

SouthLink

Service Standard Report

October - December 2012



Government of South Australia

Department of Planning,
Transport and Infrastructure

Contents

| | |
|---------------------------|-----|
| Sample and Methodology | 3 |
| Hills—Main Findings | 4-5 |
| Outer North—Main Findings | 6-7 |
| Outer South—Main Findings | 8-9 |

HILLS

| | |
|---|-------|
| On-Time Running | 11 |
| Connections | 12 |
| Vehicle Condition—Exterior/Interior | 12-13 |
| Driver Quality—Courtesy/Safety/Appearance/Special Needs/Driver Response | 14-16 |
| Process Compliance—Signage | 17 |
| Signage—Onboard | 18 |
| Ticketing | 19 |
| Test Ticket Information | 20 |
| Fare Evasion | 21 |

OUTER NORTH

| | |
|---|-------|
| On-Time Running | 23 |
| Connections | 24 |
| Vehicle Condition—Exterior/Interior | 24-25 |
| Driver Quality—Courtesy/Safety/Appearance/Special Needs/Driver Response | 26-28 |
| Process Compliance—Signage | 29 |
| Signage—Onboard | 30 |
| Ticketing | 31 |
| Test Ticket Information | 32 |
| Fare Evasion | 33 |

OUTER SOUTH

| | |
|---|-------|
| On-Time Running | 35 |
| Connections | 36 |
| Vehicle Condition—Exterior/Interior | 36-37 |
| Driver Quality—Courtesy/Safety/Appearance/Special Needs/Driver Response | 38-40 |
| Process Compliance—Signage | 41 |
| Signage—Onboard | 42 |
| Ticketing | 43 |
| Test Ticket Information | 44 |
| Fare Evasion | 45 |

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 and 31st December 2012;

- **1068** audits onboard SouthLink services.
- **365** audits in the Outer South contract area.
- **370** audits in the Outer North contract area.
- **333** audits in the Hills contract area.

The trips audited represent **6.4%** of the **16,571** trips supplied (defined as the number of trips available for five weekdays, plus a Saturday and Sunday) in all contract areas for one whole week Sunday to Saturday. The sample base is selected from trips listed on PTS approved timetables submitted by SouthLink.

| Contract Area | Weekday Trips | | Sunday Trips | | Trips Supplied |
|-----------------------|---------------|------------------------|--------------|---------------|----------------|
| | Audited | Saturday Trips Audited | Audited | Trips Audited | |
| SouthLink Outer South | 308 | 30 | 27 | 365 | 6,641 |
| SouthLink Outer North | 321 | 27 | 22 | 370 | 7,695 |
| Southlink Hills | 301 | 20 | 12 | 333 | 2,235 |
| TOTAL | 930 | 77 | 61 | 1,068 | 16,571 |

Table 1.1

Hills - 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 October - December 2012;

- **94.0%** of services audited were on time.
- **6.0%** of services audited were late.
- **0.0%** 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 October - December 2012;

- **0.0%** 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 October - December 2012;

- **100%** service connections.

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **98.8%** acceptable interior cleanliness.
- **100.0%** acceptable exterior cleanliness.

Hills - Main Findings

DRIVER QUALITY

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

In October - December 2012;

- **100.0%** 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.
- **99.7%** ensured unsteady passengers seated before 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 October - December 2012;

- **99.7%** displayed destination sign.
- **96.4%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2012;

- **100.0%** displayed 'Welcome Aboard' sign.
- **100.0%** displayed concession pass schedule.
- **100.0%** displayed ticket validation instructions.
- **100.0%** displayed metroticket fare schedule.
- **100.0%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2012;

- **1.16%** of passengers boarded the vehicle without validating a ticket.

Further breakdowns can be found throughout the report.

Outer North - 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 October - December 2012;

- **88.1%** of services audited were on time.
- **10.3%** of services audited were late.
- **1.6%** 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 October - December 2012;

- **0.0%** 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 October - December 2012;

- **100%** service connections.

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2012;

- **99.2%** acceptable interior cleanliness.
- **99.5%** acceptable exterior cleanliness.

Outer North - Main Findings

DRIVER QUALITY

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

In October - December 2012;

- **100.0%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **99.7%** smooth ride.
- **99.7%** compliance with road rules.
- **99.5%** bus parked close to kerb as possible.
- **100.0%** ensured unsteady passengers seated before 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 October - December 2012;

- **99.2%** displayed destination sign.
- **90.3%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2012;

- **100.0%** displayed 'Welcome Aboard' sign.
- **100.0%** displayed concession pass schedule.
- **99.7%** displayed ticket validation instructions.
- **99.5%** displayed metroticket fare schedule.
- **99.7%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2012;

- **3.11%** of passengers boarded the vehicle without validating a ticket.

Further breakdowns can be found throughout the report.

Outer South - 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 October - December 2012;

- **87.1%** of services audited were on time.
- **12.3%** of services audited were late.
- **0.5%** 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 October - December 2012;

- **0.0%** 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 October - December 2012;

- **100%** service connections.

VEHICLE CONDITION

Compliance with processes determined in accordance within the contract.

In October - December 2012;

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

Outer South - Main Findings

DRIVER QUALITY

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

In October - December 2012;

- **100.0%** acknowledging passengers.
- **100.0%** response to passenger enquiries.
- **100.0%** smooth ride.
- **100.0%** compliance with road rules.
- **99.7%** bus parked close to kerb as possible.
- **99.7%** ensured unsteady passengers seated before 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 October - December 2012;

- **100.0%** displayed destination sign.
- **93.2%** displayed shift number.

SIGNAGE - ONBOARD

In October - December 2012;

- **100.0%** displayed 'Welcome Aboard' sign.
- **100.0%** displayed concession pass schedule.
- **100.0%** displayed ticket validation instructions.
- **99.5%** displayed metroticket fare schedule.
- **99.5%** displayed stickers for disability/elderly priority seating.

FARE EVASION

In October - December 2012;

- **2.69%** of passengers boarded the vehicle without validating a ticket.

Further breakdowns can be found throughout the report.

Hills

Service Standard Report

October - December 2012



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---------------------------|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus departure time | | | | | | | | |
| 10+ min early | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| 3-9 min early | 0.0% | 0.0% | 0.2% | 0.3% | | | | |
| 1-2 min early | 0.6% | 0.0% | 1.2% | 1.2% | | | | |
| On-time (<4.59 min late) | 92.8% | 94.0% | 82.0% | 82.7% | 92.8% | 94.0% | 62.2% | 61.4% |
| 5-6 late | 2.7% | 1.2% | 4.2% | 3.6% | | | | |
| 6-9 min late | 3.0% | 3.6% | 7.8% | 7.8% | | | | |
| 10+ min late | 0.9% | 1.2% | 4.2% | 4.2% | | | | |
| Did Not Run | 0.0% | 0.0% | 0.3% | 0.2% | | | | |
| Bus arrival time | | | | | | | | |
| 10+ min late | 0.6% | 1.2% | 2.6% | 2.8% | 0.6% | 0.6% | 8.4% | 8.4% |

Table 2.1

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 October - December 2012;

- **94.0%** of services departed on time.
- Early running occurred on **0.0%** of services.
- Late running was **6.0%**.
- Services reported as *Did Not Run* was **0.0%**.

Hills On Time Running

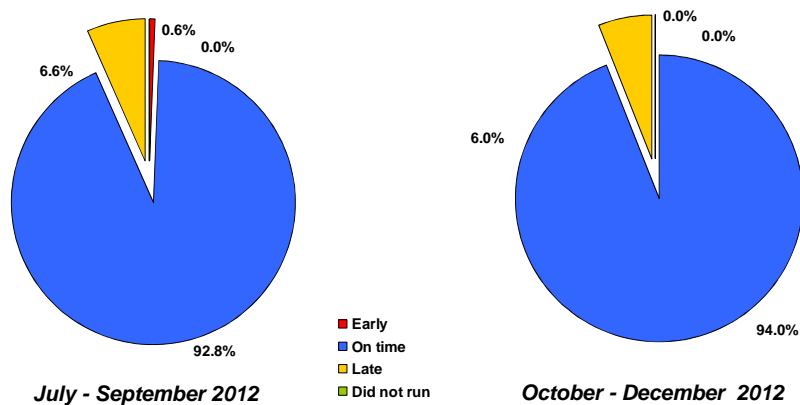


Figure 2.1

Hills On Time Running

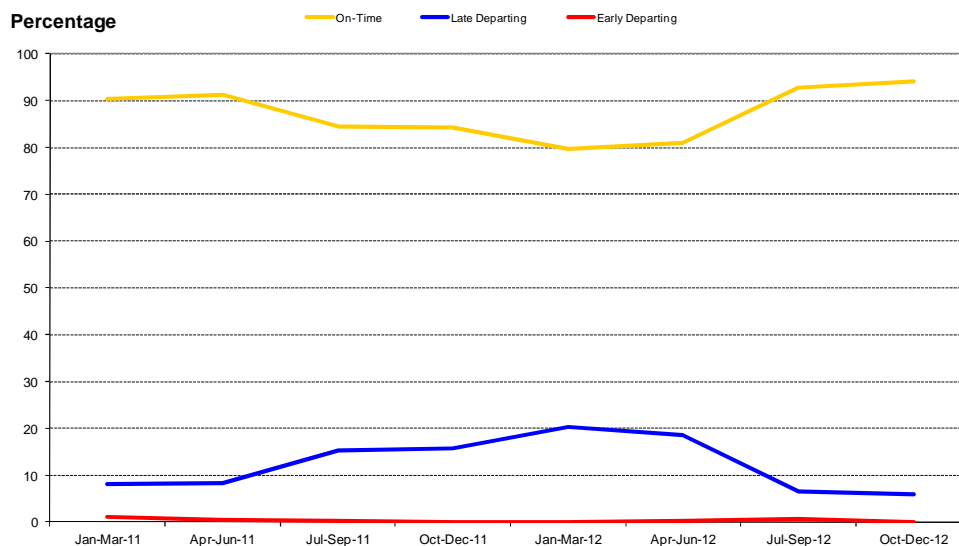


Figure 2.2

Connections

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus required to connect | | | | | | | | |
| Yes | 12.0% | 7.5% | 5.2% | 5.3% | n/a | n/a | n/a | n/a |
| No | 88.0% | 92.5% | 94.8% | 94.7% | | | | |
| Mode | | | | | | | | |
| Bus | 100.0% | 100.0% | 100.0% | 100.0% | n/a | n/a | n/a | n/a |
| Train | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not applicable | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Able to transfer | | | | | | | | |
| 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% | | | | |
| If No, why not? | | | | | | | | |
| Bus arrived late | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train departed early | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train not seen | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Insufficient transfer time | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Not applicable | n/a | n/a | n/a | n/a | 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 | n/a |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 100.0% | 100.0% | 100.0% | 100.0% | | | | |

Table 2.2

In October - December 2012;

- 7.5% of trips were required to connect to another service, with 100.0% of these connections successful.

Vehicle Condition - Exterior

Hills Vehicle Exterior Cleanliness

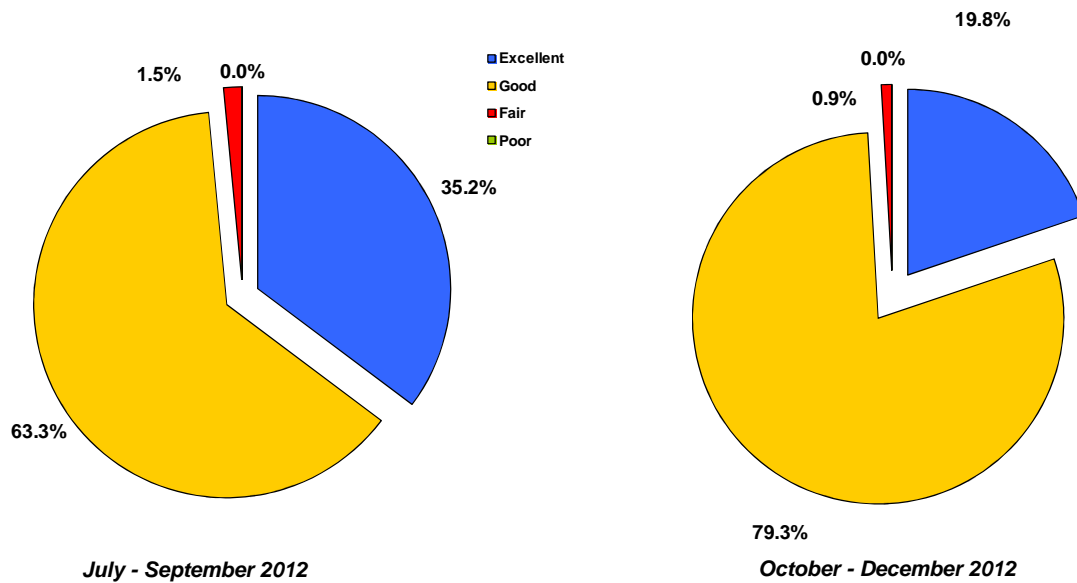


Figure 2.3

In October - December 2012;

- Acceptable ratings for exterior cleanliness were 100.0%.
- 0.0% of services were recorded as poor.

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Vehicle exterior clean | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.8% | 99.9% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 35.2% | 19.8% | 18.3% | 18.7% | | | | |
| Good | 63.3% | 79.3% | 76.0% | 75.0% | | | | |
| Fair | 1.5% | 0.9% | 5.5% | 6.2% | | | | |
| Poor | 0.0% | 0.0% | 0.2% | 0.1% | | | | |

Table 2.3

Vehicle Condition - Interior

| Vehicle interior clean | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------|-----------------|--------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Excellent + Good + Fair | 100.0% | 98.8% | 99.7% | 99.5% | 100.0% | 100.0% | 99.2% | 98.8% |
| Excellent | 35.2% | 34.5% | 21.4% | 25.9% | 100.0% | 100.0% | 99.2% | 98.8% |
| Good | 58.1% | 61.0% | 59.5% | 61.3% | 0.0% | 0.0% | 0.8% | 0.2% |
| Fair | 6.6% | 3.3% | 18.8% | 12.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poor | 0.0% | 1.2% | 0.3% | 0.5% | 0.0% | 0.0% | 0.0% | 0.0% |

Table 2.4

Hills Vehicle Interior Cleanliness

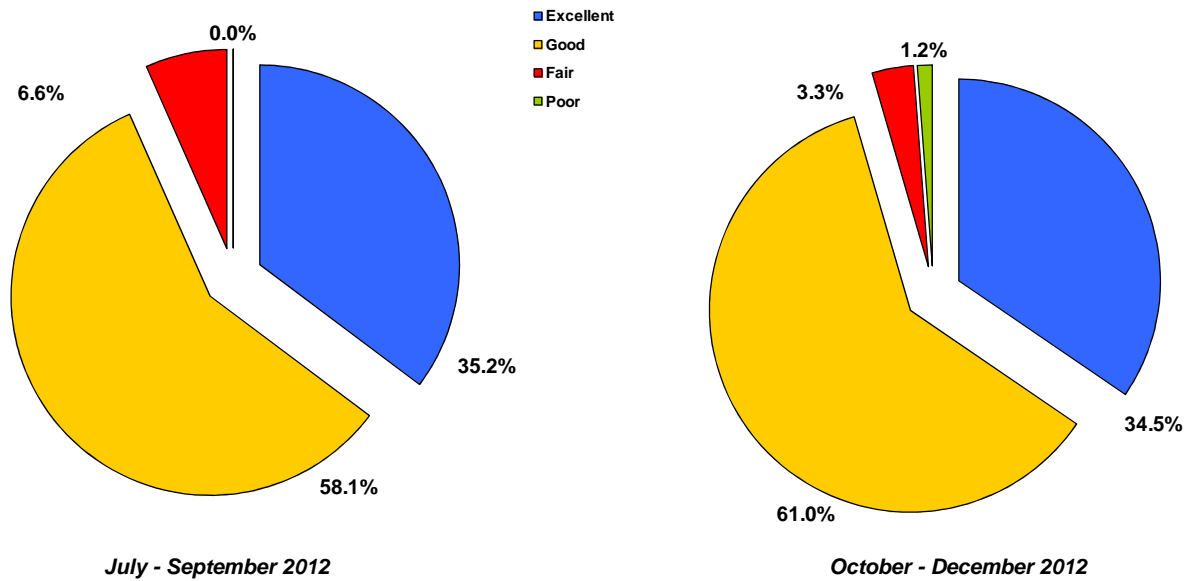


Figure 2.4

In October - December 2012;

- Acceptable ratings for interior cleanliness were **98.8%**.
- **1.2%** of services were recorded as poor.

Hills Cleanliness

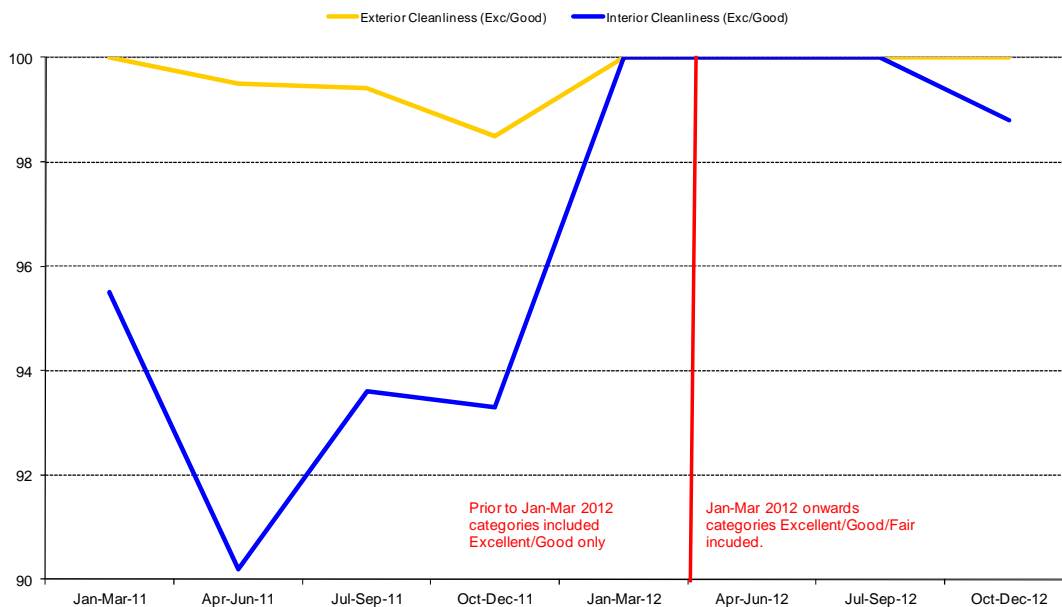


Figure 2.5

Driver Quality - Courtesy

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|---------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Acknowledging passengers | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.7% | 99.9% | 100.0% | 100.0% | 99.2% | 99.5% |
| Excellent | 18.4% | 16.8% | 9.0% | 8.5% | | | | |
| Good | 73.2% | 69.4% | 76.2% | 67.9% | | | | |
| Fair | 8.4% | 13.8% | 14.6% | 23.5% | | | | |
| Poor | 0.0% | 0.0% | 0.3% | 0.1% | | | | |
| Response to passenger inquiries* | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% | 97.9% | N/A |
| Excellent | 40.4% | 31.9% | 16.4% | 17.4% | | | | |
| Good | 54.4% | 63.8% | 71.1% | 66.0% | | | | |
| Fair | 5.3% | 4.3% | 12.2% | 16.6% | | | | |
| Poor | 0.0% | 0.0% | 0.2% | 0.0% | | | | |
| Board or alight between stops* | | | | | | | | |
| Yes | 92.9% | 77.8% | 89.9% | 76.1% | 100.0% | 94.7% | 86.2% | 50.0% |
| No | 7.1% | 22.2% | 10.1% | 23.9% | | | | |
| If Yes, board/alight at safe locations* | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.0% | 96.1% | 100.0% | 100.0% | 94.7% | 85.7% |
| No | 0.0% | 0.0% | 1.0% | 3.9% | | | | |

* Not applicable cases have been excluded from the percentage base

Table 2.5

In October - December 2012;

- Acceptable ratings for acknowledging passengers was **100.0%**.
- Response to passenger inquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops **100.0%** did so at safe locations.

Hills Driver Courtesy

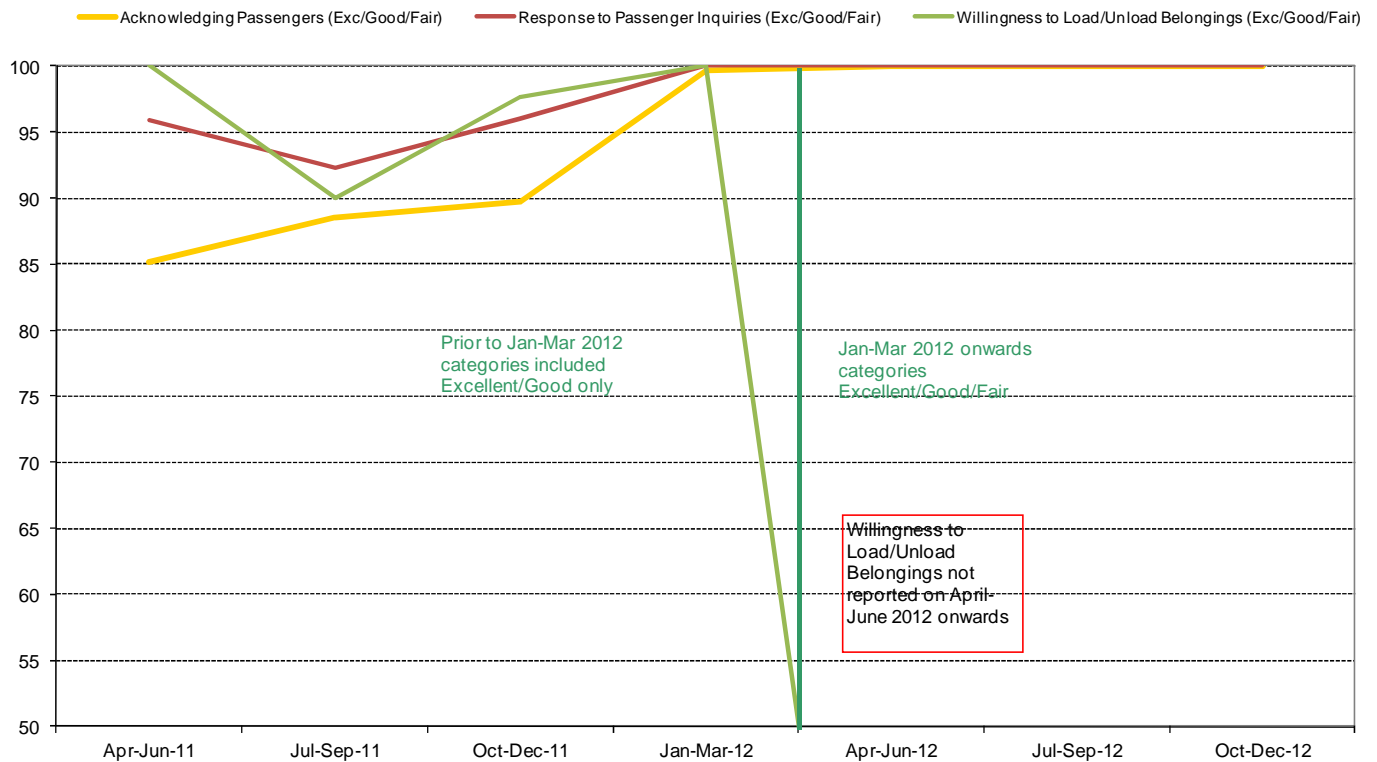


Figure 2.6

Driver Quality - Safety

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Smooth ride | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 99.5% | 99.7% |
| Excellent | 17.2% | 12.0% | 8.0% | 6.4% | | | | |
| Good | 81.6% | 85.3% | 85.3% | 85.7% | | | | |
| Fair | 1.2% | 2.7% | 6.6% | 7.8% | | | | |
| Poor | 0.0% | 0.0% | 0.1% | 0.0% | | | | |
| Compliance with road rules | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 17.2% | 12.0% | 8.1% | 7.2% | | | | |
| Good | 82.5% | 86.8% | 89.7% | 90.7% | | | | |
| Fair | 0.3% | 1.2% | 2.1% | 2.1% | | | | |
| Poor | 0.0% | 0.0% | 0.1% | 0.0% | | | | |
| Bus parked Close to Kerb as possible | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.9% | 99.8% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 17.8% | 14.4% | 9.9% | 9.5% | | | | |
| Good | 82.2% | 85.0% | 87.4% | 87.7% | | | | |
| Fair | 0.0% | 0.6% | 2.5% | 2.7% | | | | |
| Poor | 0.0% | 0.0% | 0.1% | 0.2% | | | | |
| Ensured unsteady passengers seated before driving | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.7% | 99.5% | 99.8% | 100.0% | 100.0% | 98.9% | 99.5% |
| Excellent | 15.7% | 11.1% | 8.5% | 8.8% | | | | |
| Good | 80.1% | 84.7% | 86.2% | 86.6% | | | | |
| Fair | 4.2% | 3.9% | 4.9% | 4.4% | | | | |
| Poor | 0.0% | 0.3% | 0.5% | 0.2% | | | | |
| Use of personal electronic equipment whilst driving | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.1% | 0.2% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 100.0% | 100.0% | 99.9% | 99.8% | | | | |
| Driver physically alert and prepared | | | | | | | | |
| Yes | 100.0% | 99.7% | 100.0% | 99.8% | 100.0% | 100.0% | N/A | 99.7% |
| No | 0.0% | 0.3% | 0.0% | 0.2% | | | | |

Table 2.6

In October - December 2012;

- Acceptable ratings for smooth ride were **100.0%**.
- Compliance with road rules category was **100.0%**.
- Ensured unsteady passengers seated before driving category was **99.7%**.

Driver Quality - Appearance

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Uniform | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | N/A |
| Excellent | 15.7% | 13.2% | 11.1% | 14.2% | | | | |
| Good | 84.3% | 86.8% | 88.8% | 85.6% | | | | |
| Fair | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal appearance | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | N/A | N/A |
| Excellent | 16.3% | 13.8% | 12.1% | 14.6% | | | | |
| Good | 83.7% | 86.2% | 87.9% | 85.2% | | | | |
| Fair | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal behaviour | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 16.3% | 12.9% | 11.2% | 12.9% | | | | |
| Good | 82.8% | 87.1% | 86.7% | 86.0% | | | | |
| Fair | 0.9% | 0.0% | 2.1% | 1.0% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Driver eat whilst vehicle in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | N/A |
| No | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| Driver drink whilst vehicle in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 100.0% | 100.0% | 99.9% | 99.9% | | | | |
| Driver smoke whilst on board the vehicle | | | | | | | | |
| Yes | 0.0% | 0.3% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.3% |
| No | 100.0% | 99.7% | 100.0% | 99.9% | | | | |
| Driver stop for personal business | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.5% |
| No | 100.0% | 100.0% | 100.0% | 99.9% | | | | |

Table 2.7

In October - December 2012;

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

Driver Quality - Special Needs

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------------|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Assistance Required | | | | | | | | |
| Required | 0.9% | 1.8% | 2.4% | 2.0% | n/a | n/a | n/a | n/a |
| Not Required | 99.1% | 98.2% | 97.6% | 98.0% | | | | |
| Driver assisted | | | | | | | | |
| Yes | 100.0% | 100.0% | 96.2% | 100.0% | 100.0% | 100.0% | 85.7% | N/A |
| No | 0.0% | 0.0% | 3.8% | 0.0% | | | | |
| Reason | | | | | | | | |
| Pram | 0.0% | 16.7% | 13.5% | 13.6% | n/a | n/a | n/a | n/a |
| Wheelchair | 100.0% | 83.3% | 51.9% | 54.5% | n/a | n/a | n/a | n/a |
| Shopping Cart | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Suitcase | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Non-wheelchair bound elderly person | 0.0% | 0.0% | 17.3% | 15.9% | n/a | n/a | n/a | n/a |
| Other | 0.0% | 0.0% | 13.5% | 6.8% | n/a | n/a | n/a | n/a |

Table 2.8

Driver Quality - Driver Response

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Knowledge of basic routes and Interchange | | | | | | | | |
| Yes | 13.6% | 7.5% | 13.5% | 5.2% | 19.5% | 8.2% | N/A | 0.3% |
| No | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| N/A | 86.4% | 92.5% | 86.5% | 94.7% | | | | |
| Direct to Adelaide Metro Infoline, Centre or Website | | | | | | | | |
| Yes | 0.6% | 0.3% | 0.3% | 0.3% | 0.8% | 0.5% | N/A | N/A |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 99.4% | 99.7% | 99.7% | 99.7% | | | | |
| Timetables available | | | | | | | | |
| Yes | 5.7% | 0.9% | 1.1% | 0.2% | 5.7% | 0.9% | 0.3% | N/A |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 94.3% | 99.1% | 98.8% | 99.8% | | | | |

Table 2.9

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Informing Passengers of any disruptions to normal service | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.3% | 0.1% | 0.5% | 0.3% | 0.3% | 0.3% |
| No | 0.0% | 0.0% | 0.0% | 0.1% | | | | |
| N/A | 100.0% | 100.0% | 99.7% | 99.8% | | | | |

Table 2.10

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Did any passenger display anti-social or offensive behaviour? | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.0% | n/a | n/a | n/a | n/a |
| No | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| If Yes, did driver act appropriately in applicable cases? | | | | | | | | |
| Yes | n/a | n/a | n/a | 100.0% | n/a | 100.0% | n/a | n/a |
| No | n/a | n/a | n/a | 0.0% | | | | |

Table 2.11

Process Compliance - Signage

| On the exterior of Vehicle Destination Sign | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|--------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Yes | 100.0% | 99.7% | 99.4% | 99.5% | 100.0% | 100.0% | 98.4% | 99.2% |
| No | 0.0% | 0.0% | 0.3% | 0.2% | | | | |
| Wrong No | 0.0% | 0.3% | 0.3% | 0.3% | | | | |
| Shift Number | | | | | | | | |
| Yes | 98.5% | 96.4% | 92.8% | 94.8% | 98.5% | 99.2% | 87.6% | 90.3% |
| No | 0.6% | 2.1% | 5.8% | 4.0% | | | | |
| Wrong No | 0.9% | 1.5% | 1.5% | 1.2% | | | | |

Table 2.12

In October - December 2012;

- Vehicle destination signs were correctly displayed on **99.7%** of services.
- Correct shift numbers were displayed on **96.4%** of services.

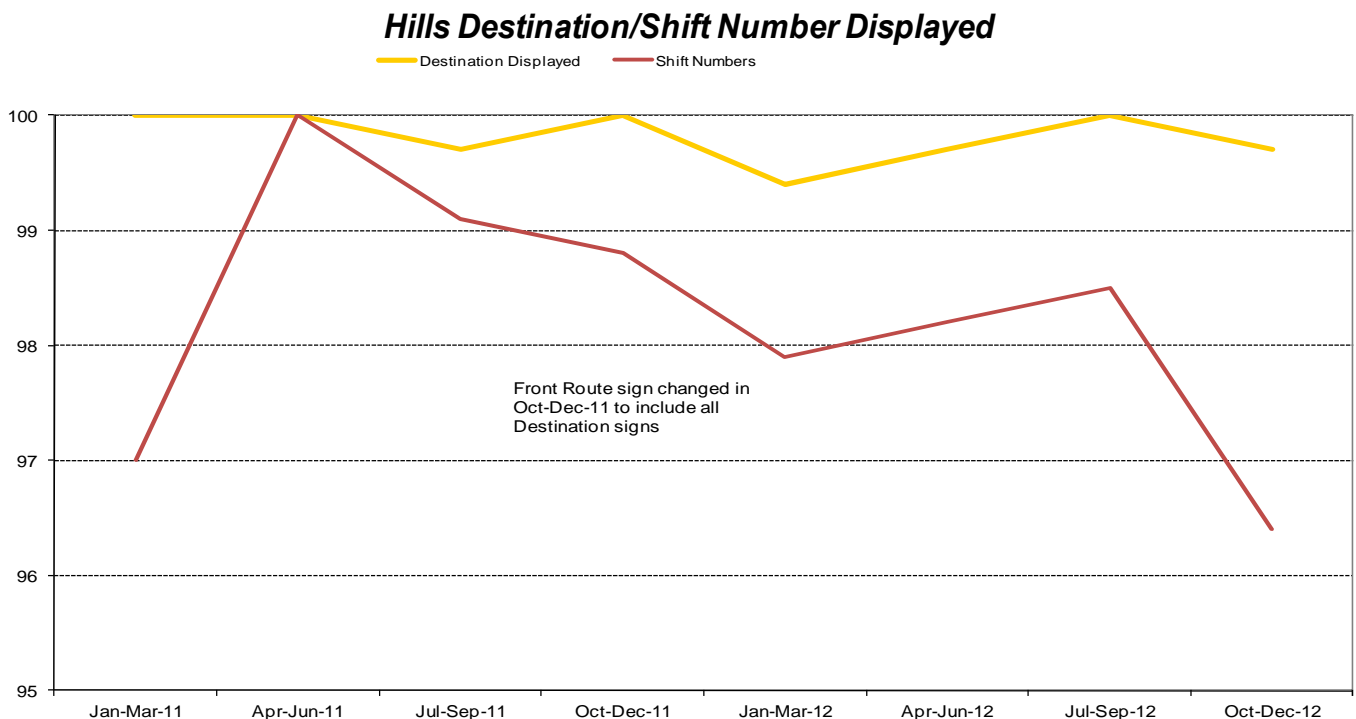


Figure 2.7

Signage - Onboard

| On the exterior of Vehicle Welcome Aboard sign | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Yes | 100.0% | 100.0% | 99.7% | 99.8% | 100.0% | 100.0% | 98.9% | 98.9% |
| No | 0.0% | 0.0% | 0.3% | 0.2% | | | | |

Table 2.13

In October - December 2012;

- The 'Welcome Aboard' signs were correctly displayed on **100.0%** of services.

| On the interior of Vehicle | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Concession Pass Schedule | | | | | | | | |
| 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% | | | | |
| Ticket Validation Instructions | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.7% | 99.2% | 100.0% | 100.0% | 98.4% | 95.6% |
| No | 0.0% | 0.0% | 0.3% | 0.8% | | | | |
| Metroticket Fare Schedule | | | | | | | | |
| Yes | 99.7% | 100.0% | 99.6% | 99.8% | 100.0% | 100.0% | 98.7% | 99.5% |
| No | 0.3% | 0.0% | 0.4% | 0.2% | | | | |
| Stickers for Disability/Elderly Priority Seating | | | | | | | | |
| Yes | 99.7% | 100.0% | 99.2% | 99.7% | 100.0% | 100.0% | 97.6% | 99.5% |
| No | 0.3% | 0.0% | 0.8% | 0.3% | | | | |

Table 2.14

In October - December 2012;

- Concession pass schedules were correctly displayed on **100.0%** of vehicles.
- Ticket validation instructions were correctly displayed on **100.0%** of vehicles.
- 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.

Hills Signage

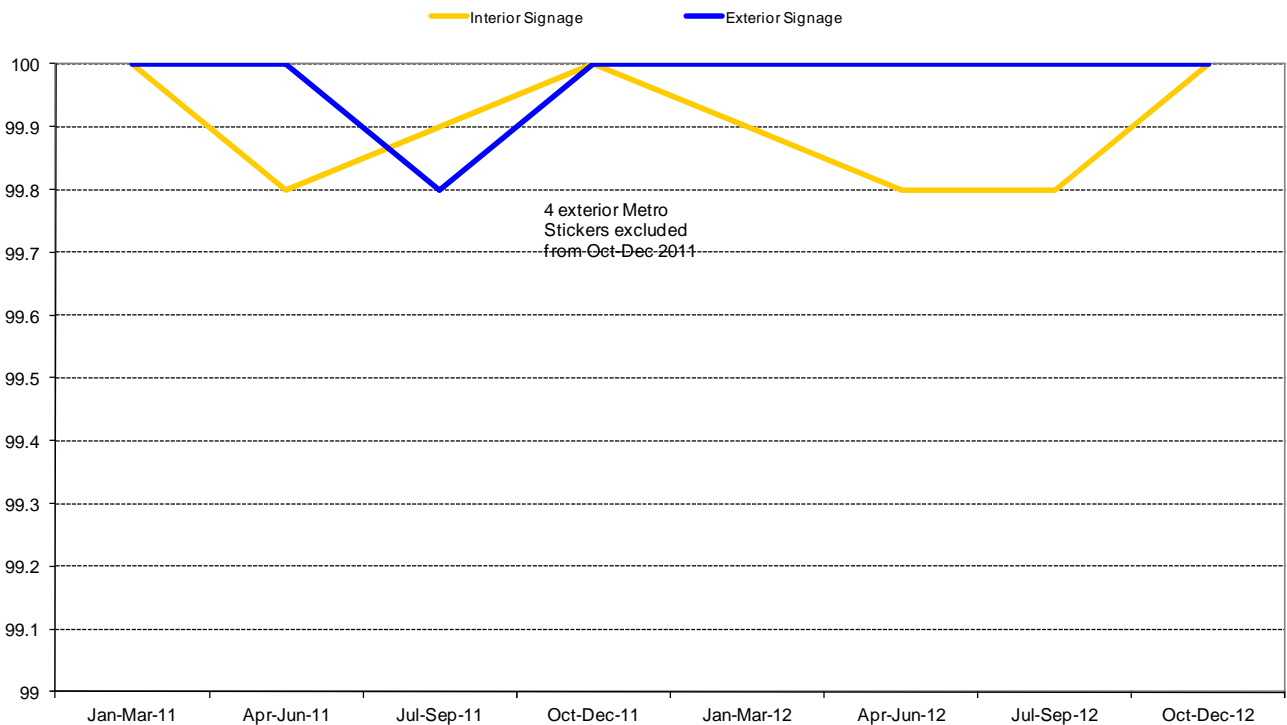


Figure 2.8

Ticketing

During In October - December 2012;

- **46.2%** of drivers issued a problem slip.
- **7.7%** of passengers purchased another ticket.
- **0.0%** of drivers asked passenger to validate.
- In **52.9%** of cases the driver observed the slip or ticket.

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | |
|---|-----------------|--------------|--------------------------|--------------|-------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Faulty ticket | | | | | | |
| Pass. purchased another ticket | 14.3% | 7.7% | 6.9% | 7.1% | | |
| Issued problem slip | 53.6% | 46.2% | 29.3% | 22.4% | 53.6% | 46.2% |
| Wrote on ticket and returned | 10.7% | 19.2% | 12.2% | 19.0% | | |
| Observed ticket no action | 14.3% | 11.5% | 26.0% | 23.8% | | |
| No action taken | 3.6% | 7.7% | 12.6% | 13.8% | | |
| Driver observed senior card and issued ticket | 0.0% | 0.0% | 0.4% | 1.0% | | |
| Driver ignored senior free | 0.0% | 0.0% | 2.0% | 1.4% | | |
| Driver sighted senior card no action | 0.0% | 0.0% | 0.0% | 1.4% | | |
| Drivers view obscured including hearing | 3.6% | 7.7% | 10.6% | 10.0% | | |
| Non validation of ticket | | | | | | |
| Asked to validate | 1.6% | 0.0% | 1.7% | 2.2% | 4.7% | 5.0% |
| Driver ignored passenger | 4.8% | 13.7% | 9.9% | 11.8% | | |
| Drivers view obscured | 11.1% | 2.0% | 9.6% | 13.2% | | |
| Driver not on board | 0.0% | 0.0% | 0.7% | 0.5% | | |
| Driver had no change | 9.5% | 0.0% | 3.9% | 2.2% | | |
| Driver observed slip / ticket | 58.7% | 52.9% | 56.1% | 52.5% | | |
| Passenger had no money | 7.9% | 9.8% | 9.1% | 11.8% | | |
| Driver did not issue "00" ticket (free seniors) | 4.8% | 0.0% | 3.3% | 3.2% | | |
| Driver view of senior passenger obscured | 0.0% | 21.6% | 3.3% | 1.7% | | |
| Senior did not validate their "00" ticket | 1.6% | 0.0% | 2.4% | 0.9% | | |
| 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 2.15

In October - December 2012;

- In **0.0%** of trips the driver was reconciling cash or tickets while the bus was in motion.

| | Southlink Hills | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------|-------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Ticket/cash reconciliation whilst in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% | 0.8% | 0.3% |
| No | 100.0% | 100.0% | 99.7% | 100.0% | | | | |

Table 2.16

Test Ticket Information

| Test Tickets | Hills | | Hills | | Percentage of Total Hills Services Audited | All Contract Areas % of Total Services Audited |
|---|------------|------------|------------|------------|--|--|
| | Jul-Sep-12 | | Oct-Dec-12 | | | |
| | Number | Percentage | Number | Percentage | Percentage | Percentage |
| Validator not functioning | 1 | 5.0% | 0 | 0.0% | 0.0% | 0.6% |
| Incorrect Route (BCU not Updated) | 7 | 35.0% | 4 | 40.0% | 1.2% | 1.3% |
| Incorrect Section (BCU not Updated) | 6 | 30.0% | 4 | 40.0% | 1.2% | 2.6% |
| Incorrect Route and Section (BCU not Updated) | 6 | 30.0% | 2 | 20.0% | 0.6% | 1.7% |
| Total | 20 | | 10 | | 3.0% | 6.2% |

Table 2.17

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 October - December 2012:

- Of the total trips audited, **3.0%** resulted in information displayed incorrectly on the test ticket. This resulted in **10** Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **0.0%** of trips.
 - An incorrect route was stamped on the test ticket in **40.0%** of trips.
 - In **40.0%** of trips the test ticket contained *Incorrect Section* information.
 - 20.0%** of trips stamped showed both incorrect route and section information.

Hills Test Ticket

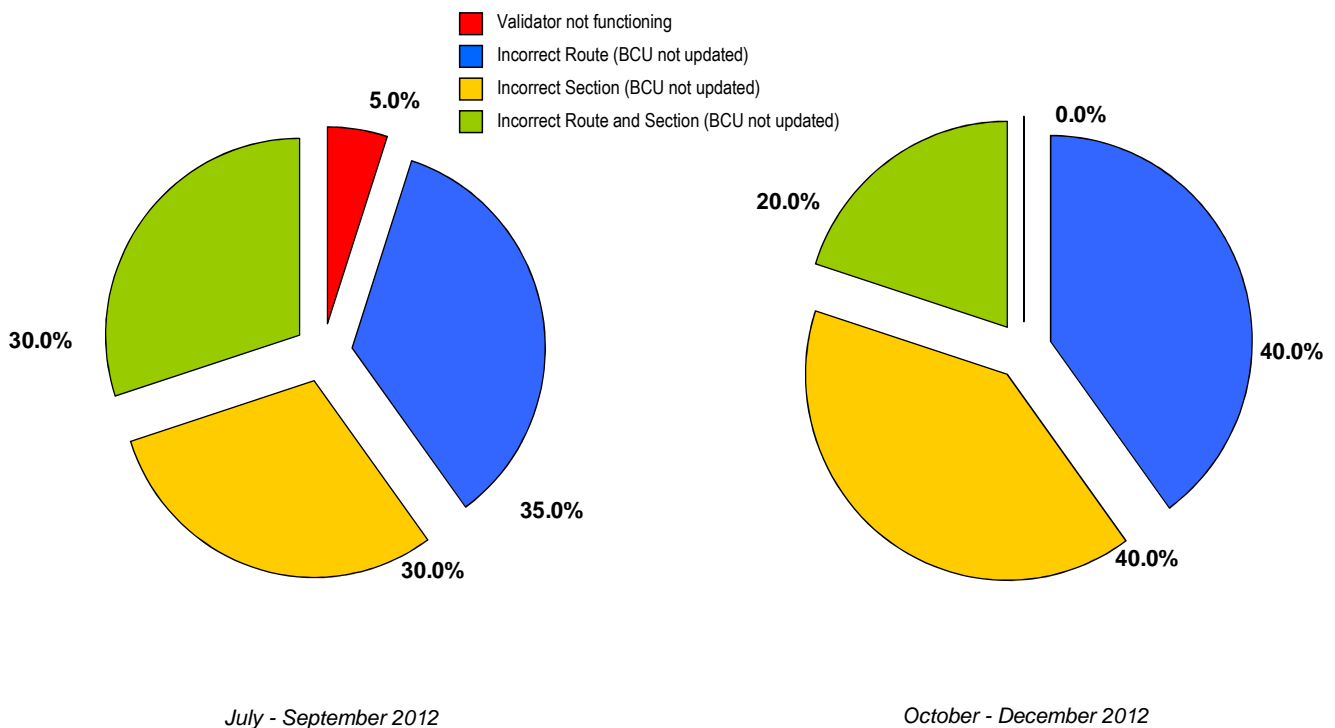


Figure 2.9

Fare Evasion

In the Hills contract area, **1.16%** of passengers boarded the vehicle without validating a ticket.

| Bus Fare Evasion | Southlink Hills Metro |
|-------------------------|------------------------------|
| Oct-Dec-09 | 1.04% |
| Jan-Mar-10 | 0.17% |
| Apr-Jun-10 | 0.37% |
| Jul-Sep-10 | 0.77% |
| Oct-Dec-10 | 2.01% |
| Jan-Mar-11 | 1.49% |
| Apr-Jun-11 | 1.77% |
| Jul-Sep-11 | 1.41% |
| Oct-Dec-11 | 2.03% |
| Jan-Mar-12 | 1.56% |
| Apr-Jun-12 | 1.71% |
| Jul-Sep-12 | 1.72% |
| Oct-Dec-12 | 1.16% |

Table 2.18

Outer North

Service Standard Report

October - December 2012



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus departure time | | | | | | | | |
| 10+ min early | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| 3-9 min early | 0.0% | 0.3% | 0.2% | 0.3% | | | | |
| 1-2 min early | 0.5% | 1.4% | 1.2% | 1.2% | | | | |
| On-time (<4.59 min late) | 86.5% | 88.1% | 82.0% | 82.7% | 92.8% | 94.0% | 62.2% | 61.4% |
| 5-6 late | 2.7% | 3.8% | 4.2% | 3.6% | | | | |
| 6-9 min late | 8.6% | 5.4% | 7.8% | 7.8% | | | | |
| 10+ min late | 1.6% | 1.1% | 4.2% | 4.2% | | | | |
| Did Not Run | 0.0% | 0.0% | 0.3% | 0.2% | | | | |
| Bus arrival time | | | | | | | | |
| 10+ min late | 1.9% | 0.5% | 2.6% | 2.8% | 0.6% | 0.6% | 8.4% | 8.4% |

Table 3.1

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 October - December 2012;

- **88.1%** of services departed on time.
- Early running occurred on **1.7%** of services.
- Late running was **10.3%**.
- Services reported as *Did Not Run* was **0.0%**.

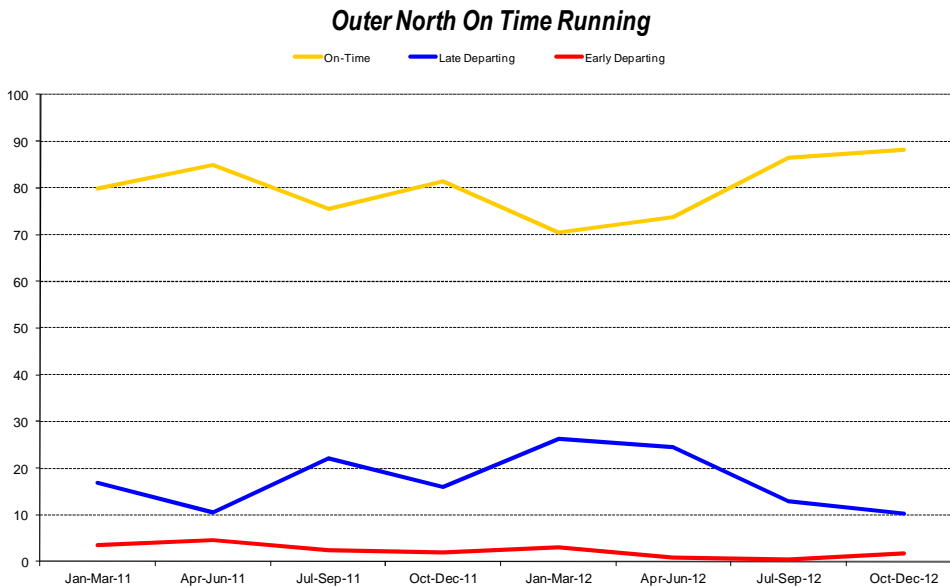


Figure 3.1

Outer North On Time Running

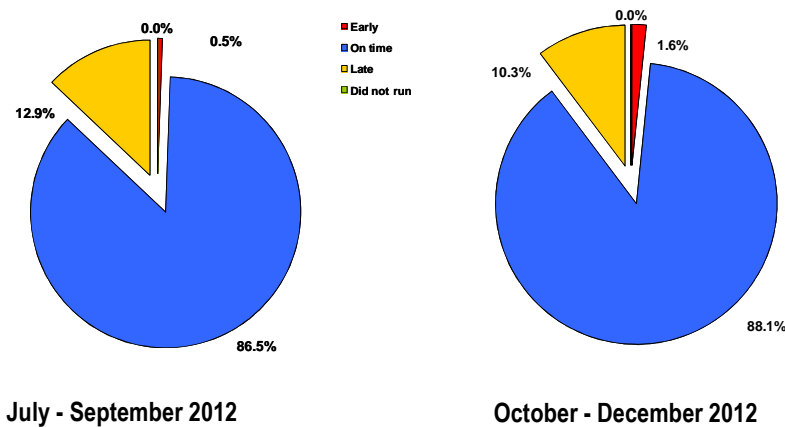


Figure 3.2

Connections

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus required to connect | | | | | | | | |
| Yes | 5.4% | 10.5% | 5.2% | 5.3% | n/a | n/a | n/a | n/a |
| No | 94.6% | 89.5% | 94.8% | 94.7% | | | | |
| Mode | | | | | | | | |
| Bus | 100.0% | 100.0% | 100.0% | 100.0% | n/a | n/a | n/a | n/a |
| Train | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not applicable | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Able to transfer | | | | | | | | |
| 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% | | | | |
| If No, why not? | | | | | | | | |
| Bus arrived late | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train departed early | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train not seen | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Insufficient transfer time | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Not applicable | n/a | n/a | n/a | n/a | 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 | n/a |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 100.0% | 100.0% | 100.0% | 100.0% | | | | |

Table 3.2

In October - December 2012;

- 10.5% of trips were required to connect, with 100.0% of these connections successfully occurring.

Vehicle Condition - Exterior

Outer North Vehicle Exterior Cleanliness

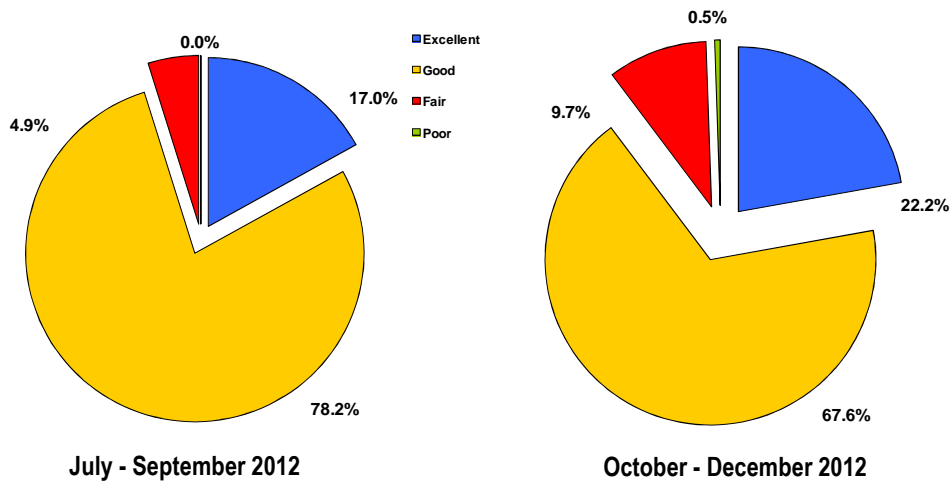


Figure 3.3

In October - December 2012;

- Acceptable ratings for exterior cleanliness were 99.5%.
- 0.5% of services were recorded as poor.

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Vehicle exterior clean | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.5% | 99.8% | 99.9% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 17.0% | 22.2% | 18.3% | 18.7% | | | | |
| Good | 78.2% | 67.6% | 76.0% | 75.0% | | | | |
| Fair | 4.9% | 9.7% | 5.5% | 6.2% | | | | |
| Poor | 0.0% | 0.5% | 0.2% | 0.1% | | | | |

Table 3.3

Vehicle Condition - Interior

| Vehicle interior clean | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Excellent + Good + Fair | 99.7% | 99.2% | 99.7% | 99.5% | 100.0% | 100.0% | 99.2% | 98.8% |
| Excellent | 22.6% | 25.9% | 21.4% | 25.9% | | | | |
| Good | 57.4% | 54.6% | 59.5% | 61.3% | | | | |
| Fair | 19.7% | 18.6% | 18.8% | 12.3% | | | | |
| Poor | 0.3% | 0.8% | 0.3% | 0.5% | | | | |

Table 3.4

Outer North Vehicle Interior Cleanliness

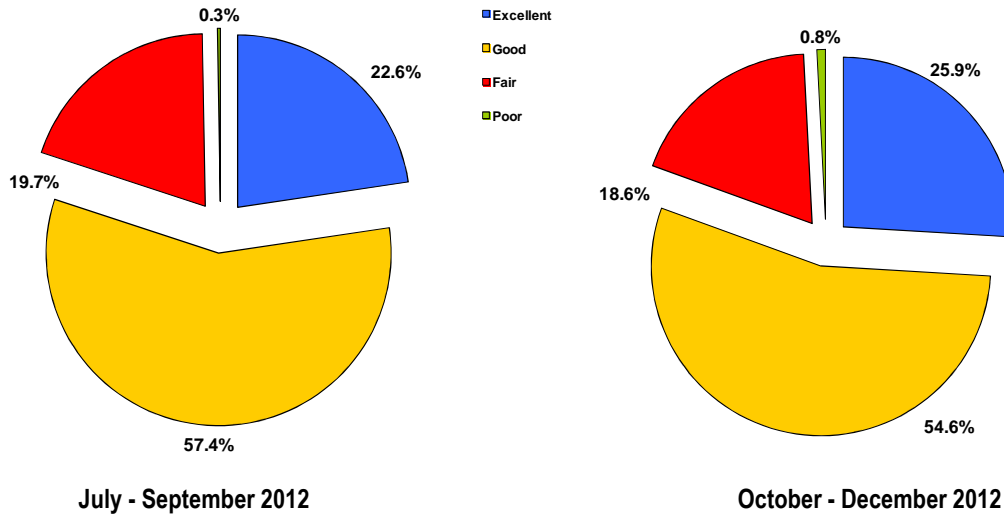


Figure 3.4

In October - December 2012;

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

Outer North Cleanliness

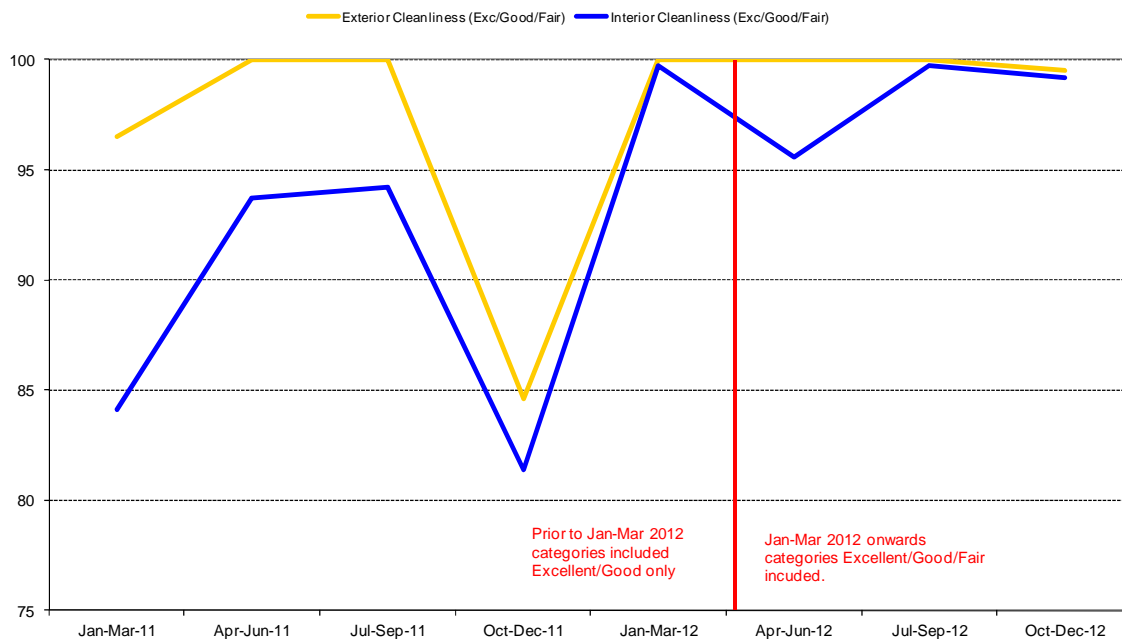


Figure 3.5

Driver Quality - Courtesy

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Acknowledging passengers | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.7% | 99.9% | 100.0% | 100.0% | 99.2% | 99.5% |
| Excellent | 7.3% | 6.8% | 9.0% | 8.5% | | | | |
| Good | 80.1% | 65.9% | 76.2% | 67.9% | | | | |
| Fair | 12.7% | 27.3% | 14.6% | 23.5% | | | | |
| Poor | 0.0% | 0.0% | 0.3% | 0.1% | | | | |
| Response to passenger inquiries* | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% | 97.9% | N/A |
| Excellent | 12.5% | 14.8% | 16.4% | 17.4% | | | | |
| Good | 75.0% | 59.3% | 71.1% | 66.0% | | | | |
| Fair | 12.5% | 25.9% | 12.2% | 16.6% | | | | |
| Poor | 0.0% | 0.0% | 0.2% | 0.0% | | | | |
| Board or alight between stops* | | | | | | | | |
| Yes | 93.3% | 54.5% | 89.9% | 76.1% | 100.0% | 94.7% | 86.2% | 50.0% |
| No | 6.7% | 45.5% | 10.1% | 23.9% | | | | |
| If Yes, board/alight at safe locations* | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.0% | 96.1% | 100.0% | 100.0% | 94.7% | 85.7% |
| No | 0.0% | 0.0% | 1.0% | 3.9% | | | | |

* Not applicable cases have been excluded from the percentage base

In October - December 2012;

- Acceptable ratings for acknowledging passengers was **100.0%**.
- Response to passenger inquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops **100.0%** did so at safe locations.

Outer North Driver Courtesy

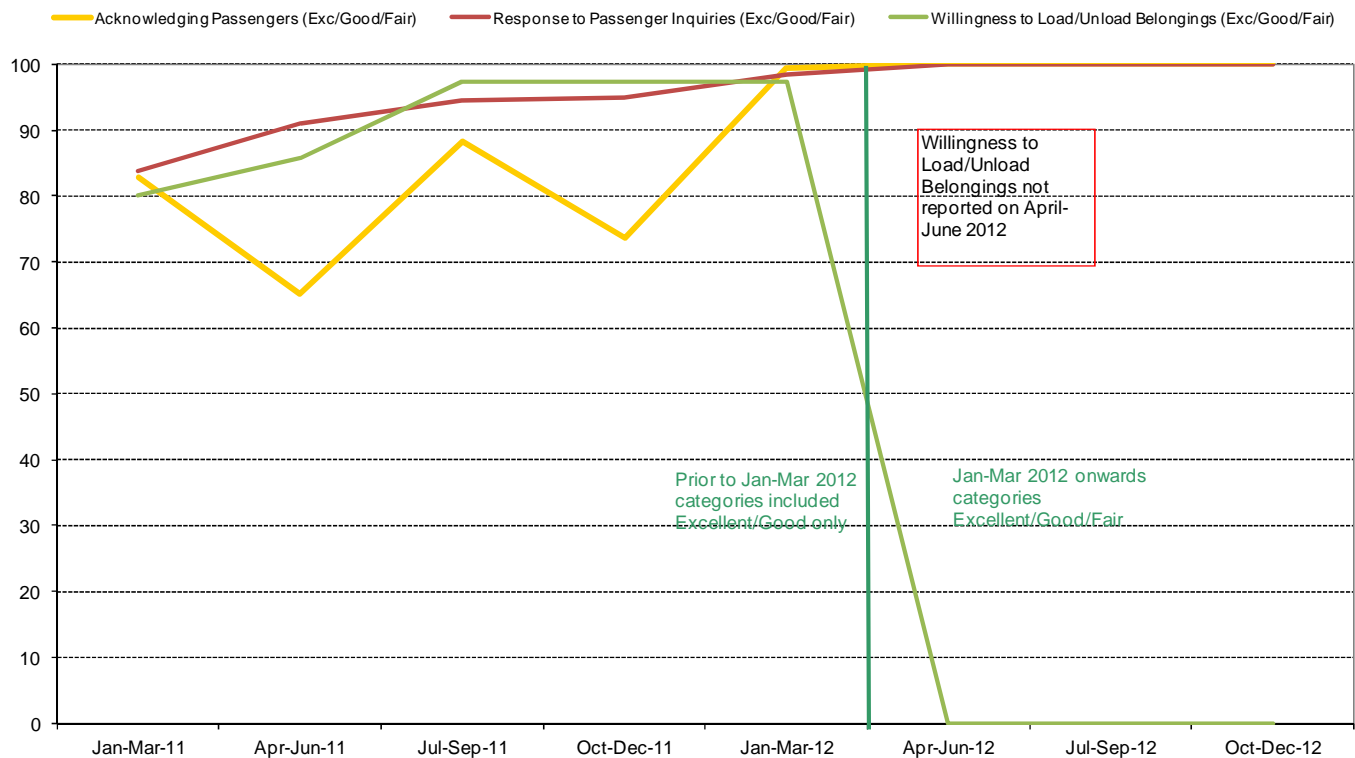


Figure 3.6

Driver Quality - Safety

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Smooth ride | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.7% | 99.9% | 100.0% | 100.0% | 100.0% | 99.5% | 99.7% |
| Excellent | 4.6% | 4.1% | 8.0% | 6.4% | | | | |
| Good | 88.1% | 88.1% | 85.3% | 85.7% | | | | |
| Fair | 7.3% | 7.6% | 6.6% | 7.8% | | | | |
| Poor | 0.0% | 0.3% | 0.1% | 0.0% | | | | |
| Compliance with road rules | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.7% | 99.9% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 5.1% | 4.1% | 8.1% | 7.2% | | | | |
| Good | 93.5% | 93.8% | 89.7% | 90.7% | | | | |
| Fair | 1.3% | 1.9% | 2.1% | 2.1% | | | | |
| Poor | 0.0% | 0.3% | 0.1% | 0.0% | | | | |
| Bus parked Close to Kerb as possible | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.5% | 99.9% | 99.8% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 6.5% | 4.9% | 9.9% | 9.5% | | | | |
| Good | 91.4% | 94.1% | 87.4% | 87.7% | | | | |
| Fair | 2.2% | 0.5% | 2.5% | 2.7% | | | | |
| Poor | 0.0% | 0.5% | 0.1% | 0.2% | | | | |
| Ensured unsteady passengers seated before driving | | | | | | | | |
| Excellent + Good + Fair | 99.5% | 100.0% | 99.5% | 99.8% | 100.0% | 100.0% | 98.9% | 99.5% |
| Excellent | 5.1% | 7.3% | 8.5% | 8.8% | | | | |
| Good | 91.1% | 91.1% | 86.2% | 86.6% | | | | |
| Fair | 3.2% | 1.6% | 4.9% | 4.4% | | | | |
| Poor | 0.5% | 0.0% | 0.5% | 0.2% | | | | |
| Use of personal electronic equipment whilst driving | | | | | | | | |
| Yes | 0.3% | 0.3% | 0.1% | 0.2% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 99.7% | 99.7% | 99.9% | 99.8% | | | | |
| Driver physically alert and prepared | | | | | | | | |
| Yes | 100.0% | 99.7% | 100.0% | 99.8% | 100.0% | 100.0% | N/A | 99.7% |
| No | 0.0% | 0.3% | 0.0% | 0.2% | | | | |

Table 3.6

In October - December 2012;

- Acceptable ratings for smooth ride were **99.7%**.
- Compliance with road rules category was **99.7%**.
- Ensured unsteady passengers seated before driving category was **100.0%**.

Driver Quality - Appearance

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Uniform | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | N/A |
| Excellent | 7.0% | 8.6% | 11.1% | 14.2% | | | | |
| Good | 93.0% | 91.1% | 88.8% | 85.6% | | | | |
| Fair | 0.0% | 0.3% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal appearance | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | N/A | N/A |
| Excellent | 8.6% | 8.9% | 12.1% | 14.6% | | | | |
| Good | 91.4% | 90.3% | 87.9% | 85.2% | | | | |
| Fair | 0.0% | 0.8% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal behaviour | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 6.5% | 7.8% | 11.2% | 12.9% | | | | |
| Good | 91.1% | 90.8% | 86.7% | 86.0% | | | | |
| Fair | 2.4% | 1.4% | 2.1% | 1.0% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Driver eat whilst vehicle in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | N/A |
| No | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| Driver drink whilst vehicle in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 100.0% | 100.0% | 99.9% | 99.9% | | | | |
| Driver smoke whilst on board the vehicle | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.3% |
| No | 100.0% | 100.0% | 100.0% | 99.9% | | | | |
| Driver stop for personal business | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.5% |
| No | 100.0% | 100.0% | 100.0% | 99.9% | | | | |

Table 3.7

In October - December 2012;

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

Driver Quality - Special Needs

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Assistance Required | | | | | | | | |
| Required | 3.8% | 2.4% | 2.4% | 2.0% | n/a | n/a | n/a | n/a |
| Not Required | 96.2% | 97.6% | 97.6% | 98.0% | | | | |
| Driver assisted | | | | | | | | |
| Yes | 85.7% | 100.0% | 96.2% | 100.0% | 100.0% | 100.0% | 85.7% | N/A |
| No | 14.3% | 0.0% | 3.8% | 0.0% | | | | |
| Reason | | | | | | | | |
| Pram | 28.6% | 11.1% | 13.5% | 13.6% | n/a | n/a | n/a | n/a |
| Wheelchair | 42.9% | 66.7% | 51.9% | 54.5% | n/a | n/a | n/a | n/a |
| Shopping Cart | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Suitcase | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Non-wheelchair bound elderly person | 14.3% | 11.1% | 17.3% | 15.9% | n/a | n/a | n/a | n/a |
| Other | 14.3% | 11.1% | 13.5% | 6.8% | n/a | n/a | n/a | n/a |

Table 3.8

Driver Quality - Driver Response

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Knowledge of basic routes and Interchange | | | | | | | | |
| Yes | 8.6% | 2.2% | 13.5% | 5.2% | 19.5% | 8.2% | N/A | 0.3% |
| No | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| N/A | 91.4% | 97.8% | 86.5% | 94.7% | | | | |
| Direct to Adelaide Metro Infoline, Centre or Website | | | | | | | | |
| Yes | 0.3% | 0.3% | 0.3% | 0.3% | 0.8% | 0.5% | N/A | N/A |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 99.7% | 99.7% | 99.7% | 99.7% | | | | |
| Timetables available | | | | | | | | |
| Yes | 0.0% | 0.0% | 1.1% | 0.2% | 5.7% | 0.9% | 0.3% | N/A |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 100.0% | 100.0% | 98.8% | 99.8% | | | | |

Table 3.9

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Informing Passengers of any disruptions to normal service | | | | | | | | |
| Yes | 0.3% | 0.0% | 0.3% | 0.1% | 0.5% | 0.3% | 0.3% | 0.3% |
| No | 0.0% | 0.3% | 0.0% | 0.1% | | | | |
| N/A | 99.7% | 99.7% | 99.7% | 99.8% | | | | |

Table 3.10

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Did any passenger display anti-social or offensive behaviour? | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.0% | n/a | n/a | n/a | n/a |
| No | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| If Yes, did driver act appropriately in applicable cases? | | | | | | | | |
| Yes | n/a | n/a | n/a | 100.0% | n/a | 100.0% | n/a | n/a |
| No | n/a | n/a | n/a | 0.0% | | | | |

Table 3.11

Process Compliance - Signage

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|--------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| On the exterior of Vehicle Destination Sign | | | | | | | | |
| Yes | 99.5% | 99.2% | 99.4% | 99.5% | 100.0% | 100.0% | 98.4% | 99.2% |
| No | 0.3% | 0.3% | 0.3% | 0.2% | | | | |
| Wrong No | 0.3% | 0.5% | 0.3% | 0.3% | | | | |
| Shift Number | | | | | | | | |
| Yes | 87.6% | 90.3% | 92.8% | 94.8% | 98.5% | 99.2% | 87.6% | 90.3% |
| No | 8.9% | 7.6% | 5.8% | 4.0% | | | | |
| Wrong No | 3.5% | 2.2% | 1.5% | 1.2% | | | | |

Table 3.12

In October - December 2012;

- Vehicle destination signs were correctly displayed on **99.2%** of services.
- Correct shift numbers were displayed on **90.3%** of services.

Outer North Route/Shift Number Displayed

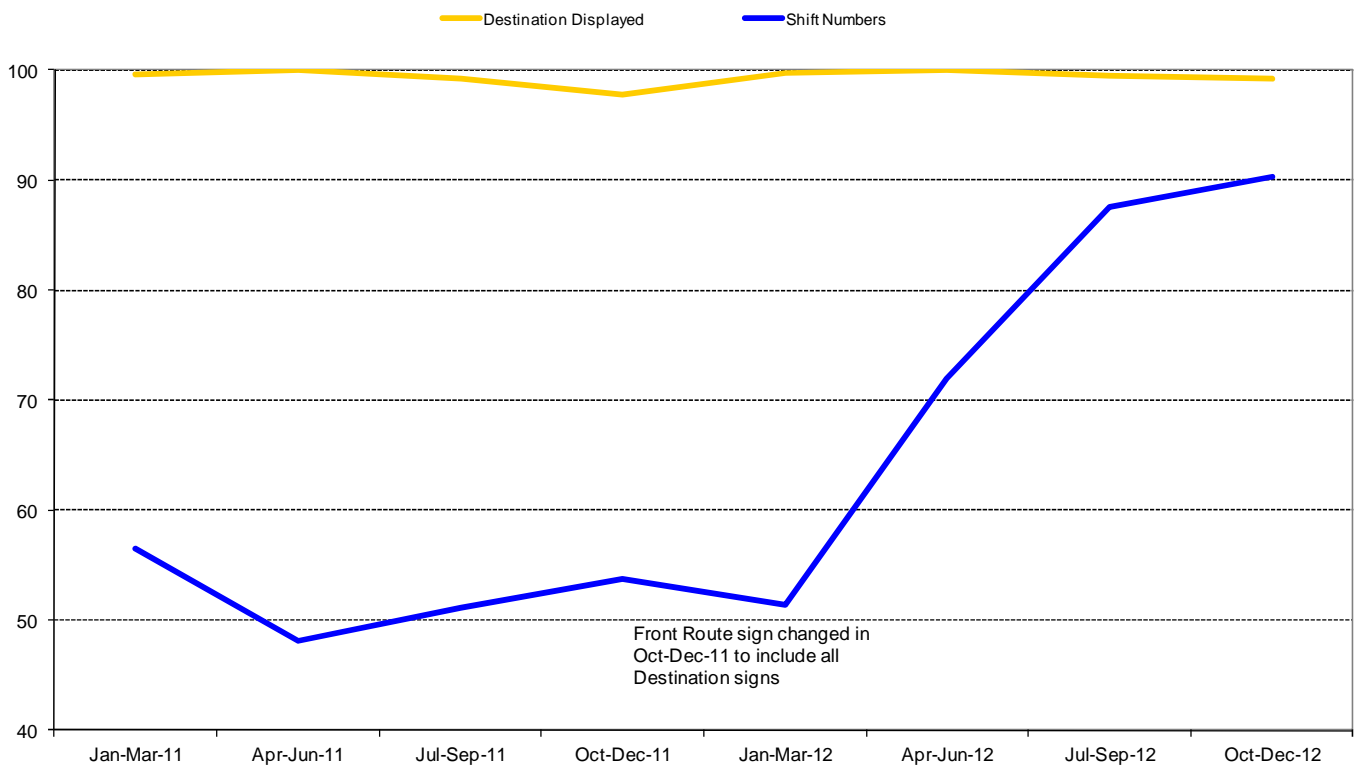


Figure 3.7

Signage - Onboard

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| On the exterior of Vehicle Welcome Aboard sign | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.7% | 99.8% | 100.0% | 100.0% | 98.9% | 98.9% |
| No | 0.0% | 0.0% | 0.3% | 0.2% | | | | |

Table 3.13

In October - December 2012;

- The 'Welcome Aboard' signs were correctly displayed on **100.0%** of services.

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| On the interior of Vehicle Concession Pass Schedule | | | | | | | | |
| 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% | | | | |
| Ticket Validation Instructions | | | | | | | | |
| Yes | 100.0% | 99.7% | 99.7% | 99.2% | 100.0% | 100.0% | 98.4% | 95.6% |
| No | 0.0% | 0.3% | 0.3% | 0.8% | | | | |
| Metroticket Fare Schedule | | | | | | | | |
| Yes | 100.0% | 99.5% | 99.6% | 99.8% | 100.0% | 100.0% | 98.7% | 99.5% |
| No | 0.0% | 0.5% | 0.4% | 0.2% | | | | |
| Stickers for Disability/Elderly Priority Seating | | | | | | | | |
| Yes | 97.6% | 99.7% | 99.2% | 99.7% | 100.0% | 100.0% | 97.6% | 99.5% |
| No | 2.4% | 0.3% | 0.8% | 0.3% | | | | |

Table 3.14

In October - December 2012;

- Concession pass were correctly displayed on **100.0%** of vehicles.
- Ticket validation instructions were correctly displayed on **99.7%** of vehicles.
- The Metroticket fare schedules, were correctly displayed on **99.5%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **99.7%** of vehicles.

Outer North Signage

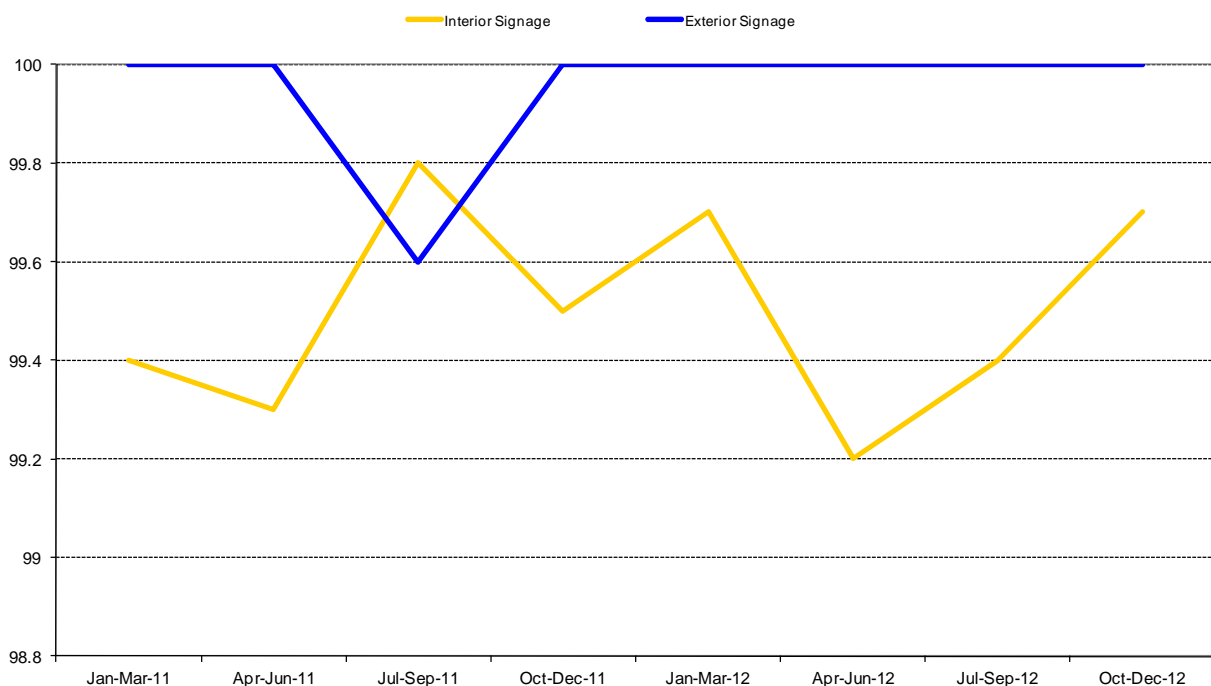


Figure 3.8

Ticketing

During In October - December 2012;

- **23.1%** of drivers issued a problem slip.
- **20.5%** of passengers purchased another ticket.
- **5.0%** of drivers asked passenger to validate.
- In **60.8%** of cases the driver observed the slip or ticket.

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | |
|---|-----------------------|--------------|--------------------------|--------------|-------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Faulty ticket | | | | | | |
| Pass. purchased another ticket | 4.4% | 20.5% | 6.9% | 7.1% | | |
| Issued problem slip | 22.2% | 23.1% | 29.3% | 22.4% | 53.6% | 46.2% |
| Wrote on ticket and returned | 8.9% | 17.9% | 12.2% | 19.0% | | |
| Observed ticket no action | 35.6% | 25.6% | 26.0% | 23.8% | | |
| No action taken | 11.1% | 10.3% | 12.6% | 13.8% | | |
| Driver observed senior card and issued ticket | 0.0% | 2.6% | 0.4% | 1.0% | | |
| Driver ignored senior free | 2.2% | 0.0% | 2.0% | 1.4% | | |
| Driver sighted senior card no action | 0.0% | 0.0% | 0.0% | 1.4% | | |
| Drivers view obscured including hearing | 15.6% | 0.0% | 10.6% | 10.0% | | |
| Non validation of ticket | | | | | | |
| Asked to validate | 0.0% | 5.0% | 1.7% | 2.2% | 4.7% | 5.0% |
| Driver ignored passenger | 8.6% | 11.7% | 9.9% | 11.8% | | |
| Drivers view obscured | 12.3% | 6.7% | 9.6% | 13.2% | | |
| Driver not on board | 0.0% | 0.0% | 0.7% | 0.5% | | |
| Driver had no change | 5.5% | 7.5% | 3.9% | 2.2% | | |
| Driver observed slip / ticket | 61.3% | 60.8% | 56.1% | 52.5% | | |
| Passenger had no money | 6.1% | 5.8% | 9.1% | 11.8% | | |
| Driver did not issue "00" ticket (free seniors) | 0.0% | 2.5% | 3.3% | 3.2% | | |
| Driver view of senior passenger obscured | 3.7% | 0.0% | 3.3% | 1.7% | | |
| Senior did not validate their "00" ticket | 2.5% | 0.0% | 2.4% | 0.9% | | |
| 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 3.15

During In October - December 2012;

- In **0.0%** of trips the driver was reconciling cash or tickets while the bus was in motion.

| | SouthLink Outer North | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|---------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Ticket/cash reconciliation whilst in motion | | | | | | | | |
| Yes | 0.8% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% | 0.8% | 0.3% |
| No | 99.2% | 100.0% | 99.7% | 100.0% | | | | |

Table 3.16

Test Ticket Information

| Test Tickets | Outer North | | Outer North | | Percentage of Total Outer North Services Audited | All Contract Areas % of Total Services Audited |
|---|-------------|------------|-------------|------------|--|--|
| | Jul-Sep-12 | | Oct-Dec-12 | | | |
| | Number | Percentage | Number | Percentage | Percentage | Percentage |
| Validator not functioning | 4 | 12.1% | 6 | 17.1% | 1.6% | 0.6% |
| Incorrect Route (BCU not Updated) | 10 | 30.3% | 10 | 28.6% | 2.7% | 1.3% |
| Incorrect Section (BCU not Updated) | 11 | 33.3% | 13 | 37.1% | 3.5% | 2.6% |
| Incorrect Route and Section (BCU not Updated) | 8 | 24.2% | 6 | 17.1% | 1.6% | 1.7% |
| Total | 33 | | 35 | | 9.5% | 6.2% |

Table 3.17

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 October - December 2012;

- Of the total trips audited, **9.5%** resulted in information displayed incorrectly on the test ticket. This resulted in **35** Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **17.1%** of trips.
 - An incorrect route was stamped on the test ticket in **28.6%** of trips.
 - In **37.1%** of trips the test ticket contained *Incorrect Section* information.
 - **17.1%** of trips stamped showed both incorrect route and section information.

Outer North Test Ticket

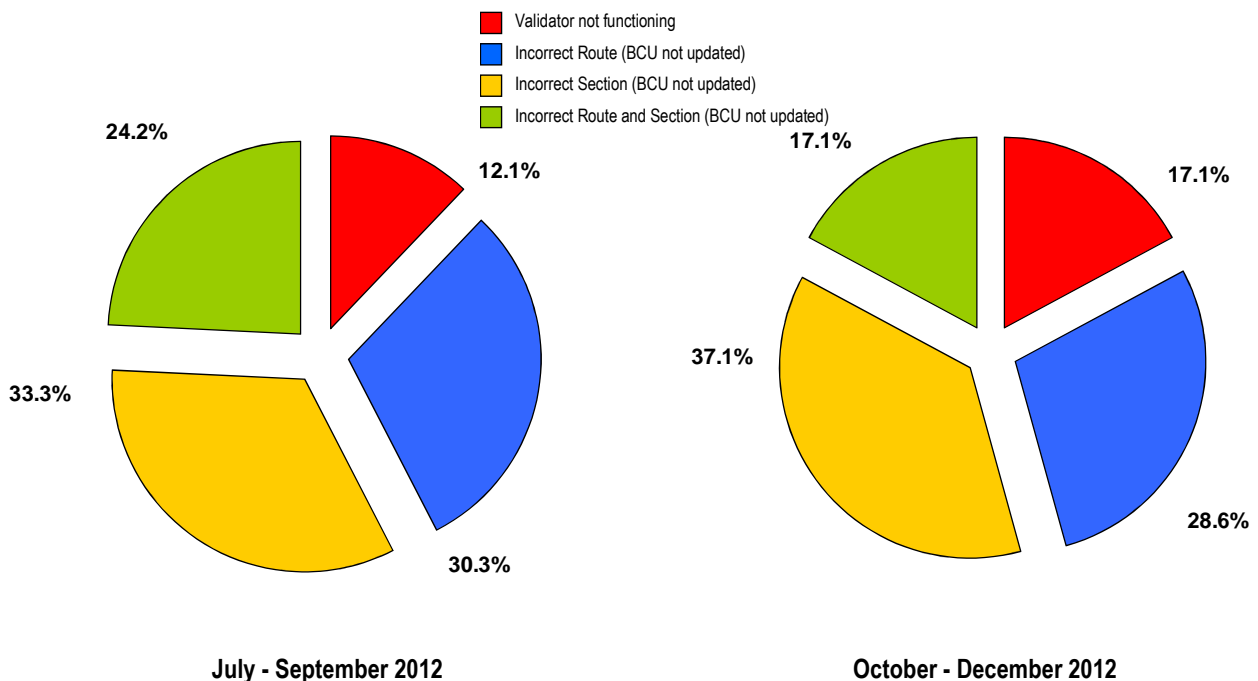


Figure 3.9

Fare Evasion

In the Outer North contract area, **3.11%** of passengers boarded the vehicle without validating a ticket.

| Bus Fare Evasion | SouthLink Outer North |
|-------------------------|------------------------------|
| Oct-Dec-09 | 0.85% |
| Jan-Mar-10 | 0.21% |
| Apr-Jun-10 | 0.72% |
| Jul-Sep-10 | 0.70% |
| Oct-Dec-10 | 2.23% |
| Jan-Mar-11 | 2.99% |
| Apr-Jun-11 | 3.31% |
| Jul-Sep-11 | 2.72% |
| Oct-Dec-11 | 2.52% |
| Jan-Mar-12 | 3.24% |
| Apr-Jun-12 | 3.31% |
| Jul-Sep-12 | 3.89% |
| Oct-Dec-12 | 3.11% |

Table 3.18

Outer South

Service Standard Report

October - December 2012



Government of South Australia

Department of Planning,
Transport and Infrastructure

On-Time Running

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus departure time | | | | | | | | |
| 10+ min early | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| 3-9 min early | 0.3% | 0.0% | 0.2% | 0.3% | | | | |
| 1-2 min early | 1.6% | 0.5% | 1.2% | 1.2% | | | | |
| On-time (<4.59 min late) | 87.4% | 87.1% | 82.0% | 82.7% | 92.8% | 94.0% | 62.2% | 61.4% |
| 5-6 late | 2.7% | 3.8% | 4.2% | 3.6% | | | | |
| 6-9 min late | 4.6% | 6.3% | 7.8% | 7.8% | | | | |
| 10+ min late | 3.3% | 2.2% | 4.2% | 4.2% | | | | |
| Did Not Run | 0.0% | 0.0% | 0.3% | 0.2% | | | | |
| Bus arrival time | | | | | | | | |
| 10+ min late | 1.4% | 1.6% | 2.6% | 2.8% | 0.6% | 0.6% | 8.4% | 8.4% |

Table 4.1

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.

In October - December 2012;

- **87.1%** of services departed on time.
- Early running occurred on **0.5%** of services.
- Late running was **12.3%**.
- Services reported as *Did Not Run* was **0.0%**.

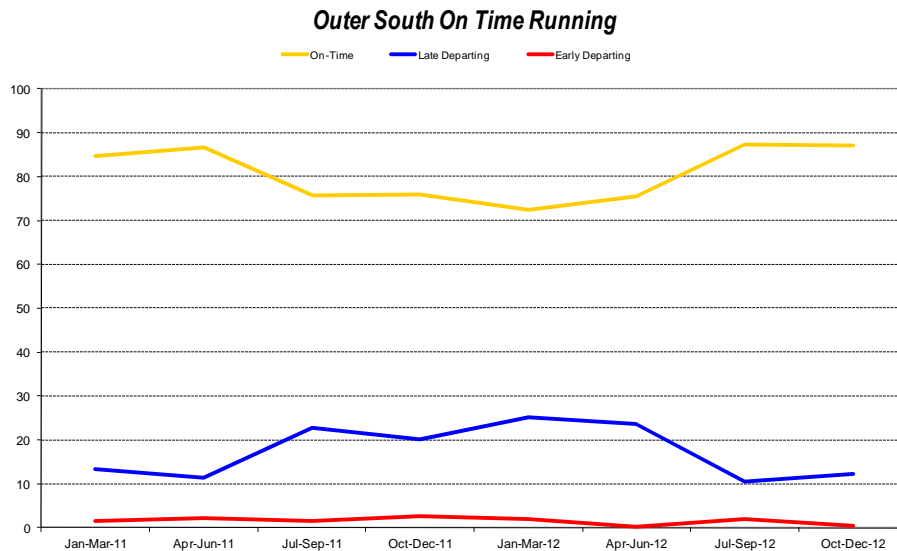


Figure 4.1

Outer South On Time Running

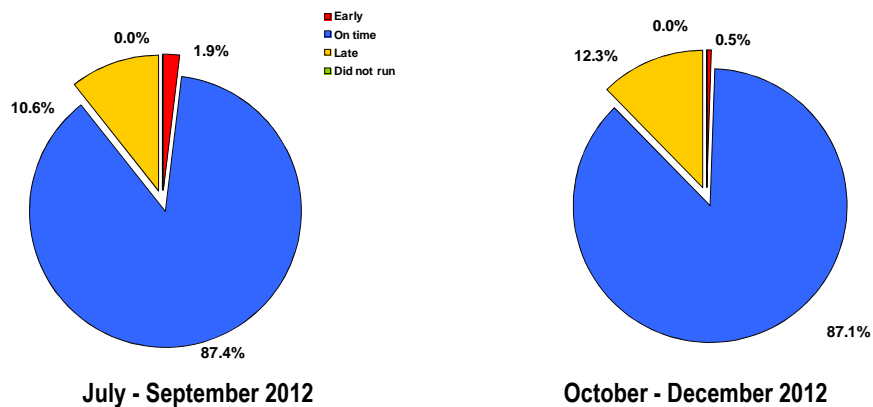


Figure 4.2

Connections

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--------------------------------|-----------------------|---------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Bus required to connect | | | | | | | | |
| Yes | 14.2% | 14.0% | 5.2% | 5.3% | n/a | n/a | n/a | n/a |
| No | 85.8% | 86.0% | 94.8% | 94.7% | | | | |
| Mode | | | | | | | | |
| Bus | 100.0% | 100.0% | 100.0% | 100.0% | n/a | n/a | n/a | n/a |
| Train | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not applicable | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Able to transfer | | | | | | | | |
| 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% | | | | |
| If No, why not? | | | | | | | | |
| Bus arrived late | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train departed early | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus, train not seen | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Insufficient transfer time | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Not applicable | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

In October - December 2012;

- **14.0%** of trips were required to connect, with **100.0%** of these connections successfully occurring.

Vehicle Condition - Exterior

Outer South Vehicle Exterior Cleanliness

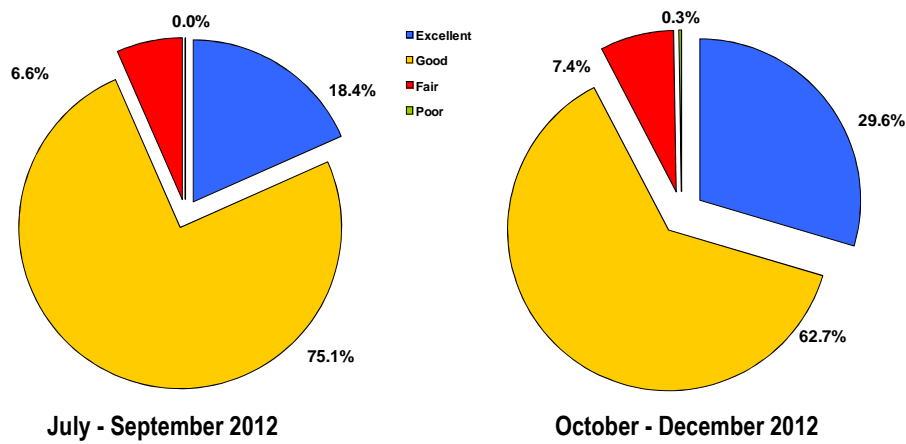


Figure 4.3

In October - December 2012;

- Acceptable ratings for exterior cleanliness were **99.7%**.
- **0.3%** of services were recorded as poor.

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------|-----------------------|--------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Vehicle exterior clean | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.7% | 99.8% | 99.9% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 18.4% | 29.6% | 18.3% | 18.7% | | | | |
| Good | 75.1% | 62.7% | 76.0% | 75.0% | | | | |
| Fair | 6.6% | 7.4% | 5.5% | 6.2% | | | | |
| Poor | 0.0% | 0.3% | 0.2% | 0.1% | | | | |

Table 4.3

Vehicle Condition - Interior

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Vehicle interior clean | 99.5% | 99.7% | 99.7% | 99.5% | 100.0% | 100.0% | 99.2% | 98.8% |
| Excellent + Good + Fair | 23.8% | 37.3% | 21.4% | 25.9% | | | | |
| Excellent | 51.0% | 54.2% | 59.5% | 61.3% | | | | |
| Good | 24.7% | 8.2% | 18.8% | 12.3% | | | | |
| Fair | 0.5% | 0.3% | 0.3% | 0.5% | | | | |
| Poor | | | | | | | | |

Table 4.4

Outer South Vehicle Interior Cleanliness

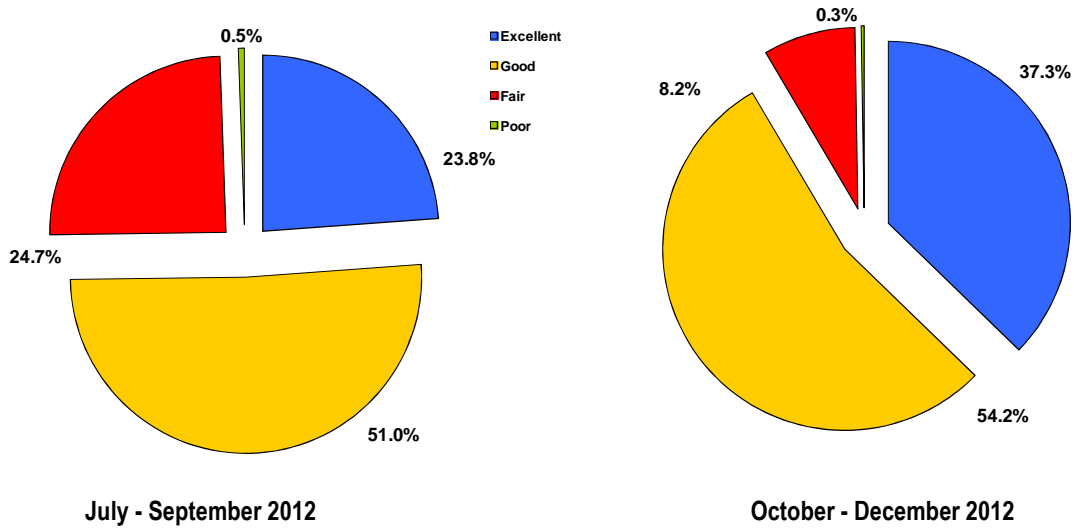


Figure 4.4

In October - December 2012;

- Acceptable ratings for interior cleanliness were **99.7%**.
- **0.3%** of services were recorded as poor.

Outer South Cleanliness

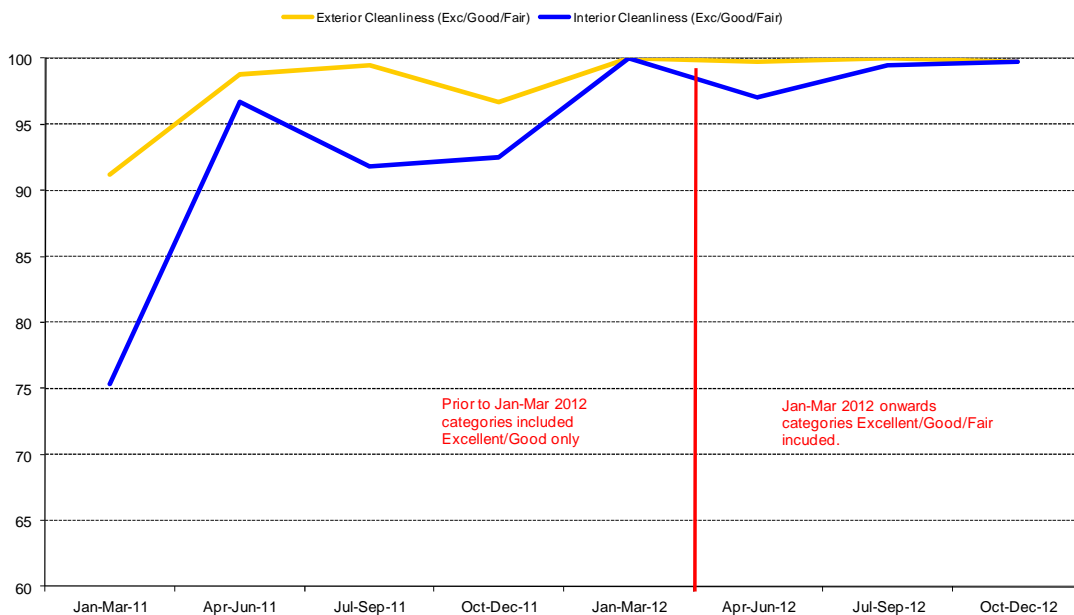


Figure 4.5

Driver Quality - Courtesy

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|---------------|--------------------------|-------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Acknowledging passengers | | | | | | | | |
| Excellent + Good + Fair | 99.2% | 100.0% | 99.7% | 99.9% | 100.0% | 100.0% | 99.2% | 99.5% |
| Excellent | 9.3% | 8.5% | 9.0% | 8.5% | | | | |
| Good | 77.0% | 71.8% | 76.2% | 67.9% | | | | |
| Fair | 12.8% | 19.7% | 14.6% | 23.5% | | | | |
| Poor | 0.8% | 0.0% | 0.3% | 0.1% | | | | |
| Response to passenger inquiries* | | | | | | | | |
| Excellent + Good + Fair | 97.9% | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% | 97.9% | N/A |
| Excellent | 10.4% | 15.4% | 16.4% | 17.4% | | | | |
| Good | 75.0% | 76.9% | 71.1% | 66.0% | | | | |
| Fair | 12.5% | 7.7% | 12.2% | 16.6% | | | | |
| Poor | 2.1% | 0.0% | 0.2% | 0.0% | | | | |
| Board or alight between stops* | | | | | | | | |
| Yes | 100.0% | 50.0% | 89.9% | 76.1% | 100.0% | 94.7% | 86.2% | 50.0% |
| No | 0.0% | 50.0% | 10.1% | 23.9% | | | | |
| If Yes, board/alight at safe locations* | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.0% | 96.1% | 100.0% | 100.0% | 94.7% | 85.7% |
| No | 0.0% | 0.0% | 1.0% | 3.9% | | | | |

* Not applicable cases have been excluded from the percentage base

Table 4.5

In October - December 2012;

- Acceptable ratings for acknowledging passengers was **100.0%**.
- Response to passenger inquiries category was **100.0%**.
- Drivers who allowed boarding or alighting between stops **100.0%** did so at safe locations.

Outer South Driver Courtesy

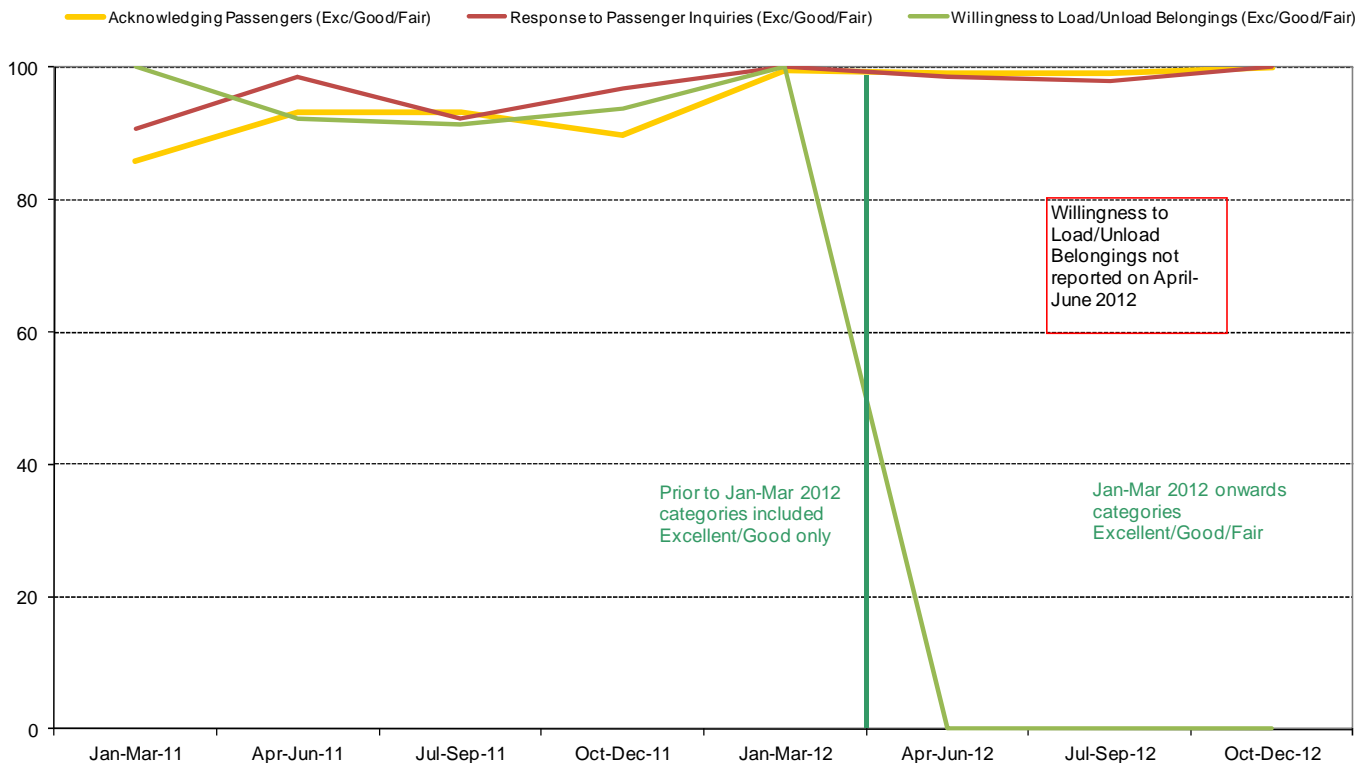


Figure 4.6

Driver Quality - Safety

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Smooth ride | | | | | | | | |
| Excellent + Good + Fair | 99.5% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 99.5% | 99.7% |
| Excellent | 10.7% | 11.8% | 8.0% | 6.4% | | | | |
| Good | 84.1% | 83.8% | 85.3% | 85.7% | | | | |
| Fair | 4.7% | 4.4% | 6.6% | 7.8% | | | | |
| Poor | 0.5% | 0.0% | 0.1% | 0.0% | | | | |
| Compliance with road rules | | | | | | | | |
| Excellent + Good + Fair | 99.7% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 13.4% | 14.2% | 8.1% | 7.2% | | | | |
| Good | 88.2% | 84.7% | 89.7% | 90.7% | | | | |
| Fair | 0.8% | 1.1% | 2.1% | 2.1% | | | | |
| Poor | 0.3% | 0.0% | 0.1% | 0.0% | | | | |
| Bus parked Close to Kerb as possible | | | | | | | | |
| Excellent + Good + Fair | 99.7% | 99.7% | 99.9% | 99.8% | 100.0% | 100.0% | 99.5% | 99.5% |
| Excellent | 13.4% | 17.8% | 9.9% | 9.5% | | | | |
| Good | 84.4% | 81.9% | 87.4% | 87.7% | | | | |
| Fair | 1.9% | 0.0% | 2.5% | 2.7% | | | | |
| Poor | 0.3% | 0.3% | 0.1% | 0.2% | | | | |
| Ensured unsteady passengers seated before driving | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 99.7% | 99.5% | 99.8% | 100.0% | 100.0% | 98.9% | 99.5% |
| Excellent | 11.8% | 15.6% | 8.5% | 8.8% | | | | |
| Good | 86.3% | 81.6% | 86.2% | 86.6% | | | | |
| Fair | 1.9% | 2.5% | 4.9% | 4.4% | | | | |
| Poor | 0.0% | 0.3% | 0.5% | 0.2% | | | | |
| Use of personal electronic equipment whilst driving | | | | | | | | |
| Yes | 0.0% | 0.3% | 0.1% | 0.2% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 100.0% | 99.7% | 99.9% | 99.8% | | | | |
| Driver physically alert and prepared | | | | | | | | |
| Yes | 100.0% | 100.0% | 100.0% | 99.8% | 100.0% | 100.0% | N/A | 99.7% |
| No | 0.0% | 0.0% | 0.0% | 0.2% | | | | |

Table 4.6

In October - December 2012;

- Acceptable ratings for smooth ride were **100.0%**.
- Compliance with road rules category was **100.0%**.
- Ensured unsteady passengers seated before driving category was **99.7%**.

Driver Quality - Appearance

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Uniform | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | N/A |
| Excellent | 12.6% | 25.5% | 11.1% | 14.2% | | | | |
| Good | 87.4% | 74.5% | 88.8% | 85.6% | | | | |
| Fair | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal appearance | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | N/A | N/A |
| Excellent | 13.4% | 25.2% | 12.1% | 14.6% | | | | |
| Good | 86.6% | 74.8% | 87.9% | 85.2% | | | | |
| Fair | 0.0% | 0.0% | 0.0% | 0.2% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Personal behaviour | | | | | | | | |
| Excellent + Good + Fair | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% |
| Excellent | 11.8% | 24.4% | 11.2% | 12.9% | | | | |
| Good | 86.3% | 74.8% | 86.7% | 86.0% | | | | |
| Fair | 1.9% | 0.8% | 2.1% | 1.0% | | | | |
| Poor | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| Driver eat whilst vehicle in motion | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | N/A |
| No | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| Driver drink whilst vehicle in motion | | | | | | | | |
| Yes | 0.3% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.3% | 0.3% |
| No | 99.7% | 100.0% | 99.9% | 99.9% | | | | |
| Driver smoke whilst on board the vehicle | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.3% |
| No | 100.0% | 100.0% | 100.0% | 99.9% | | | | |
| Driver stop for personal business | | | | | | | | |
| Yes | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | n/a | 0.5% |
| No | 100.0% | 100.0% | 100.0% | 99.9% | | | | |

Table 4.7

In October - December 2012;

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

Driver Quality - Special Needs

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|-------------------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Assistance Required | | | | | | | | |
| Required | 1.4% | 0.3% | 2.4% | 2.0% | n/a | n/a | n/a | n/a |
| Not Required | 98.6% | 99.7% | 97.6% | 98.0% | | | | |
| Driver assisted | | | | | | | | |
| Yes | 100.0% | 100.0% | 96.2% | 100.0% | 100.0% | 100.0% | 85.7% | N/A |
| No | 0.0% | 0.0% | 3.8% | 0.0% | | | | |
| Reason | | | | | | | | |
| Pram | 0.0% | 0.0% | 13.5% | 13.6% | n/a | n/a | n/a | n/a |
| Wheelchair | 80.0% | 0.0% | 51.9% | 54.5% | n/a | n/a | n/a | n/a |
| Shopping Cart | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Suitcase | 0.0% | 0.0% | 1.9% | 4.5% | n/a | n/a | n/a | n/a |
| Non-wheelchair bound elderly person | 20.0% | 100.0% | 17.3% | 15.9% | n/a | n/a | n/a | n/a |
| Other | 0.0% | 0.0% | 13.5% | 6.8% | n/a | n/a | n/a | n/a |

Table 4.8

Driver Quality - Driver Response

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Knowledge of basic routes and Interchange | | | | | | | | |
| Yes | 7.7% | 5.8% | 13.5% | 5.2% | 19.5% | 8.2% | N/A | 0.3% |
| No | 0.0% | 0.3% | 0.0% | 0.2% | | | | |
| N/A | 92.3% | 94.0% | 86.5% | 94.7% | | | | |
| Direct to Adelaide Metro Infoline, Centre or Website | | | | | | | | |
| Yes | 0.0% | 0.5% | 0.3% | 0.3% | 0.8% | 0.5% | N/A | N/A |
| No | 0.0% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 100.0% | 99.5% | 99.7% | 99.7% | | | | |
| Timetables available | | | | | | | | |
| Yes | 0.0% | 0.0% | 1.1% | 0.2% | 5.7% | 0.9% | 0.3% | N/A |
| No | 0.3% | 0.0% | 0.0% | 0.0% | | | | |
| N/A | 99.7% | 100.0% | 98.8% | 99.8% | | | | |

Table 4.9

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Informing Passengers of any disruptions to normal service | | | | | | | | |
| Yes | 0.3% | 0.3% | 0.3% | 0.1% | 0.5% | 0.3% | 0.3% | 0.3% |
| No | 0.0% | 0.0% | 0.0% | 0.1% | | | | |
| N/A | 99.7% | 99.7% | 99.7% | 99.8% | | | | |

Table 4.10

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Did any passenger display anti-social or offensive behaviour? | | | | | | | | |
| Yes | 0.0% | 0.3% | 0.0% | 0.0% | n/a | n/a | n/a | n/a |
| No | 100.0% | 99.7% | 100.0% | 100.0% | | | | |
| If Yes, did driver act appropriately in applicable cases? | | | | | | | | |
| Yes | n/a | 100.0% | n/a | 100.0% | n/a | 100.0% | n/a | n/a |
| No | n/a | 0.0% | n/a | 0.0% | | | | |

Table 4.11

Process Compliance - Signage

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|---------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| On the exterior of Vehicle Destination Sign | | | | | | | | |
| Yes | 99.2% | 100.0% | 99.4% | 99.5% | 100.0% | 100.0% | 98.4% | 99.2% |
| No | 0.3% | 0.0% | 0.3% | 0.2% | | | | |
| Wrong No | 0.5% | 0.0% | 0.3% | 0.3% | | | | |
| Shift Number | | | | | | | | |
| Yes | 93.2% | 93.2% | 92.8% | 94.8% | 98.5% | 99.2% | 87.6% | 90.3% |
| No | 4.7% | 4.9% | 5.8% | 4.0% | | | | |
| Wrong No | 2.2% | 1.9% | 1.5% | 1.2% | | | | |

Table 4.12

In October - December 2012;

- Vehicle destination signs were correctly displayed on **100.0%** of services.
- Correct shift numbers were displayed on **93.2%** of services.

Outer South Route/Shift Number Displayed

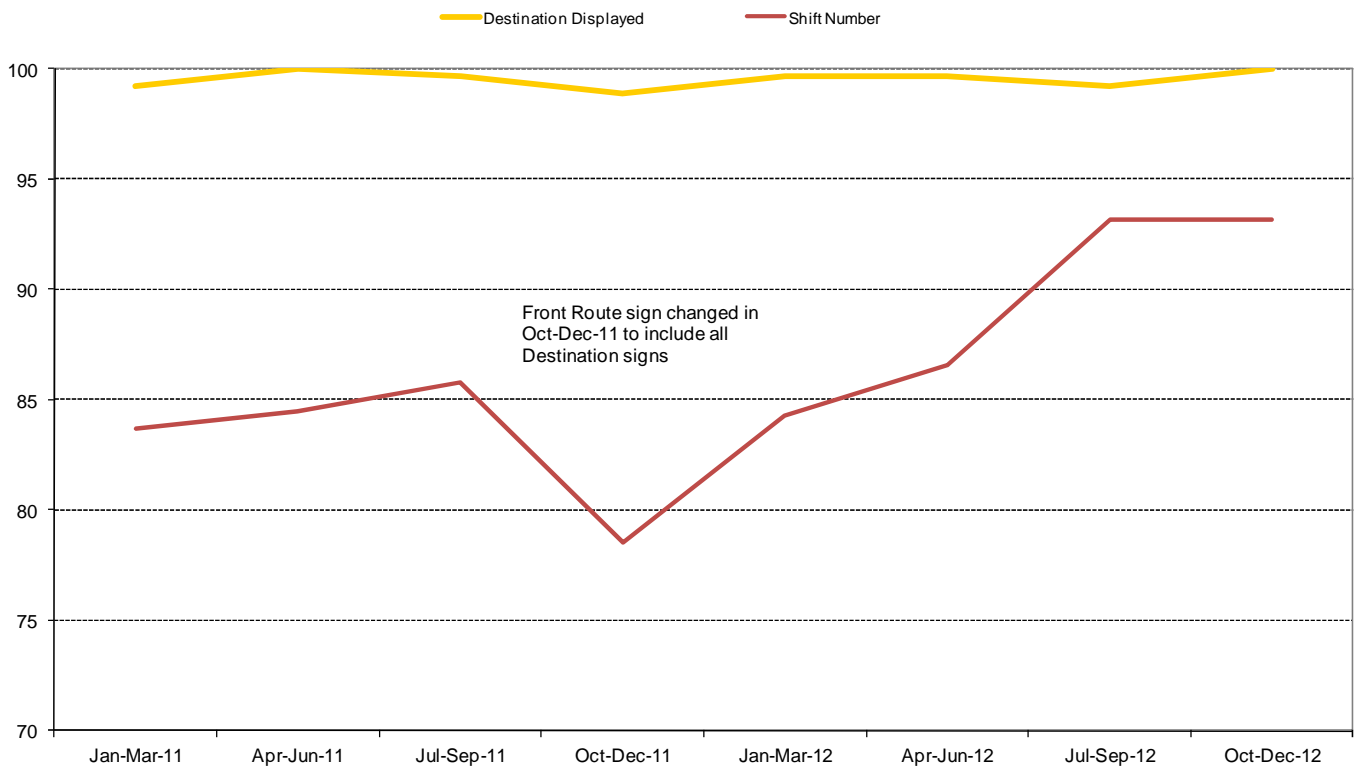


Figure 4.7

Signage - Onboard

| On the exterior of Vehicle | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|----------------------------|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Welcome Aboard sign | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.7% | 99.8% | 100.0% | 100.0% | 98.9% | 98.9% |
| No | 0.0% | 0.0% | 0.3% | 0.2% | | | | |

Table 4.13

In October - December 2012;

- The 'Welcome Aboard' signs were correctly displayed on **100.0%** of services.

| On the interior of Vehicle | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Concession Pass Schedule | | | | | | | | |
| 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% | | | | |
| Ticket Validation Instructions | | | | | | | | |
| Yes | 100.0% | 100.0% | 99.7% | 99.2% | 100.0% | 100.0% | 98.4% | 95.6% |
| No | 0.0% | 0.0% | 0.3% | 0.8% | | | | |
| Metroticket Fare Schedule | | | | | | | | |
| Yes | 99.7% | 99.5% | 99.6% | 99.8% | 100.0% | 100.0% | 98.7% | 99.5% |
| No | 0.3% | 0.5% | 0.4% | 0.2% | | | | |
| Stickers for Disability/Elderly Priority Seating | | | | | | | | |
| Yes | 99.5% | 99.5% | 99.2% | 99.7% | 100.0% | 100.0% | 97.6% | 99.5% |
| No | 0.5% | 0.5% | 0.8% | 0.3% | | | | |

Table 4.14

In October - December 2012;

- Concession pass schedules were correctly displayed on **100.0%** of vehicles.
- Ticket validation instructions were correctly displayed on **100.0%** of vehicles.
- The Metroticket fare schedules, were correctly displayed on **99.5%** of vehicles.
- Stickers for disability/elderly priority seating were correctly displayed on **99.5%** of vehicles.

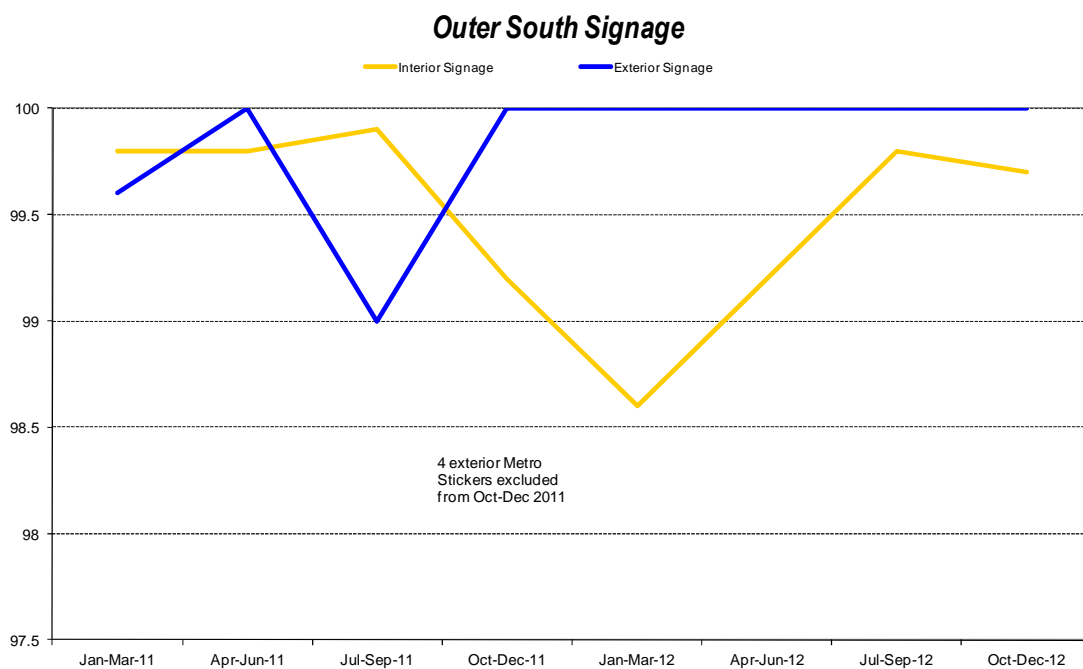


Figure 4.8

Ticketing

During In October - December 2012;

- **5.0%** of drivers issued a problem slip.
- **0.0%** of passengers purchased another ticket.
- **1.3%** of drivers asked passenger to validate.
- In **39.5%** of cases the driver observed the slip or ticket.

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | |
|---|-----------------------|------------|--------------------------|------------|-------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Faulty ticket | | | | | | |
| Pass. purchased another ticket | 12.9% | 0.0% | 6.9% | 7.1% | | |
| Issued problem slip | 19.4% | 5.0% | 29.3% | 22.4% | 53.6% | 46.2% |
| Wrote on ticket and returned | 9.7% | 30.0% | 12.2% | 19.0% | | |
| Observed ticket: no action | 32.3% | 50.0% | 26.0% | 23.8% | | |
| No action taken | 16.1% | 0.0% | 12.6% | 13.8% | | |
| Driver observed senior card and issued ticket | 0.0% | 0.0% | 0.4% | 1.0% | | |
| Driver ignored senior free | 0.0% | 5.0% | 2.0% | 1.4% | | |
| Driver sighted senior card no action | 0.0% | 0.0% | 0.0% | 1.4% | | |
| Drivers view obscured including hearing | 9.7% | 10.0% | 10.6% | 10.0% | | |
| Non validation of ticket | | | | | | |
| Asked to validate | 0.0% | 1.3% | 1.7% | 2.2% | 4.7% | 5.0% |
| Driver ignored passenger | 6.1% | 5.3% | 9.9% | 11.8% | | |
| Drivers view obscured | 14.6% | 6.6% | 9.6% | 13.2% | | |
| Driver not on board | 3.7% | 0.0% | 0.7% | 0.5% | | |
| Driver had no change | 2.4% | 1.3% | 3.9% | 2.2% | | |
| Driver observed slip / ticket | 56.1% | 39.5% | 56.1% | 52.5% | | |
| Passenger had no money | 9.8% | 39.5% | 9.1% | 11.8% | | |
| Driver did not issue "00" ticket (free seniors) | 2.4% | 1.3% | 3.3% | 3.2% | | |
| Driver view of senior passenger obscured | 4.9% | 3.9% | 3.3% | 1.7% | | |
| Senior did not validate their "00" ticket | 0.0% | 1.3% | 2.4% | 0.9% | | |
| 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 4.15

During In October - December 2012;

- In **0.0%** of trips the driver was reconciling cash or tickets while the bus was in motion.

| | SouthLink Outer South | | Total All Contract Areas | | Best Performing Contract Area | | Worst Performing Contract Area | |
|--|-----------------------|------------|--------------------------|------------|-------------------------------|------------|--------------------------------|------------|
| | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 | Jul-Sep-12 | Oct-Dec-12 |
| Ticket/cash reconciliation whilst in motion | | | | | | | | |
| Yes | 0.3% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% | 0.8% | 0.3% |
| No | 99.7% | 100.0% | 99.7% | 100.0% | | | | |

Table 4.16

Test Ticket Information

| Test Tickets | Outer South | | Outer South | | Percentage of Total Outer South Services Audited | All Contract Areas % of Total Services Audited |
|---|-------------|------------|-------------|------------|--|--|
| | Jul-Sep-12 | | Oct-Dec-12 | | | |
| | Number | Percentage | Number | Percentage | Percentage | Percentage |
| Validator not functioning | 3 | 12.5% | 1 | 5.9% | 0.3% | 0.6% |
| Incorrect Route (BCU not Updated) | 6 | 25.0% | 5 | 29.4% | 1.4% | 1.3% |
| Incorrect Section (BCU not Updated) | 9 | 37.5% | 6 | 35.3% | 1.6% | 2.6% |
| Incorrect Route and Section (BCU not Updated) | 6 | 25.0% | 5 | 29.4% | 1.4% | 1.7% |
| Total | 24 | | 17 | | 4.7% | 6.2% |

Table 4.17

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 October - December 2012;

- Of the total trips audited, **4.7%** resulted in information displayed incorrectly on the test ticket. This resulted in **17** Service Audit Reports (SAR's), of the SAR's raised:
 - The validator was not functioning in **5.9%** of trips.
 - An incorrect route was stamped on the test ticket in **29.4%** of trips.
 - In **35.3%** of trips the test ticket contained *Incorrect Section* information.
 - 29.4%** of trips stamped showed both incorrect route and section information.

Outer South Test Ticket

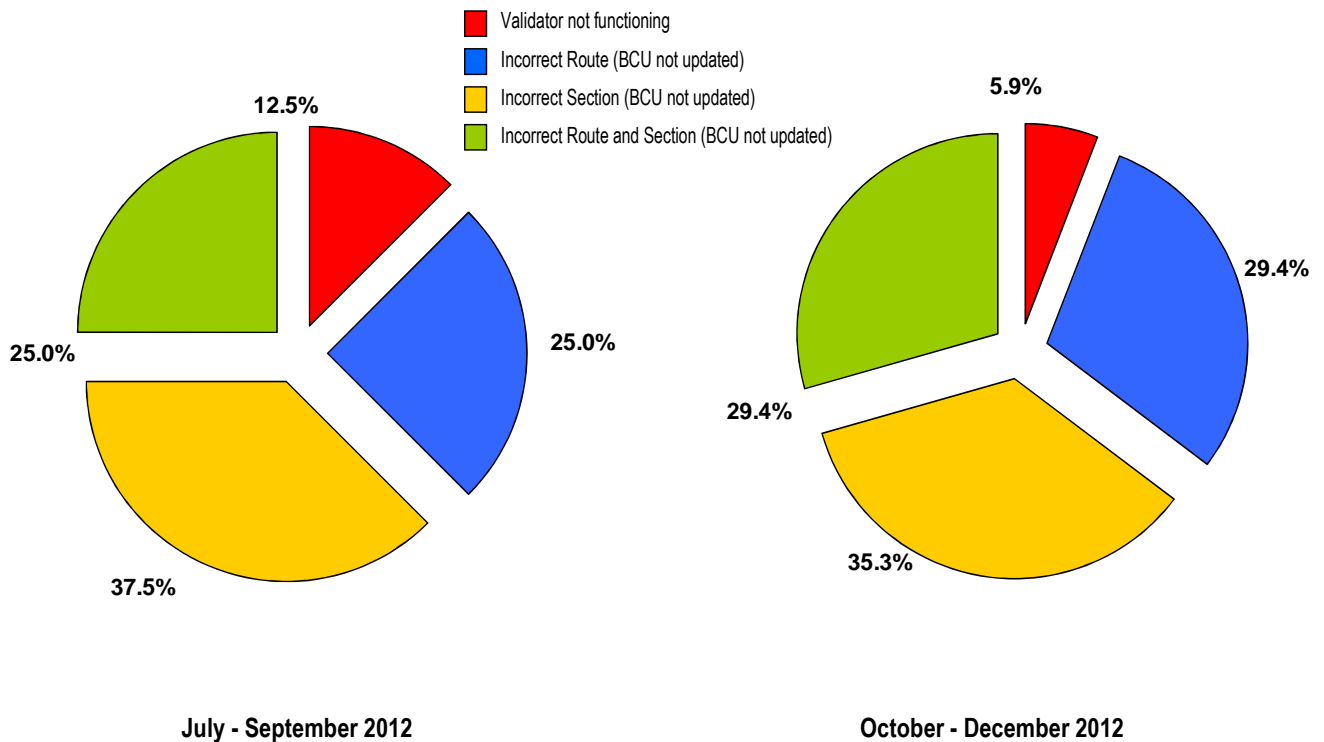


Figure 4.9

Fare Evasion

In the Outer South contract area, **2.69%** of passengers boarded the vehicle without validating a ticket.

| Bus Fare Evasion | SouthLink Outer South |
|-------------------------|------------------------------|
| Oct-Dec-09 | 0.44% |
| Jan-Mar-10 | 0.57% |
| Apr-Jun-10 | 0.88% |
| Jul-Sep-10 | 0.91% |
| Oct-Dec-10 | 1.18% |
| Jan-Mar-11 | 5.77% |
| Apr-Jun-11 | 4.40% |
| Jul-Sep-11 | 8.28% |
| Oct-Dec-11 | 4.74% |
| Jan-Mar-12 | 3.60% |
| Apr-Jun-12 | 4.28% |
| Jul-Sep-12 | 2.89% |
| Oct-Dec-12 | 2.69% |

Table 4.18