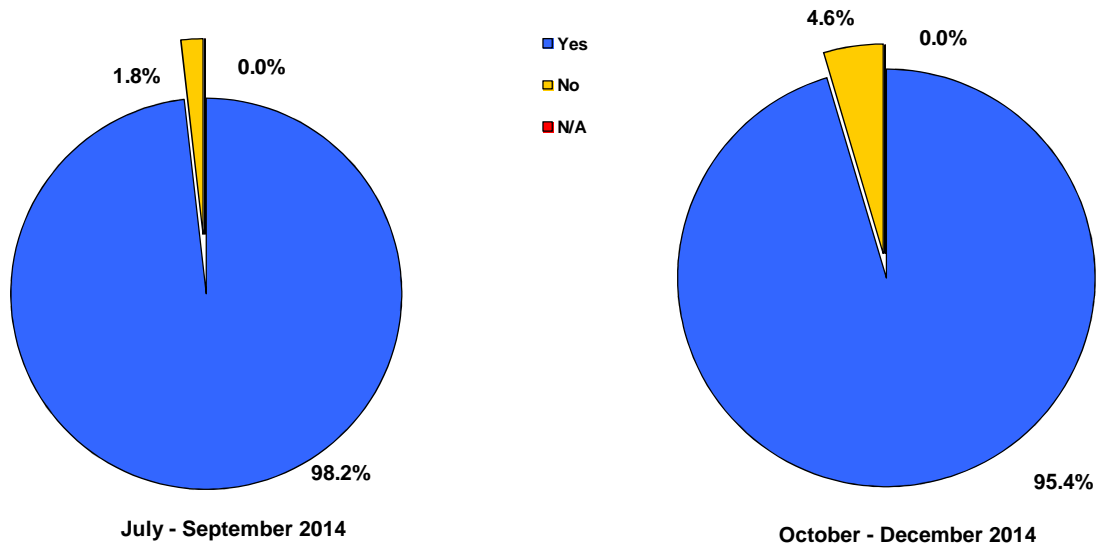


Figure 1.10 – Stamp on Test Tickets

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 October - December 2014 test tickets with correct trip details stamped on the ticket amounted to **95.4%** of instances.

Fare Evasion

5.57% of passengers boarded the vehicle without validating a ticket.

Tram

Service Standard Report

October - December 2014



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Interior Cleanliness

Tram Vehicle Interior Cleanliness

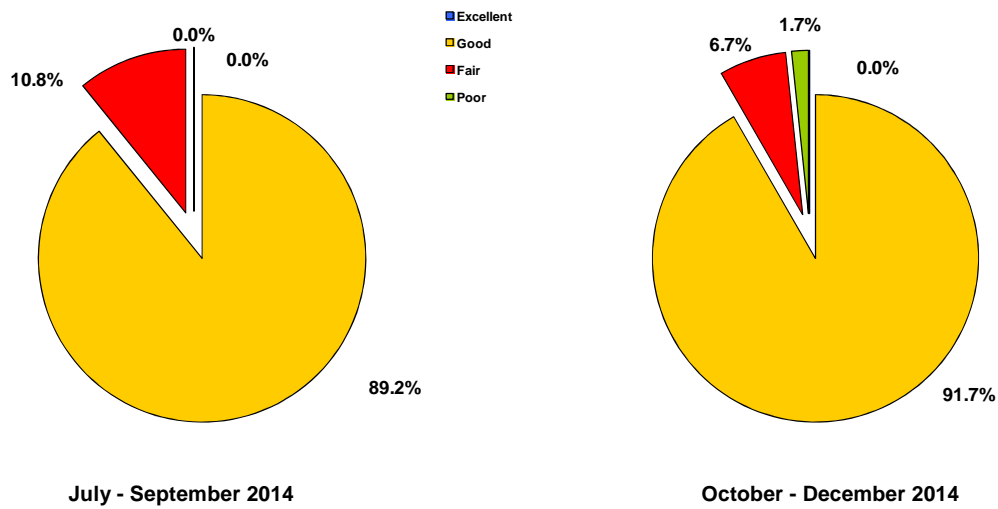


Figure 2.3 – Interior Cleanliness

In October - December 2014;

- The vehicles interior was acceptable in **98.3%** of trips surveyed.
- There was evidence of wear and tear on **4.2%** of services.
- There were scratched windows on **92.5%** of services.
- There was no evidence of graffiti on **99.2%** of services.
- There was no evidence of other vandalism on **100.0%** of services.

	Number of Services Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Vehicle interior clean				
Excellent	0	0.0%	0	0.0%
Good	214	89.2%	220	91.7%
Fair	26	10.8%	16	6.7%
Poor	0	0.0%	4	1.7%
TOTAL	240	100.0%	240	100.0%
Evidence of wear and tear				
None	226	94.2%	230	95.8%
Slight	14	5.8%	10	4.2%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Scratched windows				
None	29	12.1%	18	7.5%
Slight	211	87.9%	222	92.5%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	0	0.0%
TOTAL	240	100.0%	240	100.0%
Evidence of graffiti				
None	237	98.8%	238	99.2%
Slight	3	1.3%	2	0.8%
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

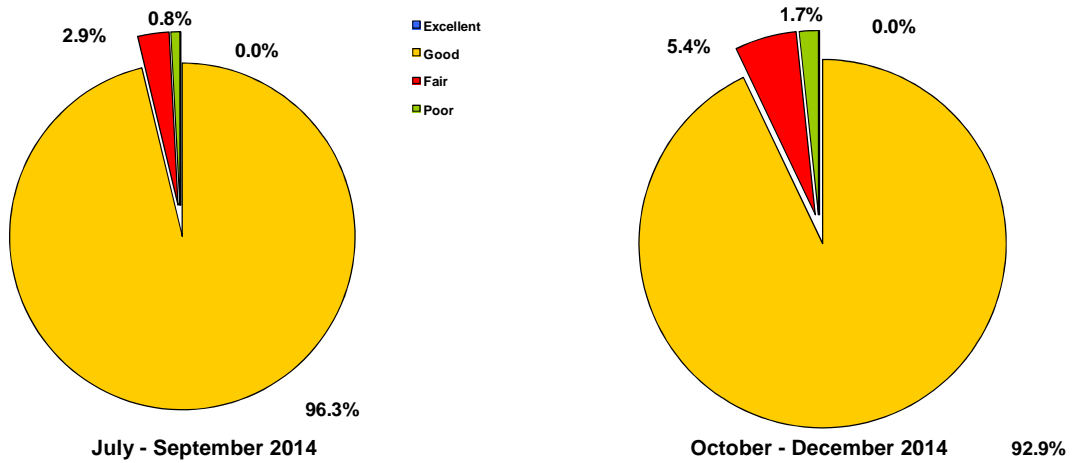


Figure 2.4– Exterior Cleanliness

In October - December 2014;

- Acceptable ratings for exterior cleanliness were **98.3%**.
- Exterior graffiti was evident on **1.7%** services audited.

Vehicle exterior cleanliness	Number of Services Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Excellent	0	0.0%	0	0.0%
Good	231	96.3%	223	92.9%
Fair	7	2.9%	13	5.4%
Poor	2	0.8%	4	1.7%
TOTAL	240	100.0%	240	100.0%
Evidence of exterior graffiti				
None	238	99.2%	236	98.3%
Slight	2	0.8%	2	0.8%
Medium	0	0.0%	0	0.0%
Severe	0	0.0%	2	0.8%
TOTAL	240	100.0%	240	100.0%

Table 2.3 – Exterior Cleanliness

Tram Vehicle Cleanliness

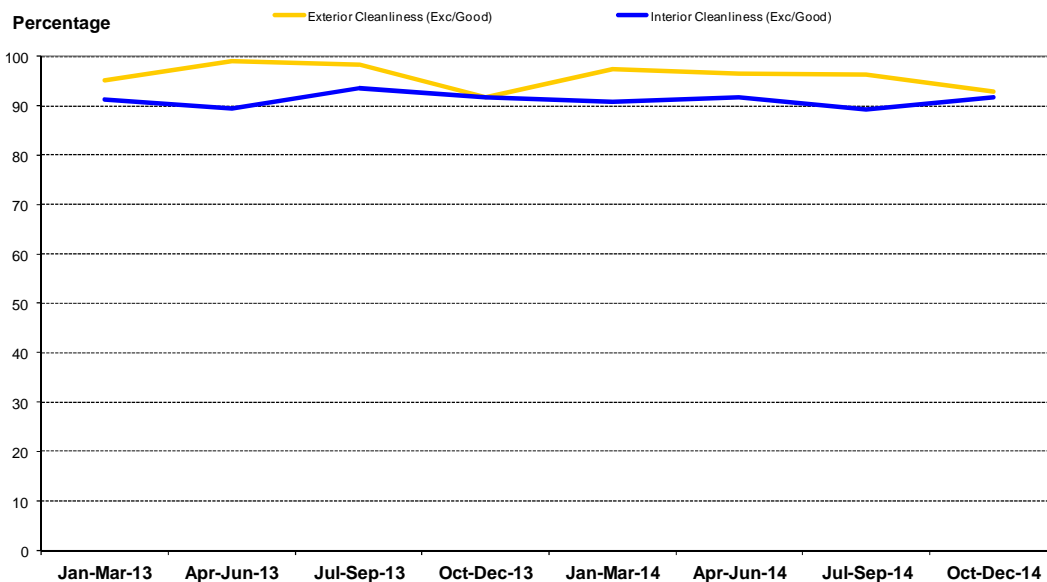


Figure 2.5 – Exterior and Interior Cleanliness Trend

Ticket Inspections

Tram Ticket Inspections

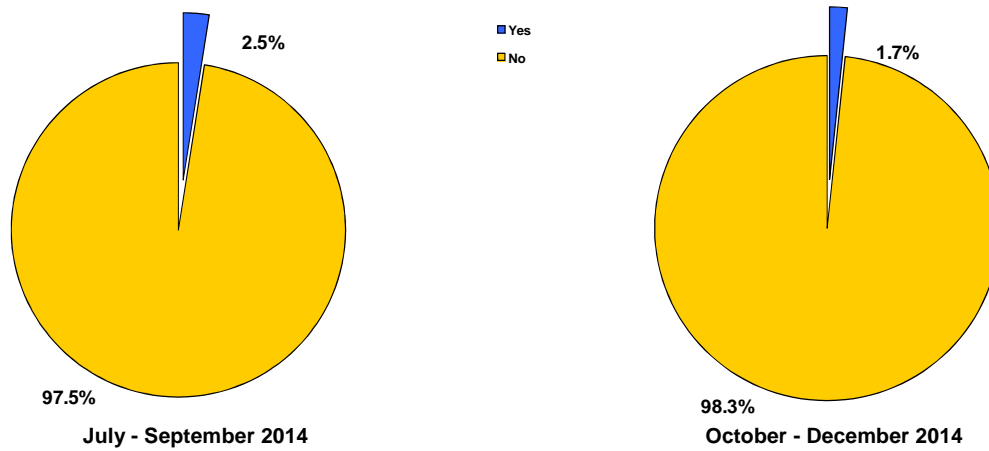


Figure 2.6– Ticket Inspection

In October - December 2014;

- There were 4 cases (1.7%) in which a *Ticket Inspection* was carried out by an inspector in October - December 2014.
- There were 4 instances of a PRD being used to check tickets.

	Number of Services Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Was a ticket inspection carried out?				
Yes	6	2.5%	4	1.7%
No	234	97.5%	236	98.3%
TOTAL	240	100.0%	240	100.0%
Did the Inspector use a PRD to check tickets?*				
Yes	4	66.7%	4	100.0%
No	2	33.3%	0	0.0%
TOTAL	6	100.0%	4	100.0%

*Percentage base excludes not applicable cases

Table 2.4– Ticket Inspections

Tram Conductor

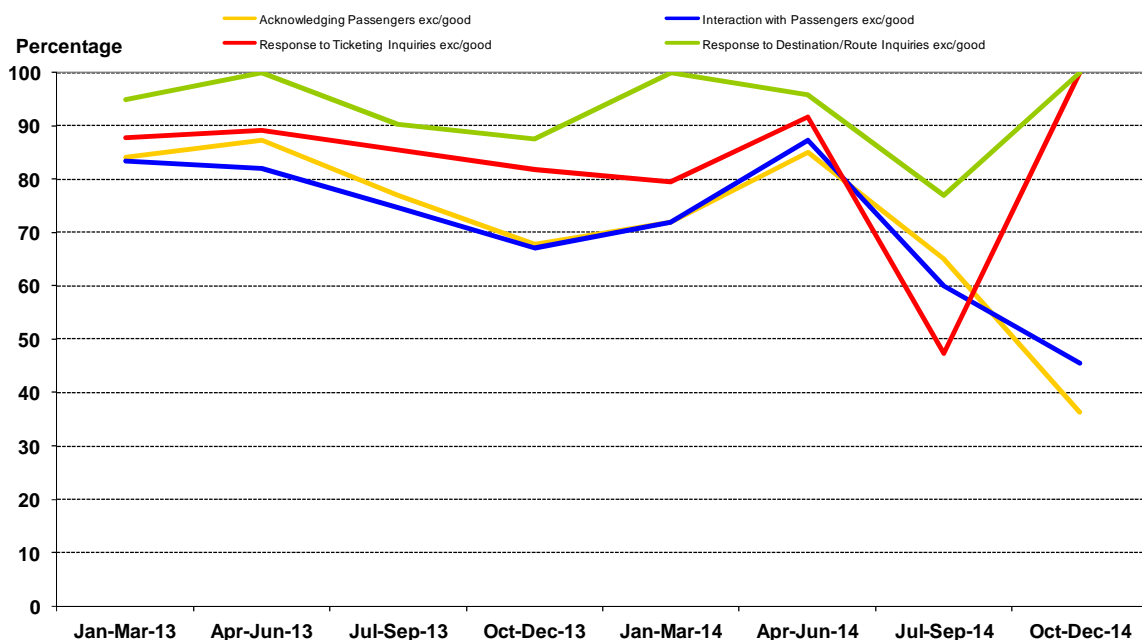


Figure 2.7– Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Acknowledging passengers*				
Excellent	1	5.0%	1	9.1%
Good	12	60.0%	3	27.3%
Fair	7	35.0%	7	63.6%
Poor	0	0.0%	0	0.0%
TOTAL	20	100.0%	11	100.0%
Interaction with passengers*				
Excellent	1	5.0%	1	9.1%
Good	11	55.0%	4	36.4%
Fair	8	40.0%	6	54.5%
Poor	0	0.0%	0	0.0%
TOTAL	20	100.0%	11	100.0%
Response to ticketing enquiries*				
Excellent	1	5.3%	1	20.0%
Good	8	42.1%	4	80.0%
Fair	10	52.6%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	19	100.0%	5	100.0%
Response to destination/route enquiries*				
Excellent	0	0.0%	1	25.0%
Good	10	76.9%	3	75.0%
Fair	3	23.1%	0	0.0%
Poor	0	0.0%	0	0.0%
TOTAL	13	100.0%	4	100.0%

* Percentage base excludes not applicable cases

Table 2.5 – Conductor Courtesy

In October - December 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

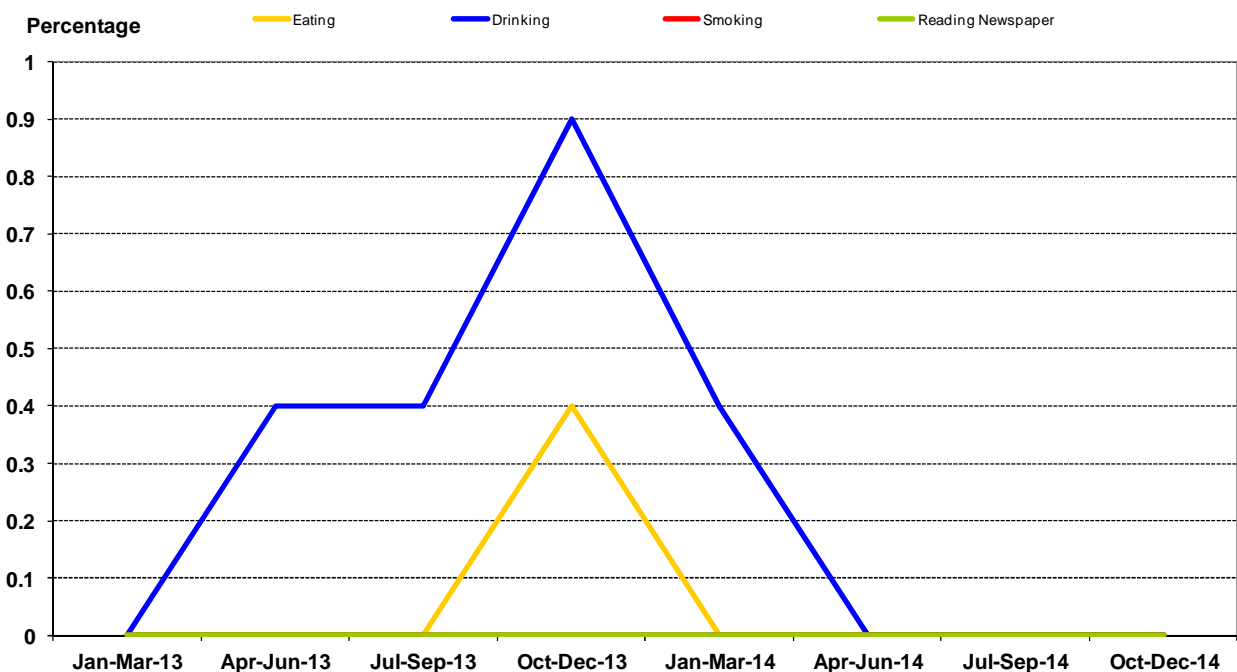


Figure 2.8 – Tram Conductor Behavior

Conductor Behaviour

	Number of Services Audited			
	Jul-Sep-14	Jul-Sep-14	Oct-Dec-14	Oct-Dec-14
Eating*				
Yes	0	0.0%	0	0.0%
No	20	100.0%	11	100.0%
TOTAL	20	100.0%	11	100.0%
Drinking*				
Yes	0	0.0%	0	0.0%
No	20	100.0%	11	100.0%
TOTAL	20	100.0%	11	100.0%
Smoking*				
Yes	0	0.0%	0	0.0%
No	20	100.0%	11	100.0%
TOTAL	20	100.0%	11	100.0%
Reading Newspaper*				
Yes	0	0.0%	0	0.0%
No	20	100.0%	11	100.0%
TOTAL	20	100.0%	11	100.0%

* Percentage base excludes not applicable cases

Table 2.6 – Conductor Behaviour

In October - December 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.