

# TRACK RECORD

Victorian transport services  
quarterly performance bulletin

ISSUE 66 / SERVICES JANUARY > MARCH 2016

Established in April 2012,  
**Public Transport Victoria (PTV)**  
manages Victoria's train, tram  
and bus services.

PTV also provides a single contact  
point for customers wanting  
information on public transport  
timetables, services, tickets and  
improvement projects.



Public transport performance declined in the first quarter of 2016, with punctuality and reliability results falling across regional services as a result of regional train disruptions from mid-January.

Overall satisfaction with metropolitan services decreased compared with last quarter, from 69.6 per cent to 69.0 per cent. There was no significant change compared to the March 2015 quarter (68.1 per cent).

# Leading our public transport network – for all Victorians today and tomorrow

<b>PUNCTUALITY AND RELIABILITY</b>	<b>5</b>
PUNCTUALITY	5
RELIABILITY	8
QUARTERLY CITY AND WESTONA LOOP BYPASSES	9
UNPLANNED EXPRESS SERVICES	10
CUSTOMER COMPENSATION	11
<b>PAYMENTS</b>	<b>12</b>
METROPOLITAN TRAIN AND TRAM	12
V/LINE	13
BUS	14
<b>CUSTOMER SATISFACTION</b>	<b>15</b>
CUSTOMER SATISFACTION	15
ABOUT CUSTOMER SATISFACTION RATINGS	16
OVERALL SATISFACTION	16
METROPOLITAN TRAINS	19
METROPOLITAN TRAMS	20
METROPOLITAN BUSES	21
V/LINE MODES	22
V/LINE TRAINS	23
V/LINE COACHES	24
<b>TRAVEL BEHAVIOUR AND TICKETING</b>	<b>25</b>
TRAVEL BEHAVIOUR	25
MYKI DEVICE AVAILABILITY	26
<b>FARE EVASION</b>	<b>27</b>
ATTITUDES TOWARD AUTHORISED OFFICERS	27
<b>CUSTOMER SERVICE</b>	<b>28</b>
WEBSITE	28
CALL CENTRE	30
<b>INDUSTRY-WIDE FEEDBACK</b>	<b>31</b>
ABOUT INDUSTRY FEEDBACK	31
STAKEHOLDER SHARE	31
TYPES OF FEEDBACK	32
INDUSTRY FEEDBACK	33
PTV FEEDBACK	34

# Punctuality and reliability

## PUNCTUALITY

**Metropolitan trains** are considered on time if they arrive no more than four minutes and 59 seconds after their scheduled time in the timetable.

**Metropolitan trams** are considered on time if they arrive no more than 59 seconds before or four minutes and 59 seconds after the scheduled time in the timetable.

**Metropolitan buses** are considered on time if they arrive no more than 59 seconds before or five minutes and 59 seconds after their scheduled time in the timetable.

**Long distance regional trains** are considered on time if they arrive no more than 10 minutes and 59 seconds after their scheduled time in the timetable.

**Short distance regional trains** are considered on time if they arrive no more than five minutes and 59 seconds after their scheduled time in the timetable.

Reliability measures do not include replacement services (i.e. replacement buses and coaches). Replacement coaches operated during the V/Line services restoration period (16 January – 26 June 2016).

**Note:** Effective from 1 July 2015, performance reporting for punctuality for metropolitan bus services has changed.

Some punctuality measures included in Track Record 66 use data provided from the Bus Tracking System (BTS). BTS technology uses on-board global positioning system (GPS) and communications equipment to provide real-time updates on bus locations.

Prior to the introduction of BTS, data was collected manually and self-reported by operators.

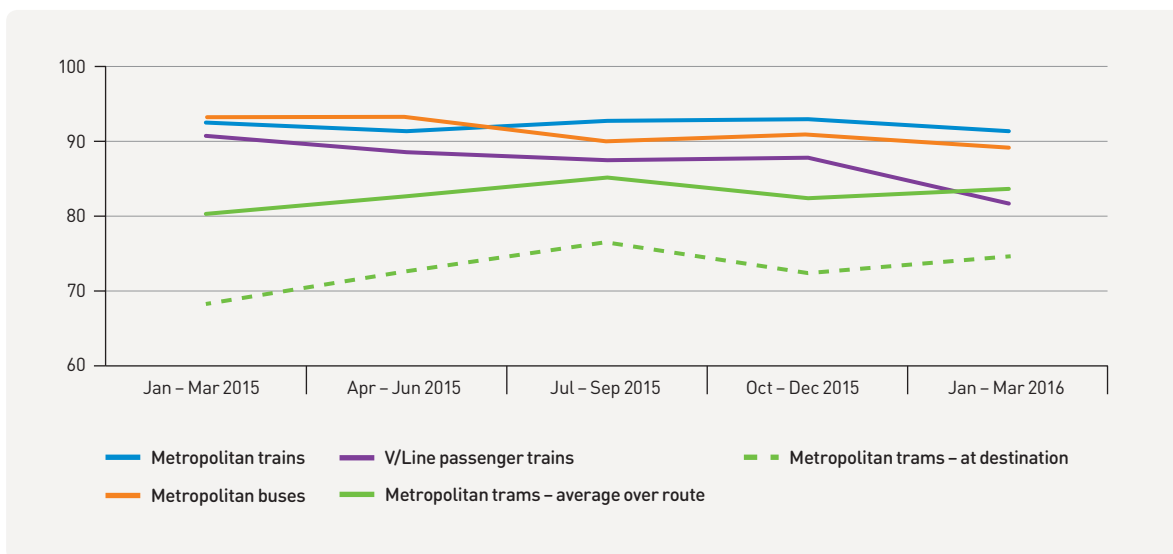
Future editions of *Track Record* are expected to solely use BTS data for punctuality reporting.

TABLE 1: TRAIN, TRAM AND BUS PUNCTUALITY – PERCENTAGE OF SERVICES ON-TIME

Mode	Threshold	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan trains	4 minutes, 59 seconds late	92.7%	91.5%	92.8%	93.0%	91.6%
Metropolitan trams – average over route	4 minutes, 59 seconds late	80.2%	82.7%	85.0%	82.3%	83.7%
Metropolitan trams – at destination	4 minutes, 59 seconds late	68.3%	72.7%	76.3%	72.3%	74.6%
Metropolitan buses	punctuality	93.2%	93.1%	89.8%	90.8%	89.6%
V/Line trains	punctuality	90.7%	88.5%	87.7%	87.8%	81.9%

# Punctuality and reliability

**FIGURE 1: TRAIN, TRAM AND BUS PUNCTUALITY – PERCENTAGE OF SERVICES ON-TIME**



**TABLE 2: METROPOLITAN TRAIN PUNCTUALITY – PERCENTAGE OF PEAK SERVICES ON-TIME AT DESTINATION**

Line	Jan - Mar 2015	Apr - Jun 2015	Jul - Sep 2015	Oct - Dec 2015	Jan - Mar 2016
Alamein	93.4%	90.1%	93.4%	91.5%	91.2%
Belgrave	86.5%	83.2%	87.2%	89.0%	87.9%
Craigieburn	91.2%	89.2%	91.5%	90.8%	90.3%
Cranbourne	89.6%	85.5%	89.4%	88.5%	84.8%
Frankston	90.0%	87.3%	89.4%	88.3%	86.5%
Glen Waverley	94.4%	93.1%	94.7%	95.1%	94.6%
Hurstbridge	92.0%	90.8%	92.2%	93.1%	92.1%
Lilydale	89.2%	86.6%	89.0%	91.3%	88.5%
Pakenham	90.9%	86.7%	91.0%	89.8%	85.9%
Sandringham	95.3%	93.5%	96.8%	96.8%	93.6%
South Morang	94.5%	93.5%	95.2%	95.8%	96.0%
Stony Point	96.4%	87.5%	96.9%	96.1%	92.7%
Sunbury	91.7%	91.3%	92.3%	92.4%	88.8%

## Punctuality and reliability

Line	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Upfield	94.1%	93.1%	95.0%	93.5%	92.7%
Werribee	87.6%	85.4%	93.0%	93.2%	89.4%
Williamstown	91.3%	89.9%	94.9%	94.6%	92.0%
<b>Network Total</b>	<b>91.4%</b>	<b>89.2%</b>	<b>92.3%</b>	<b>92.3%</b>	<b>90.2%</b>

**TABLE 3: METROPOLITAN TRAIN PUNCTUALITY – PERCENTAGE OF OFF-PEAK SERVICES ON-TIME AT DESTINATION**

Line	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Alamein	95.7%	94.2%	95.2%	95.6%	94.0%
Belgrave	91.1%	90.5%	91.7%	93.1%	92.4%
Craigieburn	93.3%	92.3%	92.3%	92.2%	92.7%
Cranbourne	91.5%	88.3%	89.7%	88.7%	87.8%
Frankston	90.4%	89.5%	89.0%	89.1%	89.7%
Glen Waverley	96.8%	96.4%	96.1%	96.4%	97.2%
Hurstbridge	95.1%	95.1%	95.0%	95.7%	93.4%
Lilydale	92.5%	91.7%	93.2%	94.0%	91.7%
Pakenham	89.9%	89.0%	88.8%	88.6%	86.5%
Sandringham	96.2%	95.2%	95.2%	95.5%	94.1%
South Morang	95.1%	95.0%	94.5%	96.2%	94.5%
Stony Point	97.1%	100.0%	97.4%	95.1%	94.4%
Sunbury	92.7%	93.0%	93.5%	93.7%	88.7%
Upfield	94.2%	93.8%	94.5%	93.5%	93.4%
Werribee	91.3%	92.0%	93.6%	94.1%	92.7%
Williamstown	95.2%	95.7%	96.0%	95.3%	94.8%
<b>Network Total</b>	<b>93.3%</b>	<b>92.7%</b>	<b>93.1%</b>	<b>93.4%</b>	<b>92.2%</b>

# Punctuality and reliability

## RELIABILITY

**Metropolitan train** reliability is measured as the percentage of the timetable that is delivered. Non-delivery of services includes cancellations, trains that run short and trains that bypass the City or Altona Loops.

**Metropolitan tram** reliability is based on the percentage of the timetable delivered. Non-delivery of services includes cancellations and trams that run short.

**Metropolitan bus** reliability is the percentage of services that operate and are completed.

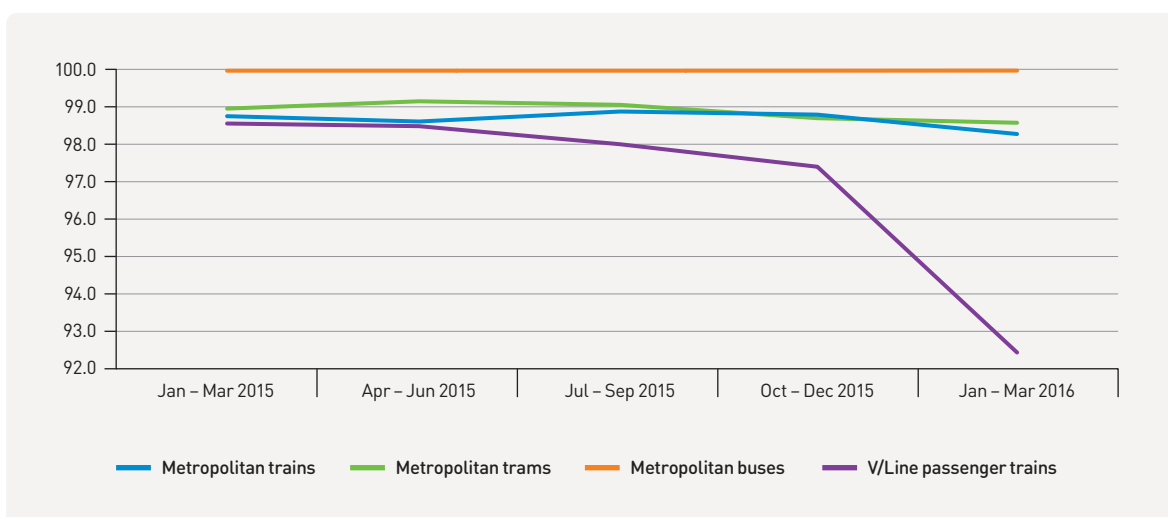
**Regional train** reliability is measured as the percentage of scheduled services that are delivered.

Reliability measures do not include replacement services (i.e. replacement buses and coaches). Replacement coaches operated during the V/Line services restoration period (16 January – 26 June 2016).

TABLE 4: TRAIN AND TRAM RELIABILITY – PERCENTAGE OF TIMETABLE DELIVERED

Mode	Measure	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan trains	Per cent timetable delivered	98.8	98.6%	98.9%	98.8%	98.3%
Metropolitan trams	Per cent timetable delivered	98.9	99.1%	99.0%	98.7%	98.6%
V/Line trains	Per cent services delivered	98.5	98.5%	98.0%	97.4%	92.5%
Metropolitan buses	Per cent services delivered	>99.9	>99.9	>99.9	>99.9	>99.9

FIGURE 2: TRAIN, TRAM AND BUS RELIABILITY – PERCENTAGE OF TIMETABLE DELIVERED





## Punctuality and reliability

### QUARTERLY CITY LOOP AND WESTONA LOOP BYPASSES

TABLE 5: QUARTERLY CITY AND WESTONA LOOP BYPASSES

Line	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Services scheduled to run through the loop Q1 2016	
Alamein	41	68	53	49	54	1,260	
Belgrave	124	128	129	96	140	4,186	
Craigieburn	51	21	24	36	26	6,222	
Cranbourne	127	171	176	165	246	3,452	
Frankston	150	148	146	153	157	3,651	
Glen Waverley	68	51	27	51	55	3,753	
Hurstbridge	16	10	15	17	35	6,071	
Lilydale	192	220	162	151	195	6,524	
Pakenham	192	226	234	215	247	6,357	
Sandringham	14	17	27	34	33	1,478	
South Morang	22	12	25	14	34	5,654	
Sunbury	52	13	18	40	20	6,233	
Upfield	46	11	15	22	20	4,621	
Werribee	delivered bypassing City Loop	48	10	1	14	6	0
	delivered bypassing Westona Loop	103	122	74	110	79	8,426
	delivered bypassing both loops	1	1	—	—	1	1,349
<b>Network Total</b>	<b>1,247</b>	<b>1,229</b>	<b>1,126</b>	<b>1,167</b>	<b>1,348</b>	<b>69,237</b>	

There were 1,269 bypasses of the City Loop this quarter, which is 2.1 per cent of the 60,811 services scheduled to run through the loop during this time.

There were 79 bypasses of the Westona Loop, which is 0.9 per cent of the 8,426 services scheduled to run through the loop during this time.

## Punctuality and reliability

### UNPLANNED EXPRESS SERVICES

TABLE 6: QUARTERLY UNPLANNED EXPRESS SERVICES

Measure	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Total number of timetabled services	185,886	185,846	192,101	188,832	190,166
Number of express run services	270	190	82	75	107
Percentage of total services run as unplanned express	0.1%	0.1%	0%	0%	0.1%

The percentage of services run as unplanned express over the March 2016 quarter was 0.1 per cent.

## Punctuality and reliability

### CUSTOMER COMPENSATION

Train and tram operators are expected to deliver a punctual and reliable service for customers.

PTV insists that operators do everything they can to deliver services in line with the agreed timetable.

Where operators fall short, they are required to pay compensation to customers, in the form of complimentary travel. Only customers who travel with a periodical ticket of four weeks or more are eligible to receive compensation.

TABLE 7: SERVICE LEVEL THRESHOLDS FOR COMPENSATION (PER CENT)

Measure	Threshold	Trains	Trams	V/Line
Punctuality	Arrival by 4 minutes, 59 seconds	88%	77%	—
	Arrival by 5 minutes, 59 seconds	—	—	92%*
Reliability	Percentage of timetable delivered	98%	98%	—
	Percentage of services delivered	—	—	96%

\* For long distance V/Line services, on-time arrival is defined as arriving no later than 10 minutes and 59 seconds after the timetabled arrival time.

#### Metropolitan trains

Customer compensation was not paid for metropolitan trains this quarter.

#### Metropolitan trams

Customer compensation was not paid for metropolitan trams this quarter.

#### V/Line

In January, passenger compensation was payable on all lines as punctuality was below the applicable threshold (92.0 per cent). Compensation was also payable for reliability on the Ballarat, Bendigo, Geelong and Gippsland corridor as performance was below the applicable threshold (96.0 per cent).

In February, passenger compensation was payable on all lines except Ararat & Maryborough as punctuality was below the applicable threshold (92.0 per cent). Compensation was also payable for reliability on the Ballarat, Geelong, Gippsland and Seymour corridors as performance was below the applicable threshold (96.0 per cent).

In March, passenger compensation was payable on all lines except Ararat & Maryborough as punctuality was below the applicable threshold (92.0 per cent). Compensation was not payable for reliability on all lines as performance was above the applicable threshold (96.0 per cent).

**Note:** Despite V/Line meeting reliability targets on all lines in March, customer compensation has been made available to all customers travelling on replacement coaches from 8 February to 26 June.

# Payments

## METROPOLITAN TRAIN AND TRAM

Metro Trains and Yarra Trams receive regular payments from Public Transport Victoria to cover the delivery of services and the operation and development of the networks. The terms of these payments are outlined in operator franchise agreements.

PTV requires that operators meet agreed performance targets. Penalties or incentives are paid depending on how operators perform against these targets.

Incentive payments are based on a detailed measure of the passenger impact of service disruptions. These include delays, cancellations, short services and a number of other disruption types (including trains that bypass the City and/or Westona loops).

Each disruption is multiplied by an agreed 'passenger weighting' for that service which depends on the route, the time of day, and the direction of the service. Longer delays result in higher penalties. Operators can receive bonus payments or incur penalties depending on whether the level of disruption is above or below agreed levels in the contracts.

TABLE 8: METROPOLITAN TRAIN PAYMENTS (\$'000S)

Payment type	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Base contract	57,500	63,799	50,989	62,078	49,384
Incentive or penalty	1,887	3,405	3,295	3,457	-13
Customer Experience Performance Regime	0	0	0	200	0
Revenue Reset Adjustment Payment	24,685	24,593	19,492	17,864	28,954
Maintenance and projects <sup>1</sup>	58,637	80,059	102,425	76,490	68,278
Rolling stock <sup>2</sup>	25,589	23,899	27,852	24,315	23,220
Operations and systems <sup>3</sup>	8,614	15,543	18,775	11,408	13,049
<b>TOTAL</b>	<b>176,912</b>	<b>211,298</b>	<b>222,828</b>	<b>195,612</b>	<b>182,871</b>

1. Maintenance and projects combines maintenance and capital projects payments.

2. Rolling stock payments include rolling stock adjustments and exams.

3. Operations and systems include payments for business system upgrades, driver establishment, electricity, and employee entitlements.

# Payments

**TABLE 9: METROPOLITAN TRAM PAYMENTS (\$'000S)**

Payment type	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Base contract	4,776	7,313	3,494	5,903	2,986
Incentive and penalty	-1,124	-788	-89	-1,619	-1,226
Customer Experience Performance Regime	0	0	0	439	0
Revenue Reset Adjustment Payment	13,589	12,814	19,619	19,619	16,377
Maintenance and projects <sup>1</sup>	5,900	15,065	16,349	17,522	15,065
Rolling stock	8,767	8,767	8,767	8,767	8,767
Operations and systems <sup>2</sup>	2,929	3,206	3,596	4,692	3,772
<b>TOTAL</b>	<b>34,837</b>	<b>46,377</b>	<b>51,736</b>	<b>55,324</b>	<b>45,741</b>

1. Maintenance and projects combines maintenance and capital projects payments.

2. Operations and systems payments include business system upgrades, electricity and employee entitlements.

## V/LINE

Regional coach payments are made to V/Line, which is a state-owned enterprise, however regional train payments and penalties have ceased following the signing of the V/Line services agreement.

**TABLE 10: REGIONAL TRAIN AND COACH PAYMENTS (\$'000S)**

Payment type	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Base contract	79,839	81,936	78,570	87,057	82,866
Regional Coaches	8,212	8,212	8,573	8,573	8,573
Farebox	23,987	22,442	22,698	20,919	21,671
Rolling stock	8,953	8,953	8,953	8,953	8,953
<b>TOTAL</b>	<b>120,991</b>	<b>121,543</b>	<b>118,794</b>	<b>125,502</b>	<b>122,063</b>

# Payments

## BUS

PTV has individual contracts with bus operators to run services in Melbourne and regional areas. Payments are made to these operators to help deliver route and school bus services.

TABLE 11: METROPOLITAN, REGIONAL AND SCHOOL BUS PAYMENTS (\$'000S)

Payment type	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan	143,972	144,650	144,852	146,536	144,751
Regional	27,151	27,256	27,534	27,332	28,951
School	36,492	55,357	56,144	56,214	37,287
<b>TOTAL</b>	<b>207,615</b>	<b>227,263</b>	<b>228,530</b>	<b>230,081</b>	<b>210,989</b>

# Customer satisfaction

## CUSTOMER SATISFACTION

- > Overall satisfaction with metropolitan services decreased compared with last quarter, from 69.6 per cent to 69.0 per cent. There was no significant change compared to the March 2015 quarter (68.1 per cent).
- > Overall satisfaction with **metropolitan trains** remained unchanged compared with last quarter, at 73.5 per cent. This result was nevertheless a significant increase compared to the March 2015 quarter (71.9 per cent). Compared to last quarter, there were significant increases in customer satisfaction with value for money and myki ticketing, and a significant increase in the likelihood to recommend.
- > Overall satisfaction with **metropolitan trams** decreased compared with last quarter, from 77.1 per cent to 76.3 per cent. The result was an increase compared to the March 2015 quarter (75.9 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with comfort. Compared to the March 2015 quarter, there was a significant increase in the likelihood to recommend.
- > Overall satisfaction with **metropolitan buses** increased slightly compared with last quarter, from 76.1 per cent to 77.7 per cent. The result was also an increase compared to the March 2015 quarter (76.5 per cent). Compared with last quarter, there were significant increases in customer satisfaction with information, service delivery, bus stops and myki ticketing. Compared to the March 2015 quarter, there was a significant increase in the likelihood to recommend.
- > Overall customer satisfaction with **regional trains** decreased significantly compared with last quarter, from 78.8 per cent to 73.8 per cent. This was also a decrease compared to the March 2015 quarter (75.7 per cent). Compared with last quarter, there were significant decreases in customer satisfaction with information, service delivery, and a significant decrease in the likelihood to recommend. Compared with the March 2015 quarter, there was a significant increase in satisfaction with stations/stops, and a significant decrease in the likelihood to recommend.
- > Overall customer satisfaction with **regional coaches** decreased slightly compared with last quarter, from 86.1 per cent to 81.6 per cent. The result was also a decrease compared to the March 2015 quarter (84.6 per cent).

# Customer satisfaction

## ABOUT CUSTOMER SATISFACTION RATINGS

All results except overall metropolitan satisfaction (six-point scale) are reported in a 0 – 10 scale. Results prior to April 2009 were reported on a six-point scale.

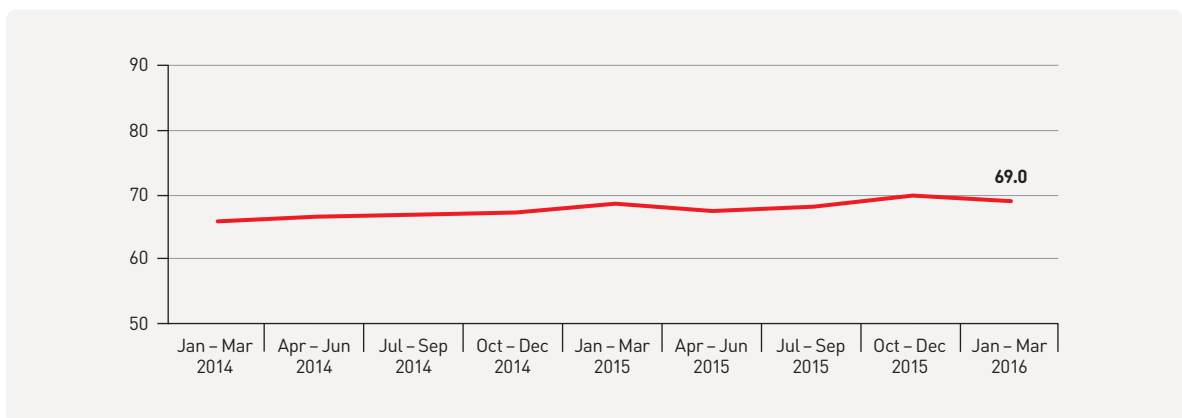
## OVERALL SATISFACTION

TABLE 12: METROPOLITAN PUBLIC TRANSPORT MODES OVERALL SATISFACTION

Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
65.5%	66.1%	66.4%	66.7%	68.1%	67.3%	67.8%	69.6%	69.0%

Note: These results are still presented in the six-point scale.

FIGURE 3: METROPOLITAN PUBLIC TRANSPORT MODES OVERALL SATISFACTION



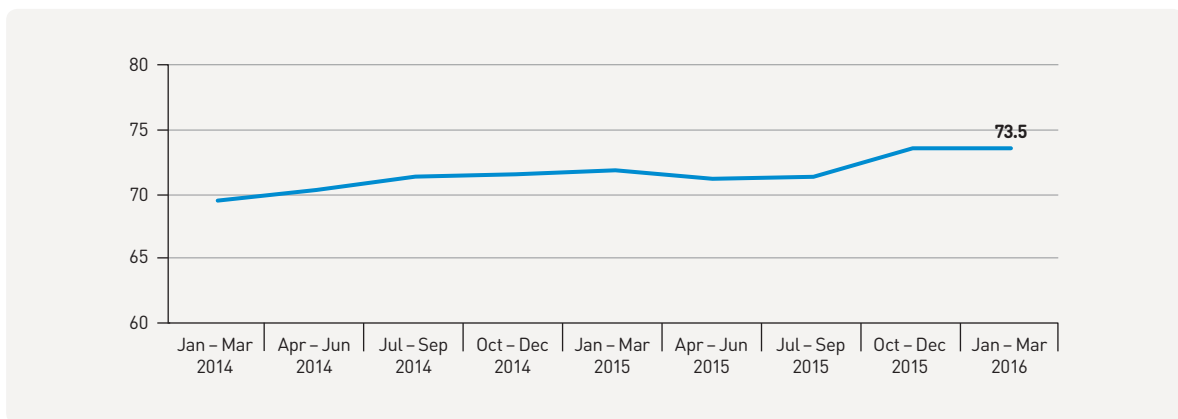


# Customer satisfaction

**TABLE 13A: METROPOLITAN TRAINS INDIVIDUAL OVERALL SATISFACTION**

Mode	Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan Trains	69.5%	70.4%	71.4%	71.5%	71.9%	71.2%	71.4%	73.5%	73.5%

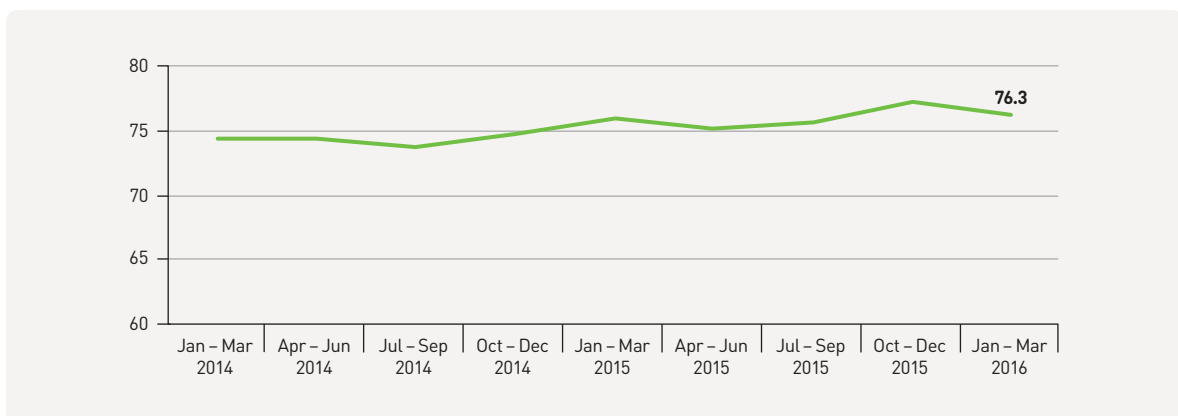
**FIGURE 4A: METROPOLITAN TRAINS INDIVIDUAL OVERALL SATISFACTION**



**TABLE 13B: METROPOLITAN TRAMS INDIVIDUAL OVERALL SATISFACTION**

Mode	Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan Trams	74.4%	74.4%	73.7%	74.7%	75.9%	75.2%	75.6%	77.1%	76.3%

**FIGURE 4B: METROPOLITAN TRAMS INDIVIDUAL OVERALL SATISFACTION**

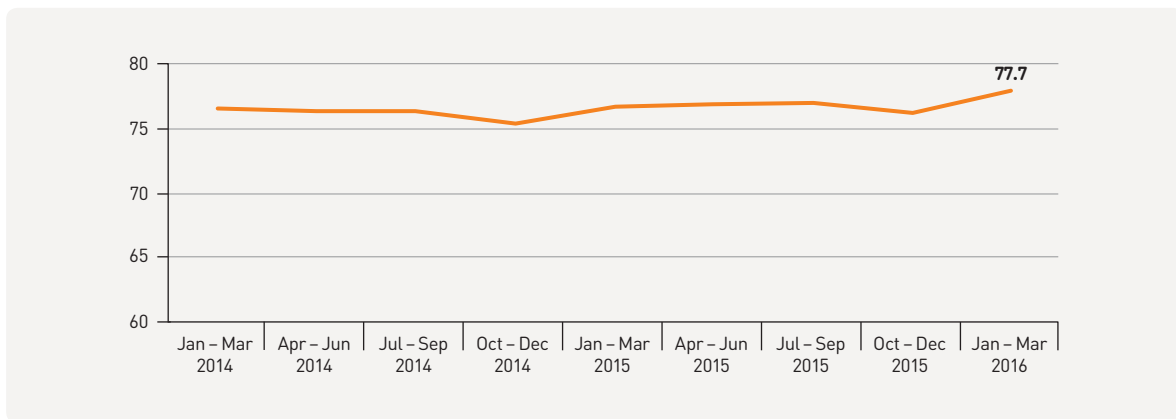


# Customer satisfaction

**TABLE 13C: METROPOLITAN BUSES INDIVIDUAL OVERALL SATISFACTION**

Mode	Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Metropolitan Buses	76.3%	76.2%	76.2%	75.2%	76.5%	76.6%	76.9%	76.1%	77.7%

**FIGURE 4C: METROPOLITAN BUSES INDIVIDUAL OVERALL SATISFACTION**



# Customer satisfaction

## METROPOLITAN TRAINS

FIGURE 5A: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAINS

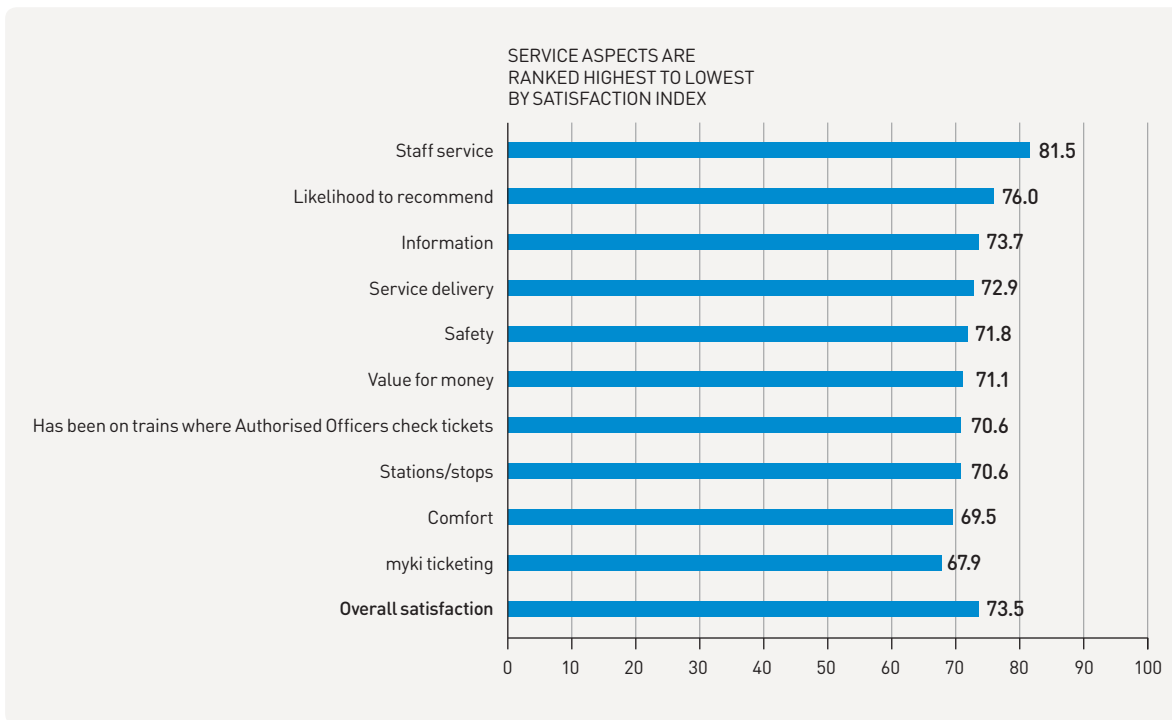


TABLE 14A: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAINS

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	81.5%	—
Likelihood to recommend	76.0%	—
Information	73.7%	—
Service delivery	72.9%	—
Safety	71.8%	—
Value for money	71.1%	—
Has been on trains where Authorised Officers check tickets	70.6%	—
Stations/stops	70.6%	—
Comfort	69.5%	—
myki ticketing	67.9%	—
<b>OVERALL SATISFACTION</b>	<b>73.5%</b>	—

# Customer satisfaction

## METROPOLITAN TRAMS

FIGURE 5B: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAMS

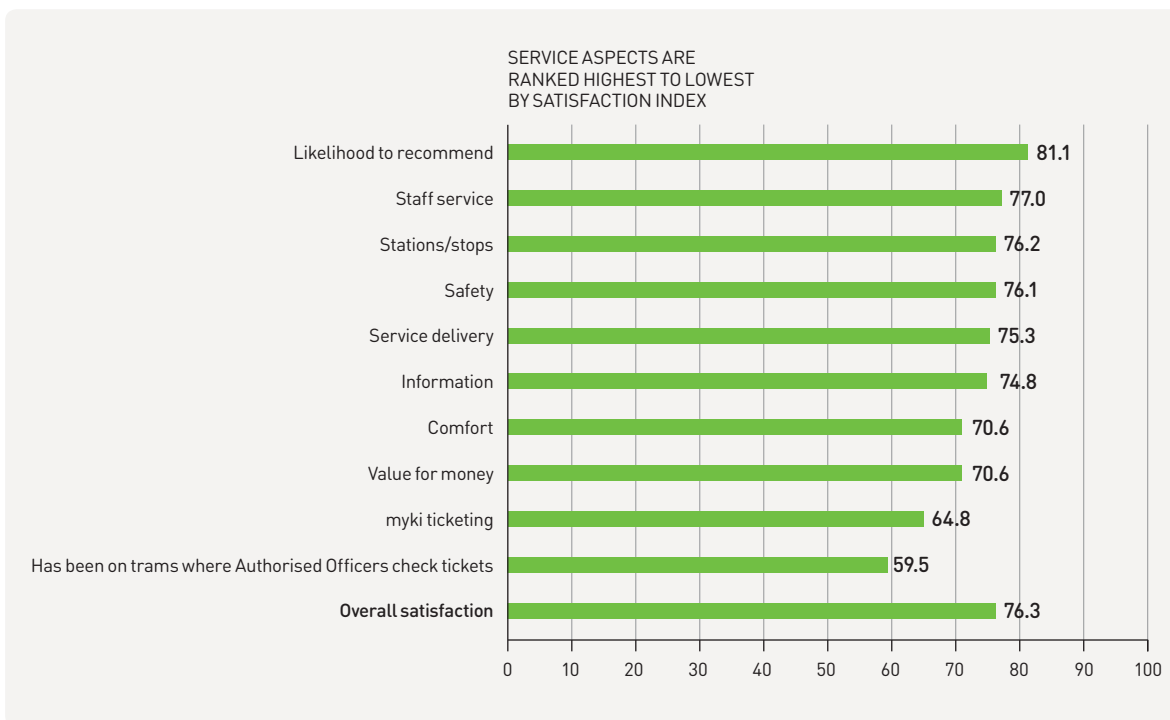


TABLE 14B: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAMS

Satisfaction Indicator	Score	Significant change from previous quarter
Likelihood to recommend	81.1%	—
Staff service	77.0%	—
Stations/stops	76.2%	—
Safety	76.1%	—
Service delivery	75.3%	—
Information	74.8%	—
Comfort	70.6%	decrease
Value for money	70.6%	—
myki ticketing	64.8%	—
Has been on trams where Authorised Officers check tickets	59.5%	—
<b>OVERALL SATISFACTION</b>	<b>76.3%</b>	—

# Customer satisfaction

## METROPOLITAN BUSES

FIGURE 5C: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN BUSES

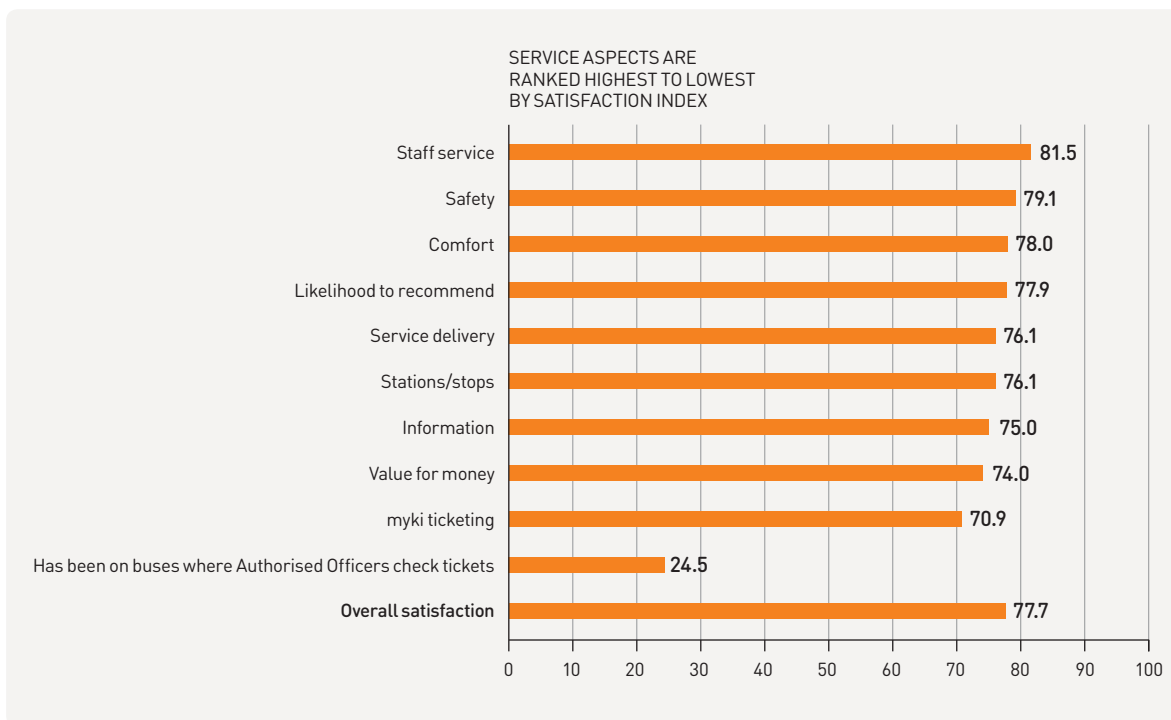


TABLE 14C: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN BUSES

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	81.5%	—
Safety	79.1%	—
Comfort	78.0%	—
Likelihood to recommend	77.9%	—
Service delivery	76.1%	increase
Stations/stops	76.1%	increase
Information	75.0%	increase
Value for money	74.0%	—
myki ticketing	70.9%	increase
Has been on buses where Authorised Officers check tickets	24.5%	—
<b>OVERALL SATISFACTION</b>	<b>77.7%</b>	—

# Customer satisfaction

## V/LINE MODES

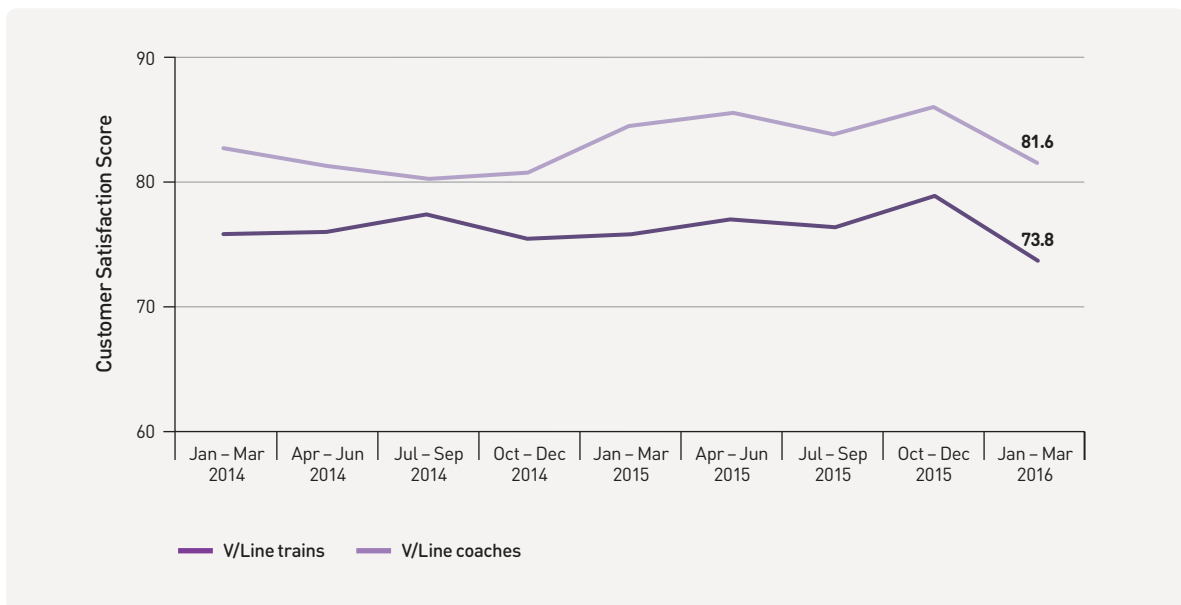
TABLE 15A: V/LINE TRAINS INDIVIDUAL OVERALL SATISFACTION

Mode	Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
V/Line trains	75.7%	75.8%	77.3%	75.4%	75.7%	76.9%	76.2%	78.8%	73.8%

TABLE 15B: V/LINE COACHES INDIVIDUAL OVERALL SATISFACTION

Mode	Jan – Mar 2014	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
V/Line coaches	82.8%	81.4%	80.3%	80.8%	84.6%	85.7%	83.9%	86.1%	81.6%

FIGURE 6: V/LINE INDIVIDUAL OVERALL SATISFACTION – TRAINS AND COACHES



# Customer satisfaction

## V/LINE TRAINS

FIGURE 7A: SATISFACTION WITH KEY SERVICE ASPECTS OF V/LINE TRAINS

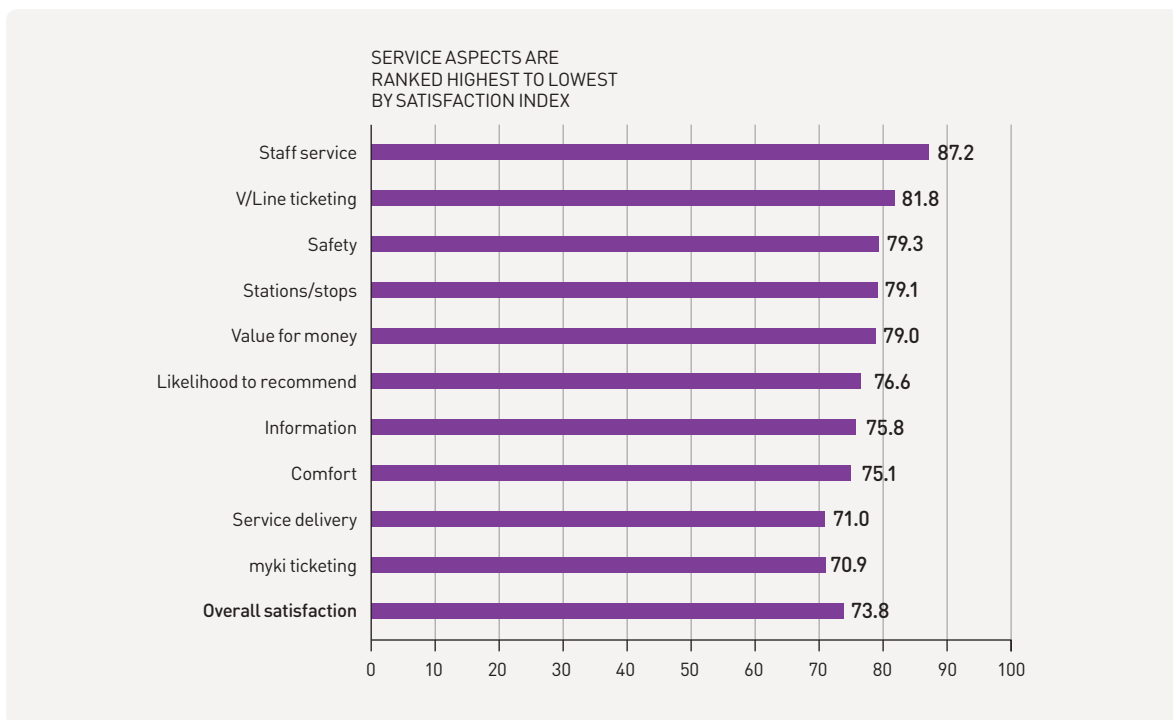


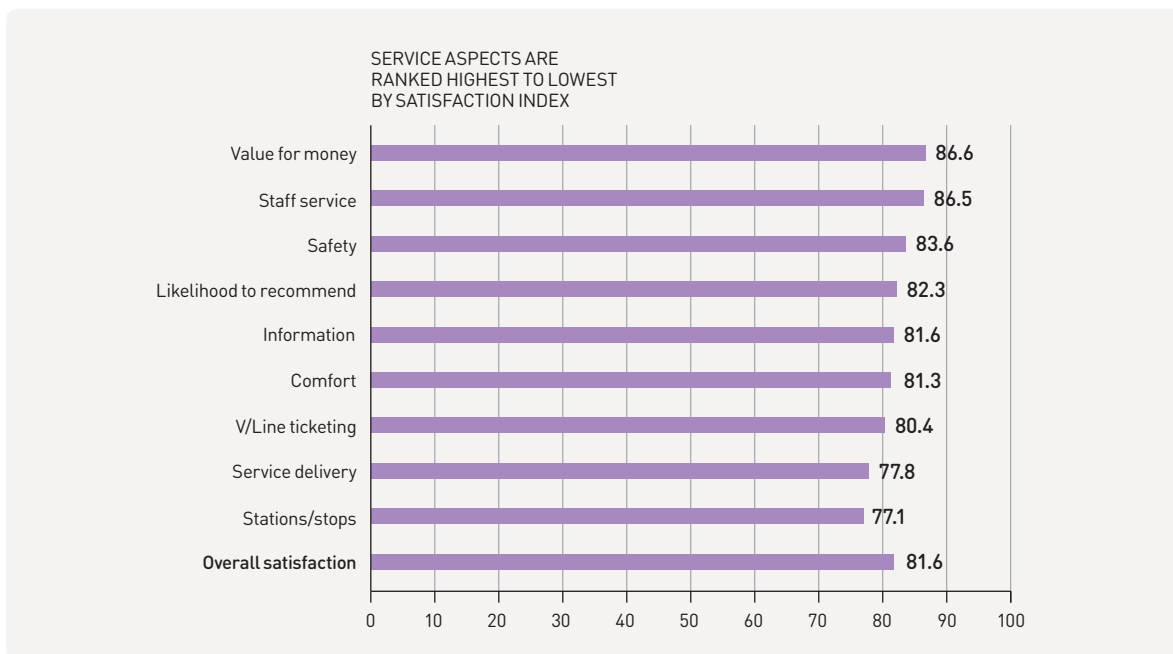
TABLE 16A: SATISFACTION WITH KEY SERVICE ASPECTS OF V/LINE TRAINS

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	87.2%	—
V/Line ticketing	81.8%	—
Safety	79.3%	—
Stations/stops	79.1%	—
Value for money	79.0%	—
Likelihood to recommend	76.6%	decrease
Information	75.8%	decrease
Comfort	75.1%	—
Service delivery	71.0%	decrease
myki ticketing	70.9%	—
<b>OVERALL SATISFACTION</b>	<b>73.8%</b>	<b>decrease</b>

# Customer satisfaction

## V/LINE COACHES

**FIGURE 7B: SATISFACTION WITH KEY SERVICE ASPECTS FOR V/LINE COACHES**



**TABLE 16B: SATISFACTION WITH KEY SERVICE ASPECTS FOR V/LINE COACHES**

Satisfaction Indicator	Score	Significant change from previous quarter
Value for money	86.6%	—
Staff service	86.5%	—
Safety	83.6%	—
Likelihood to recommend	82.3%	—
Information	81.6%	—
Comfort	81.3%	—
V/Line ticketing	80.4%	—
Service delivery	77.8%	—
Stations/stops	77.1%	—
<b>OVERALL SATISFACTION</b>	<b>81.6%</b>	<b>—</b>



# Travel behaviour and ticketing

## TRAVEL BEHAVIOUR

The proportion of non-users of public transport continues to remain stable in the March 2016 quarter with 7 per cent stating they hardly ever or never use public transport.

FIGURE 8: MAIN PURPOSE OF TRIP ON WEEKDAY AND WEEKEND

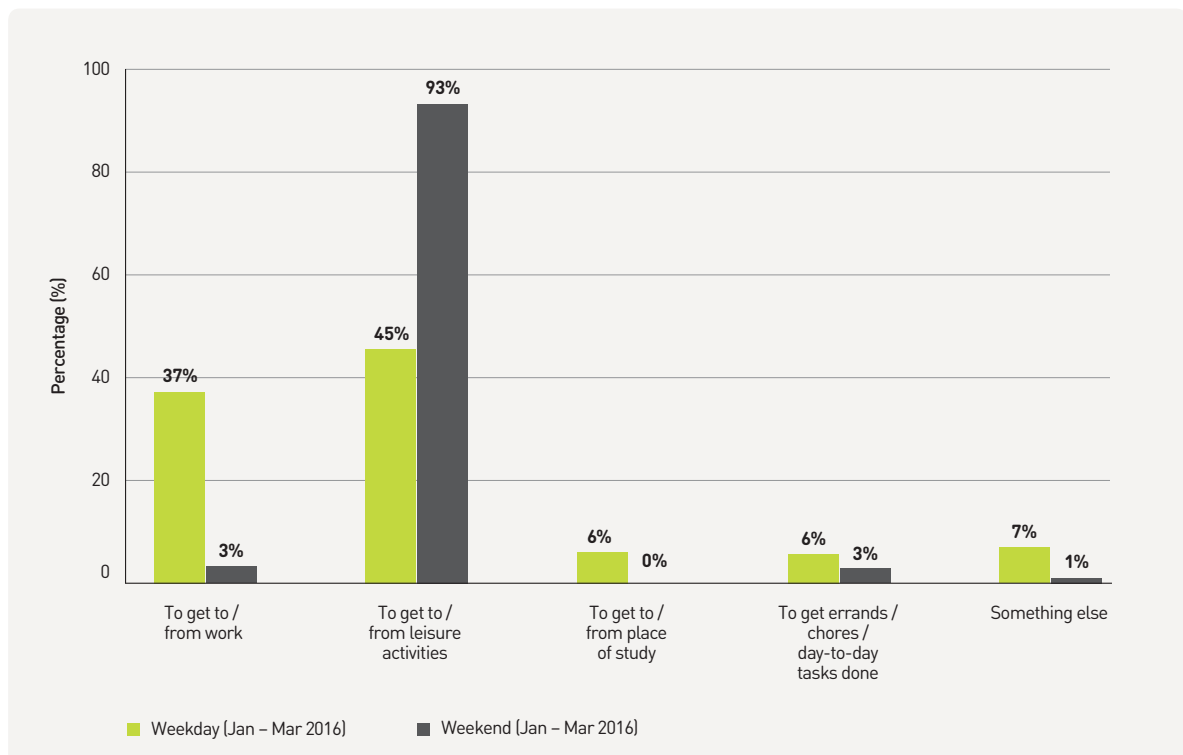


TABLE 17: MAIN PURPOSE OF TRIP ON WEEKDAY AND WEEKEND

Reason for travelling	Weekday (Jan - Mar 2016)	Weekend (Jan - Mar 2016)
To get to/from work	37%	1%
To get to/from leisure activities	45%	90%
To get to/from place of study	6%	0%
To get errands/chores/day to day tasks done	6%	8%
Something else	7%	1%

The most popular reason for using public transport on weekdays is for leisure purposes (45 per cent), which continues to lead commuting to work (37 per cent).

Weekend travel continues to be dominated by leisure purposes (90 per cent).

## MYKI DEVICE AVAILABILITY

A private company, NTT Data Victorian Public Ticketing System Pty Ltd, is under contract to the Victorian Government to operate and maintain the myki ticketing system for Victoria’s public transport network.

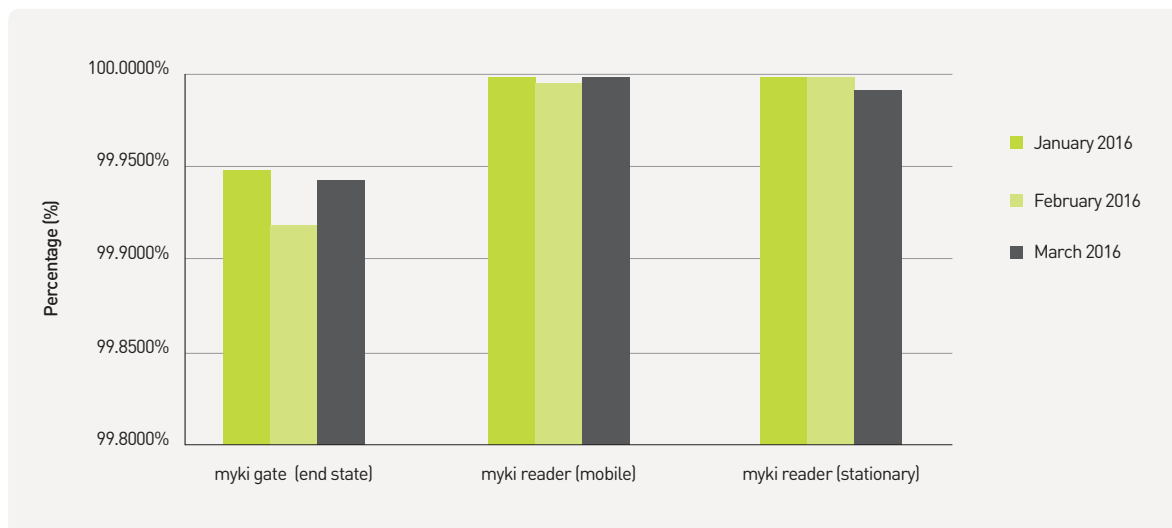
Measurements included in the contract include targets to represent minimum levels of acceptable availability and performance, and specified levels of non-availability due to maintenance, servicing and breakdowns.

TABLE 18: MONTH-BY-MONTH NTT DATA KEY PERFORMANCE INDICATOR CALCULATED AVAILABILITY (PER CENT)

Equipment	Jan 2016	Feb 2016	Mar 2016*
myki gate	99.9494%	99.9191%	99.9442%
myki reader (mobile)	99.9992%	99.9962%	99.9991%
myki reader (stationary)	99.9995%	99.9993%	99.9927%

\*Tracking data only – Subject to variation

FIGURE 9: MONTH-BY-MONTH NTT DATA PERFORMANCE INDICATOR CALCULATED AVAILABILITY (PER CENT)



### Monitoring of ticketing equipment

The status of ticketing equipment at railway stations is monitored via fixed communication. NTT Data therefore, has accurate and up-to-date information on the availability of ticketing machines at railway stations and can promptly schedule repairs or servicing.

Mobile equipment on board trams and buses utilises wireless communications. Tram and bus operators are required to make vehicles with faulty equipment available to NTT Data for repairs and services. Measures and performance targets vary between modes.

# Fare evasion

## ATTITUDES TOWARD AUTHORISED OFFICERS

FIGURE 10: ATTITUDES TOWARD AUTHORISED OFFICERS (PER CENT)

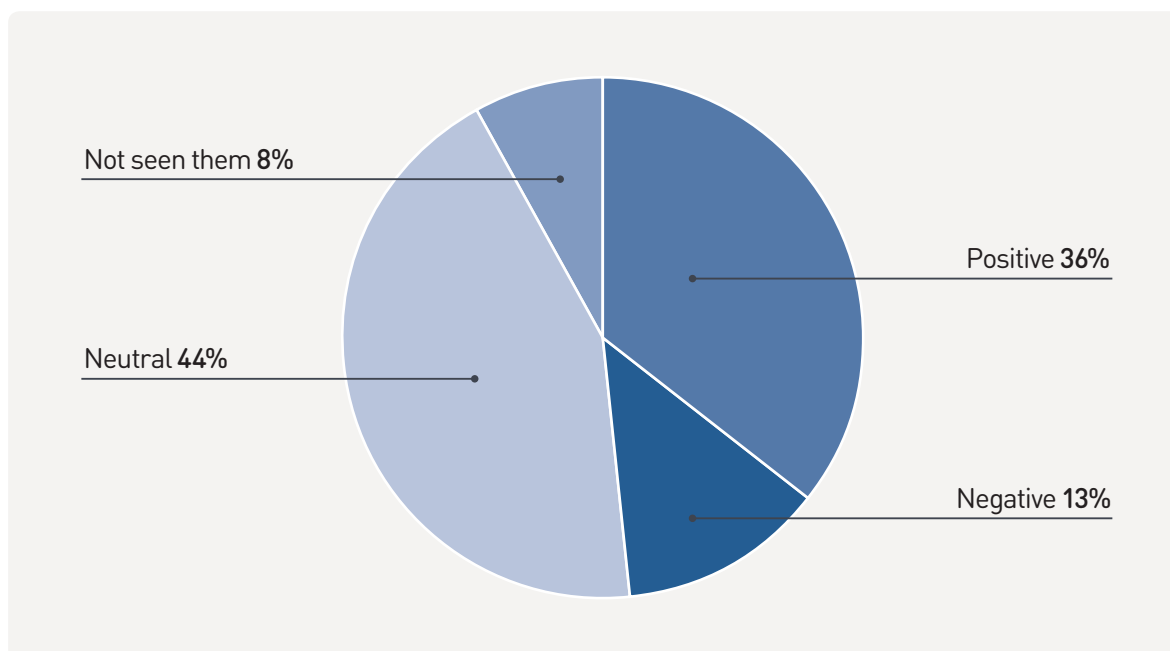


TABLE 19: DETAILED ATTITUDES TOWARD AUTHORISED OFFICERS

Attitudes towards Authorised Officers	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016
Neutral	44%	56%	49%	30%	44%
Pleased	15%	15%	16%	27%	18%
More secure	17%	18%	19%	22%	18%
Annoyed	5%	2%	4%	6%	5%
Nervous	8%	5%	3%	5%	4%
Harassed	2%	1%	3%	3%	4%
Have not seen them	8%	2%	4%	8%	8%
Sample size	401	400	503	400	400

Over a third (36 per cent) of public transport users reported feeling positive towards Authorised Officers in the March 2016 quarter, down from last quarter (49 per cent).

The decrease in overall positive feelings was driven due to an increase in those feeling 'neutral' (from 30 per cent last quarter to 44 per cent this quarter).

# Customer service

## WEBSITE

PTV's website provides journey planning, timetable, ticketing and marketing information for metropolitan Melbourne and regional Victoria. The PTV mobile phone apps for iPhones and Android handsets feature timetable and journey planning information.

TABLE 20: WEBSITE PERFORMANCE

Measure	Jan 2016	Feb 2016	Mar 2016	Quarter total	Quarter on quarter change*	Year on year change*
Visits	4.3m	4.4m	4.7m	13.5m	13% ▲	8% ▲
Visitors	2.0m	1.9m	2.0m	4.9m*	12% ▲	11% ▲
Pageviews	12.5m	12.6m	12.7m	37.8m	16% ▲	10% ▲

\*The quarter total for unique visitors may be higher than the aggregate of the three months as visitors may visit the website more than once during a month, but are only counted once for the quarter total.

The PTV website received a record 13.5 million visits from customers in the March quarter. This is up 8% year-on-year on the previous record of the same quarter last year.

Activity built across the quarter, peaking in early to mid-March. This period is the usual annual peak for usage, driven by the start of the university year.

### Journey planner

Customers planned a record 39.5 million journeys using PTV's journey planner on our website, mobile phone apps or at the call centre during the quarter. This is a 6% increase on the record total of the previous quarter, and up 50% on the same period last year. Much of this growth is attributable to the increasing usage of PTV's mobile apps.

### News and service alterations

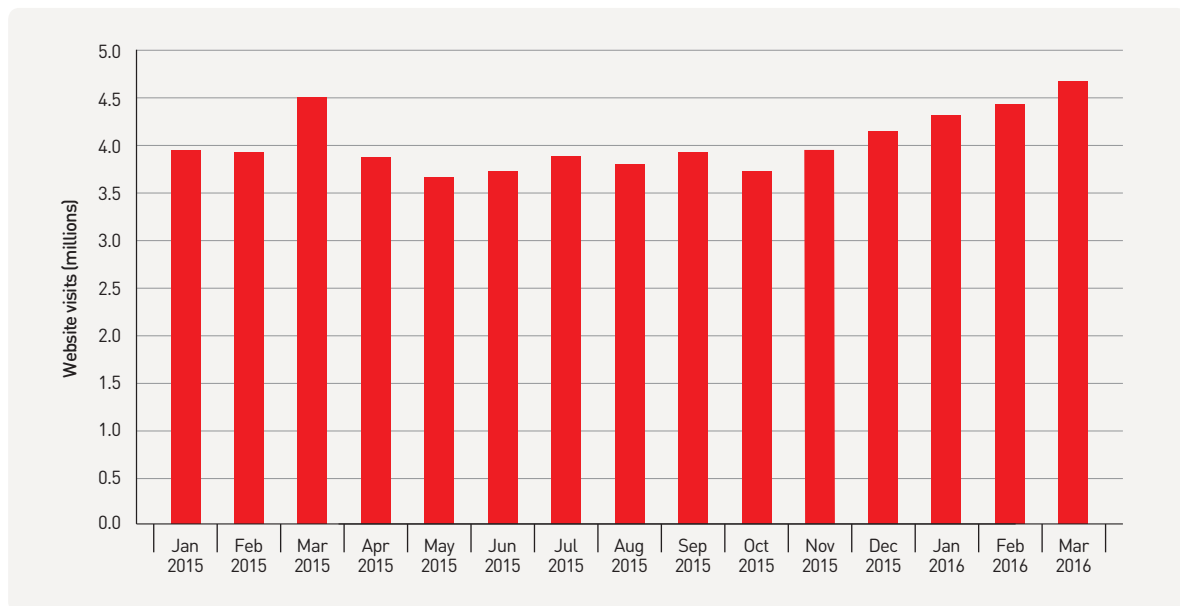
Improvements works on the Frankston line, including bus replacements over several weeks was the quarter's most-viewed news article, with V/Line cancellations and coach replacements also driving a lot of activity.

### Mobile apps

PTV mobile apps were installed by 184,000 new customers during the quarter, and updates to both our iOS and Android apps were released in February.

# Customer service

FIGURE 11: WEBSITE VISITS



Source: Google Analytics

TABLE 21: WEBSITE VISITS

Month	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015
Pageviews	11,153,446	11,052,454	12,267,552	10,656,664	9,931,612	10,733,268	10,891,310	10,398,847
Visitors	1,786,858	1,731,404	1,846,251	1,695,067	1,609,900	1,667,018	1,686,169	1,628,928
Visits	3,965,426	3,943,325	4,525,912	3,891,184	3,681,972	3,743,489	3,895,115	3,819,592

Month	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016
Pageviews	10,723,050	10,053,883	11,047,132	11,422,931	12,520,822	12,570,239	12,715,156
Visitors	1,720,521	1,655,989	1,755,162	1,845,806	1,964,263	1,938,322	1,997,612
Visits	3,928,755	3,746,178	3,978,079	4,162,017	4,334,701	4,446,234	4,686,265

# Customer service

## CALL CENTRE

PTV's Call Centre provides journey and ticket information for metropolitan and regional services, as well as taking reservations and payment for V/Line tickets. It also collects feedback on behalf of all operators.

TABLE 22: CALL CENTRE CALLS RECEIVED

Measure	Jan 2016	Feb 2016	Mar 2016	Quarter total	Quarter on quarter change	Year on year change
Calls received	130,356	128,492	126,178	385,026	17.8%	13.3%

Call volumes increased 17.8 per cent this quarter and increased 13.3 per cent against the same period last year.

### Call centre performance

FIGURE 12: CALL VOLUMES AND GRADE OF SERVICE (PER CENT)

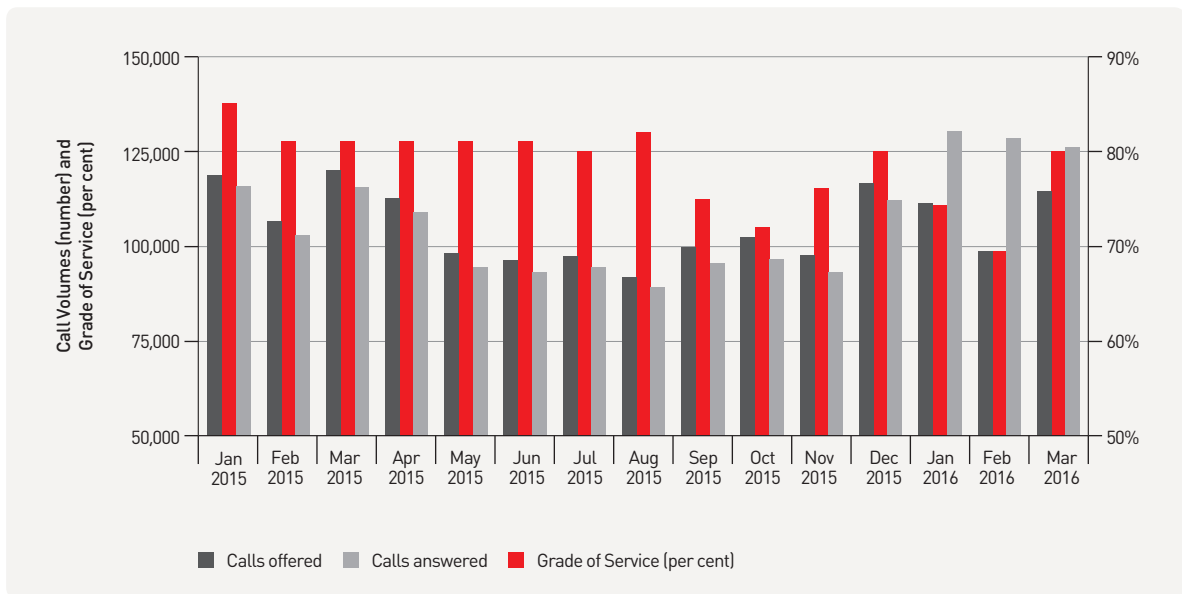


TABLE 23: CALL VOLUMES AND GRADE OF SERVICE (PER CENT)

Measure	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016
Calls offered	118,515	106,461	119,889	112,790	98,187	96,505	97,493	91,803	99,781	102,118	97,817	116,578	111,141	98,741	114,426
Calls answered	115,504	102,767	115,491	108,758	94,279	93,137	94,228	89,044	95,352	96,532	92,969	112,044	130,356	128,492	126,178
GOS%	85%	81%	81%	81%	81%	81%	80%	82%	75%	72%	76%	80%	74%	51%	80%

The Grade of Service target of 80 per cent of calls answered within 30 seconds was not met in January (74 per cent) and February (51 per cent), but was met in March (80 per cent).

# Industry-wide feedback

## ABOUT INDUSTRY FEEDBACK

Feedback data from all operators who have Resolve (Metro, Yarra, V/Line and PTV), is collected in a central database to aid industry-wide reporting and analysis. Bus data is provided to PTV by BusVic on behalf of its members.

## STAKEHOLDER SHARE

During the March quarter, stakeholders reported receiving 23,764 cases (excluding special needs booking requests); this was an 11 per cent increase on the previous quarter, and up by 28 per cent year-on-year.

PTV received 4,546 primary cases during the quarter; a 14 per cent increase on the previous quarter, and up by 5 per cent year-on-year.

FIGURE 13: RESOLVE – STAKEHOLDER SHARE

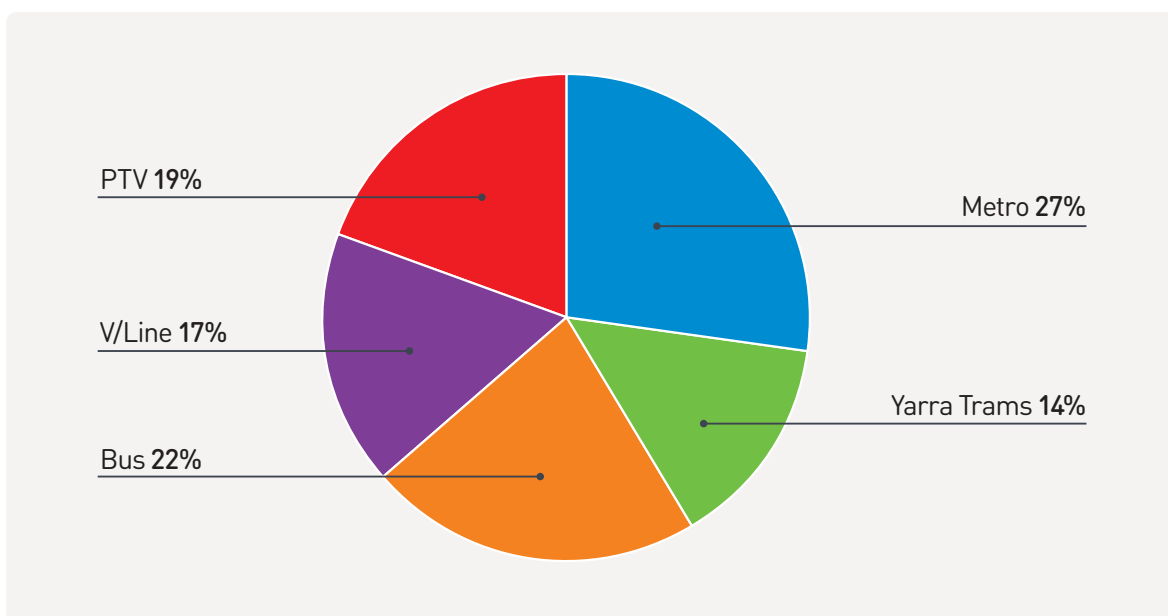


TABLE 24: RESOLVE – STAKEHOLDER SHARE

Operator	Total number of cases	Share of all cases	Quarter on quarter change	Year on year change
Metro	6,486	27%	19%	14%
Yarra Trams	3,406	14%	9% ▼	12%
Bus	5,324	22%	2% ▼	55%
V/Line	4,002	17%	45%	86%
PTV	4,546	19%	14%	5%
<b>TOTAL</b>	<b>23,764</b>	<b>100%</b>	<b>11%</b>	<b>28%</b>

\*Special needs booking requests have been removed.

# Industry-wide feedback

## TYPES OF FEEDBACK

FIGURE 14: TYPES OF FEEDBACK

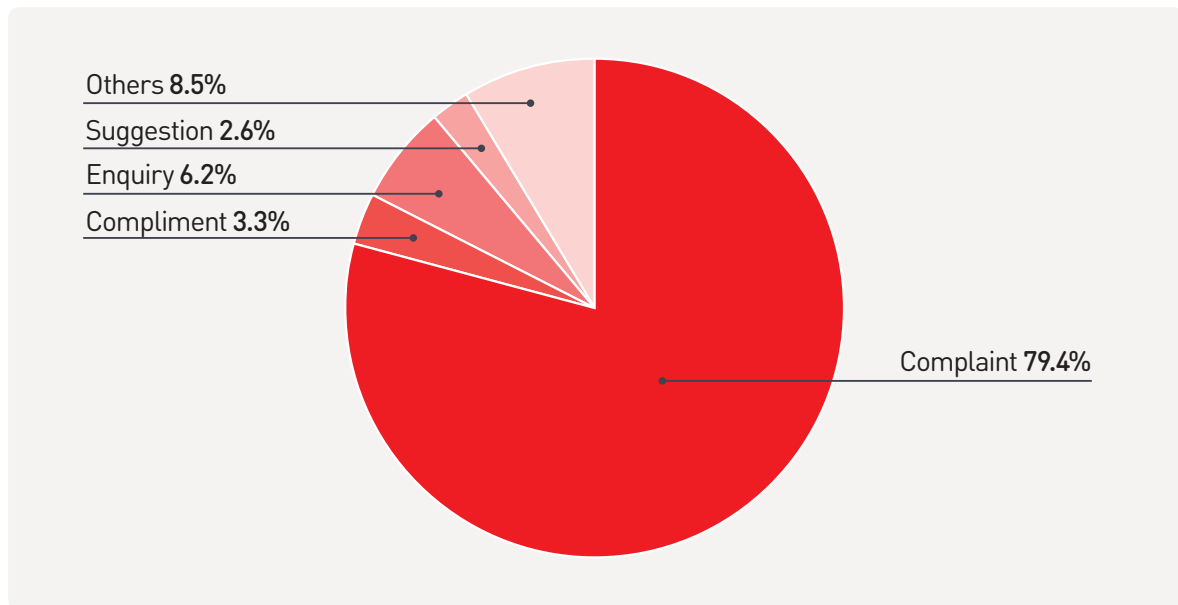


TABLE 25: TYPES OF FEEDBACK

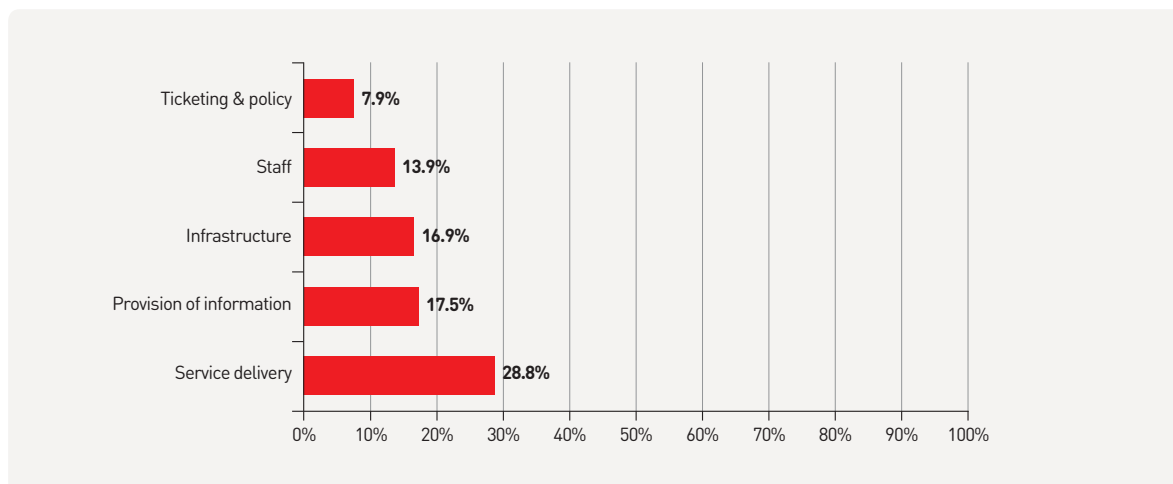
Feedback type	Percentage
Complaint	79.4%
Compliment	3.3%
Enquiry	6.2%
Others	8.5%
Suggestion	2.6%



# Industry-wide feedback

## INDUSTRY FEEDBACK

**FIGURE 15: TOP FIVE FEEDBACK ISSUES ACROSS THE INDUSTRY**



Note: Top issues for cases entered into the Resolve database (excluding performance-based compensation claims and compliments).

**TABLE 26: TOP FIVE FEEDBACK ISSUES ACROSS THE INDUSTRY**

Issue	Percentage
Service delivery	28.8%
Provision of information	17.5%
Infrastructure	16.9%
Staff	13.9%
Ticketing & policy	7.9%

Note: Top issues for cases entered into the Resolve database (excluding performance-based compensation claims and compliments).

**TABLE 27: BREAKDOWN OF TOP INDUSTRY ISSUE\***

Issue	Percentage
Delayed	20.1%
Service disruption	16.3%
Cancellation	8.8%
Compensation request	7.6%
Service change needed	7.0%

\*Top issue: Service delivery; 28.8 per cent of cases.

Note: Bus industry feedback categorisation does not currently allow for analysis beyond the top PTV issues feedback.

# Industry-wide feedback

## PTV FEEDBACK

Provision of information was the top feedback issue of the quarter, accounting for 32 per cent of PTV cases.

Mobile Products accounted for 43 per cent of the feedback received under Provision of Information. 59 per cent of the feedback came from the iPhone – PTV App 3.0. Issues consisted of:

- > Technical issues
- > Future enhancement
- > Ease of use.

Service delivery accounted for 21 per cent of all PTV cases. Requests included:

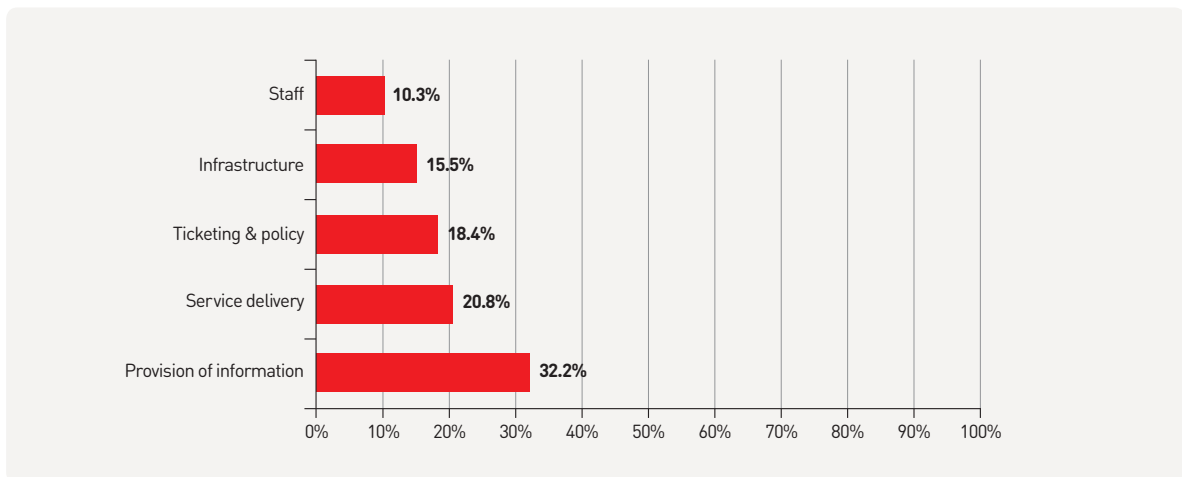
- > Service change needed
- > System improvement
- > Compensation request.

Some 3.3 per cent of cases received during the quarter were compliments.

The top compliments were Staff and Service delivery (accounting for 62 per cent of compliments).

- > 79 per cent of the compliments from Staff related to Call Centre.
- > 35 per cent of the compliments from Service delivery related to Night Network.

**FIGURE 16:** PTV TOP FIVE FEEDBACK ISSUES



**Note:** Bus industry feedback categorisation does not currently allow for analysis beyond the top PTV issues feedback.

# Industry-wide feedback

**TABLE 28: PTV TOP FIVE FEEDBACK ISSUES**

Issue	Percentage
Provision of information	32.2%
Service delivery	20.8%
Ticketing and policy	18.4%
Infrastructure	15.5%
Staff	10.3%

**Note:** Top issues for cases entered into the Resolve database (excluding performance-based compensation claims and compliments).

**TABLE 29: BREAKDOWN OF TOP PTV ISSUE\***

Issue	Percentage
iPhone – PTV App 3.0	58.6%
Android	21.4%
PTV Apps	13.1%
iPhone – PTV App 3.1.0	2.8%
Android – PTV App 1.1.1	1.4%

\***Top PTV issue:** Provision of Information: 32.2 per cent of cases.

**Note:** Bus industry feedback categorisation does not currently allow for analysis beyond the top PTV issues feedback.



For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au)  
or call **1800 800 007**

Public Transport Victoria is your central stop for information on public transport services, tickets, improvement projects and to provide customer feedback. Up-to-date information is available via our website, call centre and mobile applications.

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750 Collins Street, Docklands