

TRACK RECORD

Victorian transport services
quarterly performance bulletin

ISSUE 68 – SERVICES JULY TO SEPTEMBER 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 improved in the third quarter of 2016, with punctuality and reliability results increasing across metropolitan and regional train services.



There was a small decline in punctuality for metropolitan buses as a reflection of revised measurement systems for tracking bus performance.



Overall satisfaction with metropolitan services increased compared with last quarter, from 67.3 per cent up to 68.5 per cent. This was also an increase compared with the September 2015 quarter (67.8 per cent).

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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.

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

Note: Effective from Track Record 67, punctuality measures for metropolitan bus services have changed.

As of 1 April 2016, punctuality is measured as the proportion of services departing timing points no more than 59 seconds early and no more than 4 minutes and 59 seconds later than timetabled/scheduled. Data is collected by Victoria's bus tracking system (BTS).

BTS systems collect information from global positioning system (GPS) devices on buses, and at approximately 20,000 bus stops across metropolitan Melbourne.

Prior to the introduction of BTS systems, data was collected through manual reporting mechanisms. Services were considered on time when they arrived no later than 5 minutes and 59 seconds late. Manual reporting was based on limited samples of 5–10 per cent of services.

Table 1: Train, tram and bus punctuality – percentage of services on-time

MODE	THRESHOLD	JUL–SEP 2015	OCT–DEC 2015	JAN–MAR 2016	APR–JUN 2016	JUL–SEP 2016
Metropolitan trains	4 minutes, 59 seconds late	92.8	93.0	91.6	92.4	92.6
Metropolitan trams – average over route	4 minutes, 59 seconds late	85.0	82.3	83.7	83.9	84.3
V/Line trains	punctuality	87.7	87.8	81.9	88.1	90.2
Metropolitan trams – at destination	4 minutes, 59 seconds late	76.3	72.3	74.6	74.2	74.7
Metropolitan buses – average over route	punctuality	80.0	78.5	78.6	79.4	81.4
Metropolitan buses – old measure	punctuality	89.8	90.8	89.6	–	–

Punctuality and reliability

Figure 1: Train, tram and bus punctuality – percentage of services on-time

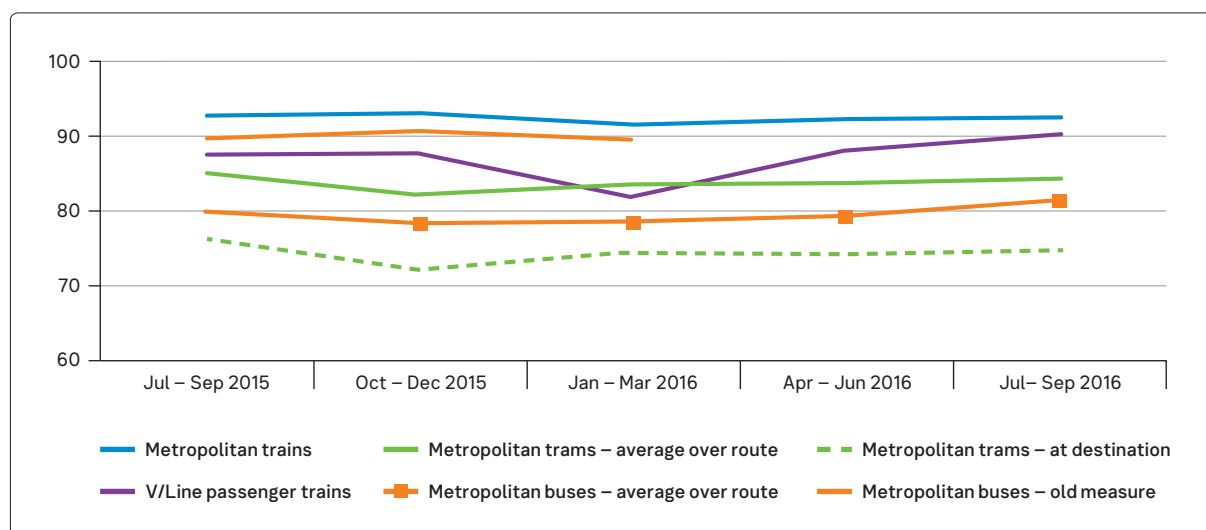


Table 2: Metropolitan train punctuality – percentage of peak services on-time at destination

LINE	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Alamein	93.4%	91.5%	91.2%	90.4%	92.7%
Belgrave	87.2%	89.0%	87.9%	80.3%	81.9%
Craigieburn	91.5%	90.8%	90.3%	91.3%	91.1%
Cranbourne	89.4%	88.5%	84.8%	83.9%	85.8%
Frankston	89.4%	88.3%	86.5%	93.5%	90.7%
Glen Waverley	94.7%	95.1%	94.6%	94.9%	94.8%
Hurstbridge	92.2%	93.1%	92.1%	91.9%	93.3%
Lilydale	89.0%	91.3%	88.5%	85.4%	86.8%
Pakenham	91.0%	89.8%	85.9%	86.0%	86.5%
Sandringham	96.8%	96.8%	93.6%	94.1%	93.7%
South Morang	95.2%	95.8%	96.0%	94.8%	95.2%
Stony Point	96.9%	96.1%	92.7%	94.4%	87.8%
Sunbury	92.3%	92.4%	88.8%	91.3%	91.6%
Upfield	95.0%	93.5%	92.7%	93.7%	94.1%
Werribee	93.0%	93.2%	89.4%	91.0%	93.0%
Williamstown	94.9%	94.6%	92.0%	94.3%	94.7%
Network Total	92.3%	92.3%	90.2%	90.7%	91.1%

Punctuality and reliability

Table 3: Metropolitan train punctuality – percentage of off-peak services on-time at destination

LINE	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Alamein	95.2%	95.6%	94.0%	93.7%	94.7%
Belgrave	91.7%	93.1%	92.4%	89.3%	89.9%
Craigieburn	92.3%	92.2%	92.7%	93.3%	93.5%
Cranbourne	89.7%	88.7%	87.8%	88.2%	87.7%
Frankston	89.0%	89.1%	89.7%	94.6%	92.2%
Glen Waverley	96.1%	96.4%	97.2%	97.7%	97.9%
Hurstbridge	95.0%	95.7%	93.4%	94.6%	94.5%
Lilydale	93.2%	94.0%	91.7%	90.9%	92.4%
Pakenham	88.8%	88.6%	86.5%	86.5%	87.5%
Sandringham	95.2%	95.5%	94.1%	95.8%	95.3%
South Morang	94.5%	96.2%	94.5%	94.2%	95.9%
Stony Point	97.4%	95.1%	94.4%	96.4%	92.9%
Sunbury	93.5%	93.7%	88.7%	93.7%	93.7%
Upfield	94.5%	93.5%	93.4%	94.8%	95.1%
Werribee	93.6%	94.1%	92.7%	94.1%	93.8%
Williamstown	96.0%	95.3%	94.8%	95.8%	96.0%
Network Total	93.1%	93.4%	92.2%	93.3%	93.4%

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.

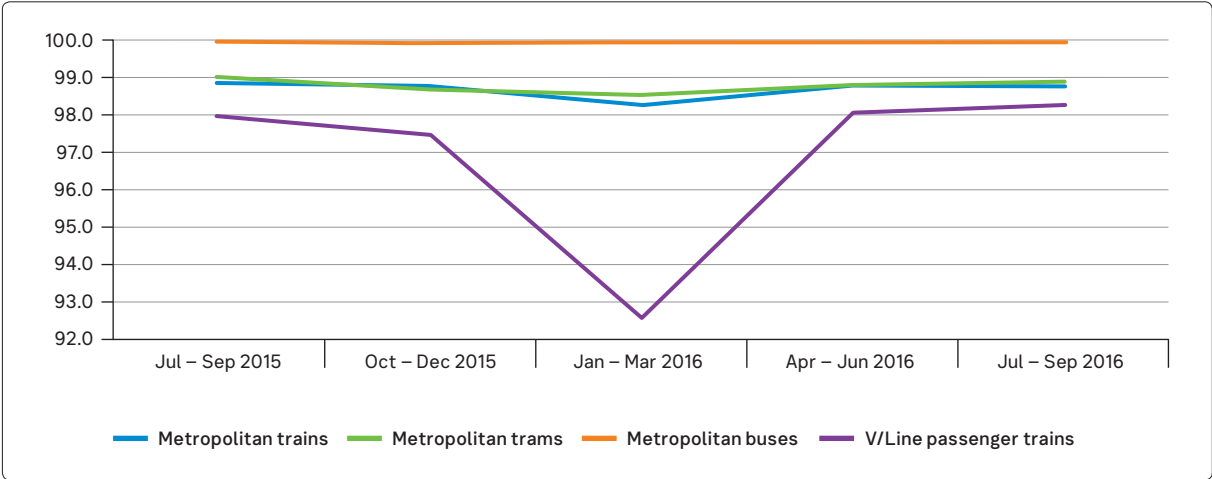
Regional train reliability is measured as the percentage of scheduled services that are delivered.

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

Table 4: Train and tram reliability – percentage of timetable delivered

MODE	MEASURE	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Metropolitan trains	% timetable delivered	98.9	98.8	98.3	98.8	98.8
Metropolitan trams	% timetable delivered	99.0	98.7	98.6	98.8	98.9
V/Line trains	% services delivered	98.0	97.4	92.5	98.1	98.3
Metropolitan buses	% 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 AND WESTONA LOOP BYPASSES

Table 5: Quarterly City and Westona Loop Bypasses

LINE	Q3	Q4	Q1	Q2	Q3	SERVICES SCHEDULED TO RUN THROUGH THE LOOP
	2015	2015	2016	2016	2016	Q3 2016
Alamein	53	49	54	61	57	1,365
Belgrave	129	96	140	108	105	3,987
Craigieburn	24	36	26	18	16	6,523
Cranbourne	176	165	246	204	168	3,581
Frankston	146	153	157	107	125	3,641
Glen Waverley	27	51	55	41	43	3,897
Hurstbridge	15	17	35	11	39	6,366
Lilydale	162	151	195	166	173	7,224
Pakenham	234	215	247	204	165	6,708
Sandringham	27	34	33	24	21	1,368
South Morang	25	14	34	13	37	5,919
Sunbury	18	40	20	14	11	6,537
Upfield	15	22	20	12	11	4,785
Werribee (Delivered Bypassing City Loop)	1	14	6	7	10	7
Werribee (Delivered Bypassing Westona Loop)	74	110	79	72	86	8,642
Werribee (Delivered Bypassing Both Loops)	-	-	1	-	3	1,240
Grand Total	1,126	1,167	1,348	1,062	1,070	71,790

There were 984 bypasses of the City Loop this quarter, which is 1.4 per cent of the 71,790 services scheduled to run through the loop during this time.

There were 86 bypasses of the Westona Loop, which is 1.0 per cent of the 8,642 services scheduled to run through the loop during this time.

Punctuality and reliability

UNPLANNED EXPRESS SERVICES

Table 6: Quarterly unplanned express services

MEASURE	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Total number of timetabled services	192,101	188,832	190,166	192,284	194,826
Number of express run services	82	75	107	46	18
Percentage of total services run as unplanned express	0.0	0.0	0.1	0.0	0.0

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 July, passenger compensation was payable on all lines except Ararat & Maryborough, Seymour, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent). Passenger compensation is also payable for reliability on the Albury corridor as performance was below the applicable threshold (96.0 per cent).

Punctuality and reliability

In August, passenger compensation was payable on all lines except Ararat & Maryborough, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent). Passenger compensation is also payable for reliability on the Albury corridor as performance was below the applicable threshold (96.0 per cent).

In September, passenger compensation was payable on all lines except Ararat & Maryborough, Geelong, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent). Passenger compensation is not payable for reliability on any line as performance was above the applicable threshold (96.0 per cent).

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	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Base contract	50,989	62,078	49,384	59,471	55,808
Incentive or penalty	3,295	3,457	110	2,127	2,455
Customer Experience Performance Regime	0	200	0	0	0
Revenue Reset Adjustment Payment	19,492	17,864	28,954	28,954	20,636
Maintenance and projects ¹	102,425	76,490	68,278	64,213	63,495
Rolling stock ²	27,852	24,315	23,220	19,688	29,445
Operations and systems ³	18,775	11,408	13,049	12,233	17,322
Total	222,828	195,812	182,995	186,686	189,161

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	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Base contract	3,494	5,903	2,986	480	4,168
Incentive and penalty	-42	-1,560	-576	-1,314	-1,067
Customer Experience Performance Regime	0	439	0	0	0
Revenue Reset Adjustment Payment	19,619	19,619	16,377	17,859	20,745
Maintenance and projects ¹	16,349	17,522	15,065	24,549	11,375
Rolling stock	8,767	8,767	8,767	8,767	8,767
Operations and systems ²	3,596	4,692	3,772	3,104	3,213
Total	51,783	55,383	46,391	53,445	47,201

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	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Base contract	78,570	87,057	82,866	129,836	132,052
Regional Coaches	8,573	8,573	8,573	8,573	0
Farebox	22,698	20,919	21,671	21,508	22,698
Rolling stock	8,953	8,953	8,953	8,953	8,953
Total	118,794	125,502	122,063	168,870	163,703

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	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Metropolitan	144,852	146,536	144,751	146,975	150,621
Regional	27,534	27,332	28,951	29,114	28,880
School	56,144	56,214	37,287	56,113	57,306
Total	228,530	230,081	210,989	232,201	236,808

Customer satisfaction

CUSTOMER SATISFACTION

Overall satisfaction with metropolitan services increased compared with last quarter, from 67.3 per cent up to 68.5 per cent. This was also an increase compared with the September 2015 quarter (67.8 per cent).

Overall satisfaction with **metropolitan trains** increased compared with last quarter, from 70.9 per cent up to 71.7 per cent. This was a slight increase compared to the September 2015 quarter (71.4 per cent).

Overall satisfaction with **metropolitan trams** decreased slightly compared with last quarter, from 75.2 per cent to 74.9 per cent. This was a slight decrease compared to September 2015 quarter (75.6 per cent).

Overall satisfaction with **metropolitan buses** increased slightly compared with last quarter, 76.0 per cent to 76.6 per cent. This was nevertheless a slight decrease compared to the September 2015 quarter (76.9 per cent).

Overall customer satisfaction with **regional trains** increased slightly compared with last quarter, from 74.5 per cent to 75.8 per cent. This was also a slight decrease compared to the September 2015 quarter (76.2 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with stations and stops. Compared with the June 2016 quarter, there was a significant increase in the likelihood of survey respondents to recommend regional trains as a transport option to others.

Overall customer satisfaction with **regional coaches** increased compared with last quarter, from 78.4 per cent to 80.8 per cent. The result was nevertheless a decrease compared to the September 2015 quarter (83.9 per cent).

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

JUL – SEP 2014	OCT – DEC 2014	JAN – MAR 2015	APR – JUN 2015	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
66.1	66.4	66.7	68.1	67.3	67.8	69.6	69.0	68.5

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

Customer satisfaction

Figure 3: Metropolitan public transport modes overall satisfaction

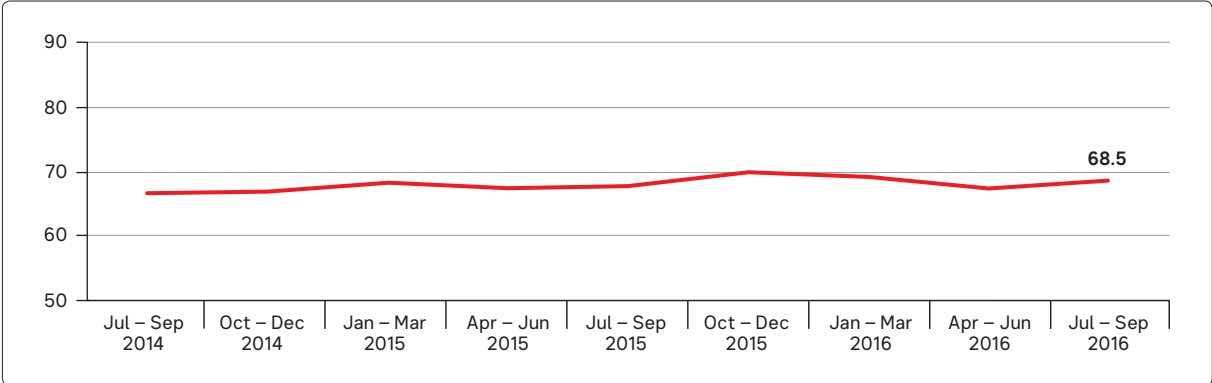
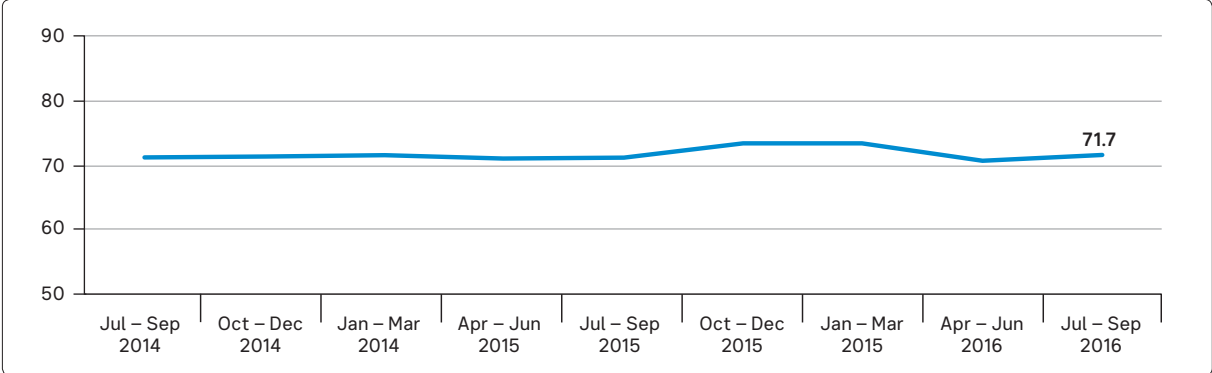


Table 13a: Metropolitan trains individual overall satisfaction

MODE	JUL - SEP 2014	OCT - DEC 2014	JAN - MAR 2015	APR - JUN 2015	JUL - SEP 2015	OCT - DEC 2015	JAN - MAR 2016	APR - JUN 2016	JUL - SEP 2016
Metropolitan Trains	71.4	71.5	71.9	71.2	71.4	73.5	73.5	70.9	71.7

Figure 4a: Metropolitan trains individual overall satisfaction



Customer satisfaction

Table 13b: Metropolitan trams individual overall satisfaction

MODE	JUL – SEP 2014	OCT – DEC 2014	JAN – MAR 2015	APR – JUN 2015	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Metropolitan Trams	73.7	74.7	75.9	75.2	75.6	77.1	76.3	75.2	74.9

Figure 4b: Metropolitan trams individual overall satisfaction

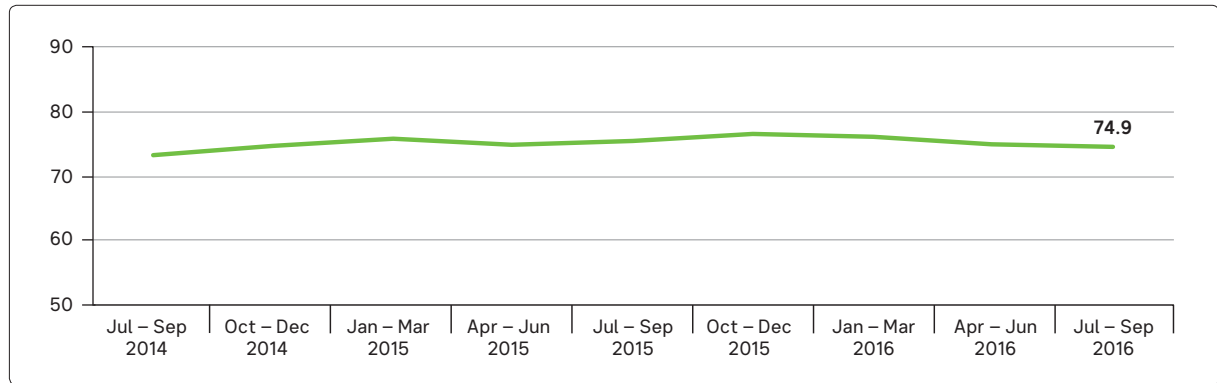
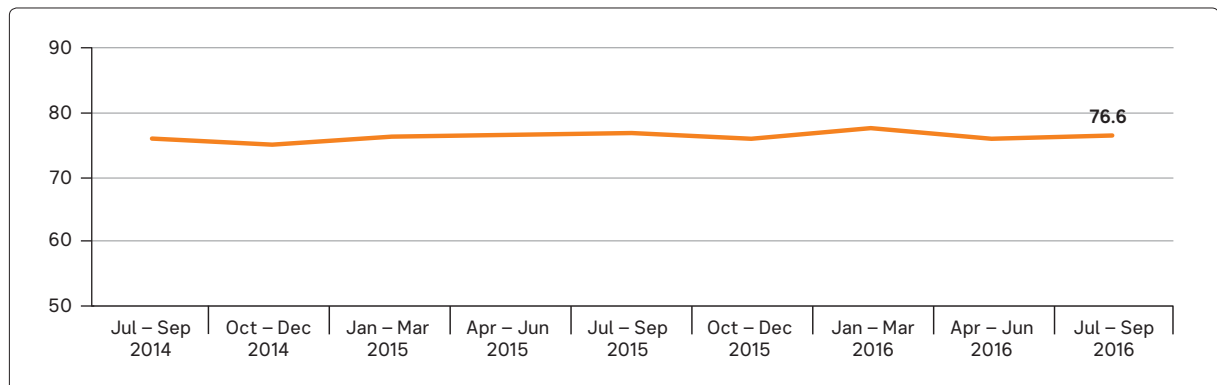


Table 13c: Metropolitan buses individual overall satisfaction

MODE	JUL – SEP 2014	OCT – DEC 2014	JAN – MAR 2015	APR – JUN 2015	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Metropolitan Buses	76.2	75.2	76.5	76.6	76.9	76.1	77.7	76.0	76.6

Figure 4c: Metropolitan buses individual overall satisfaction



Customer satisfaction

METROPOLITAN TRAINS

Figure 5a: Satisfaction with key service aspects for metropolitan trains

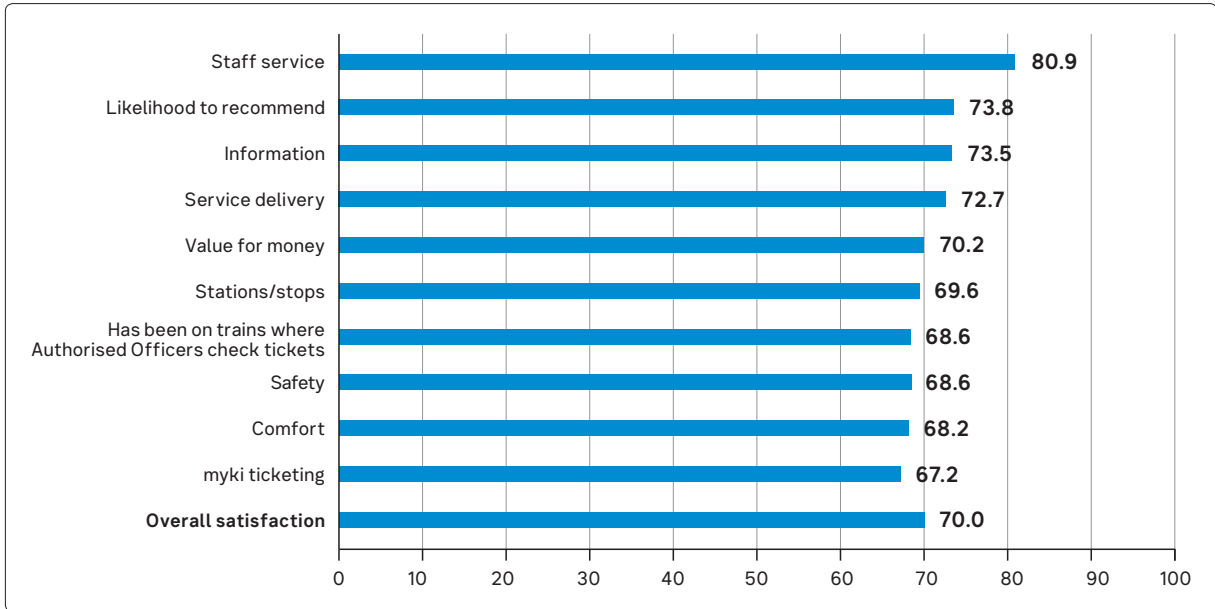


Table 14a: Satisfaction with key service aspects for metropolitan trains

SATISFACTION INDICATOR	SCORE	SIGNIFICANT CHANGE FROM PREVIOUS QUARTER
Staff service	80.9	–
Likelihood to recommend	73.8	–
Information	73.5	–
Service delivery	72.7	–
Value for money	70.2	–
Has been on trains where Authorised Officers check tickets	69.6	–
Stations/stops	68.6	–
Comfort	68.6	–
Safety	68.2	–
myki ticketing	67.2	–
Overall satisfaction	70.0	–

Customer satisfaction

METROPOLITAN TRAMS

Figure 5b: Satisfaction with key service aspects for metropolitan trams

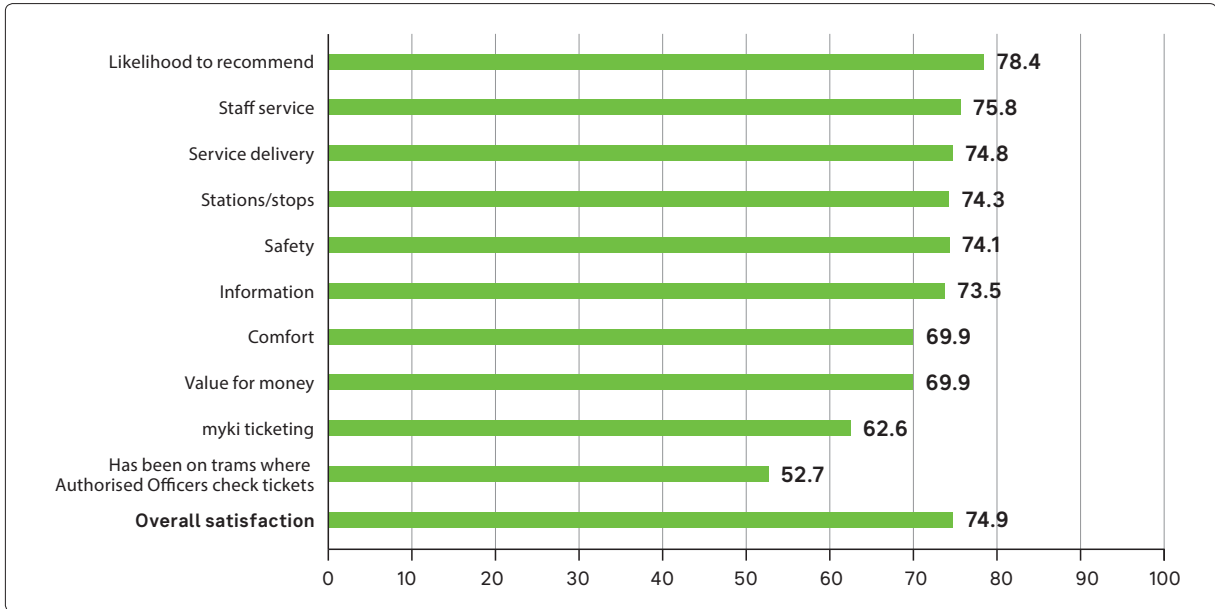


Table 14a: Satisfaction with key service aspects for metropolitan trains

SATISFACTION INDICATOR	SCORE	SIGNIFICANT CHANGE FROM PREVIOUS QUARTER
Likelihood to recommend	78.4	-
Staff service	75.8	-
Stations/stops	74.8	-
Service delivery	74.8	-
Information	74.1	-
Safety	73.5	-
Comfort	69.9	-
Value for money	69.9	-
myki ticketing	62.6	-
Has been on trams where Authorised Officers check tickets	52.7	-
Overall satisfaction	74.9	-

Customer satisfaction

METROPOLITAN BUSES

Figure 5c: Satisfaction with key service aspects for metropolitan buses

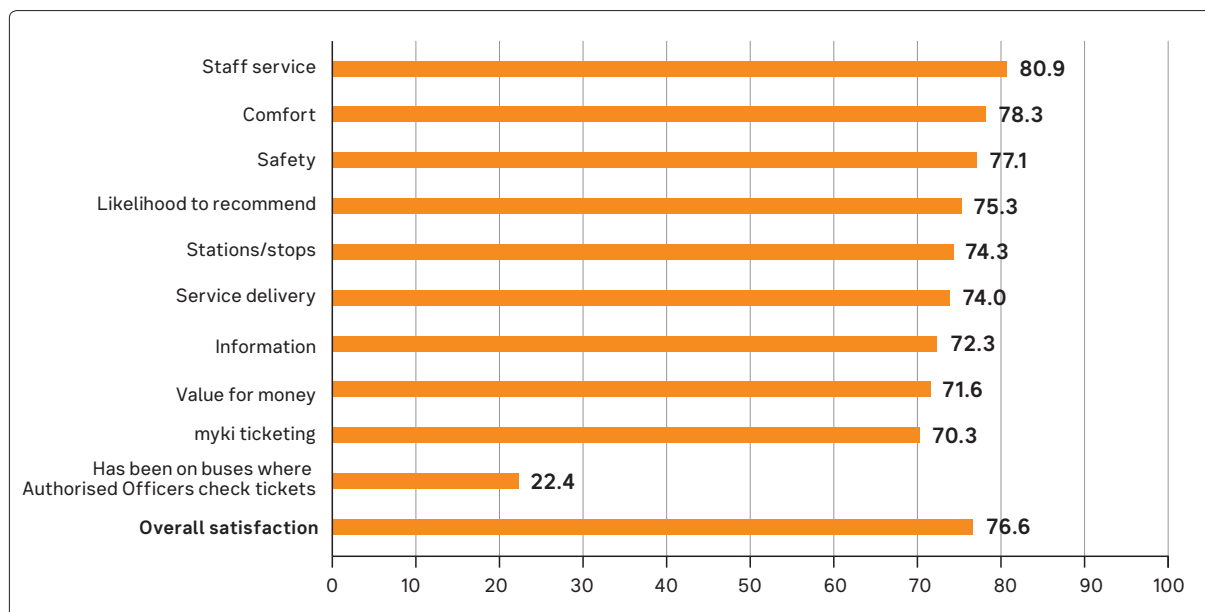


Table 14c: Satisfaction with key service aspects for metropolitan buses

SATISFACTION INDICATOR	SCORE	SIGNIFICANT CHANGE FROM PREVIOUS QUARTER
Staff service	80.9	-
Comfort	78.3	-
Safety	77.1	-
Likelihood to recommend	75.3	-
Stations/stops	74.3	-
Service delivery	74.0	-
Information	72.3	-
Value for money	71.6	-
myki ticketing	70.3	-
Has been on buses where Authorised Officers check tickets	22.4	-
Overall satisfaction	76.6	-

Customer satisfaction

V/LINE MODES

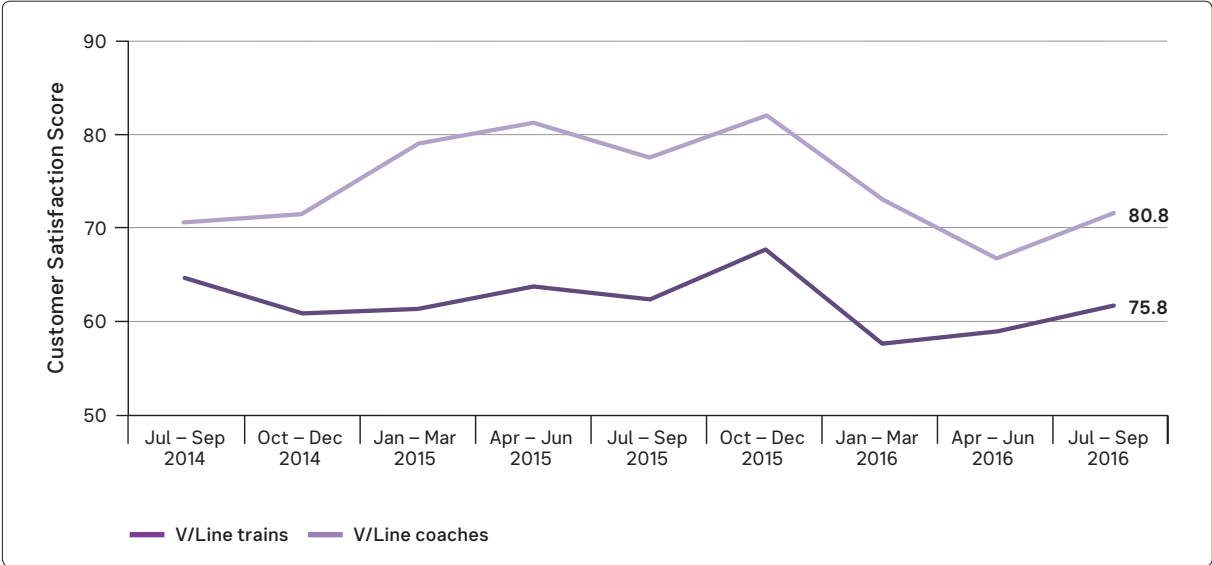
Table 15a: V/Line trains individual overall satisfaction

MODE	JUL – SEP 2014	OCT – DEC 2014	JAN – MAR 2015	APR – JUN 2015	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
V/Line trains	77.3	75.4	75.7	76.9	76.2	78.8	73.8	74.5	75.8

Table 15b: V/Line coaches individual overall satisfaction

MODE	JUL – SEP 2014	OCT – DEC 2014	JAN – MAR 2015	APR – JUN 2015	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
V/Line coaches	80.3	80.8	84.6	85.7	83.9	86.1	81.6	78.4	80.8

Figure 6: V/Line individual overall satisfaction – trains and coaches



Customer satisfaction

V/LINE TRAINS

Figure 7a: Satisfaction with key service aspects for V/Line trains

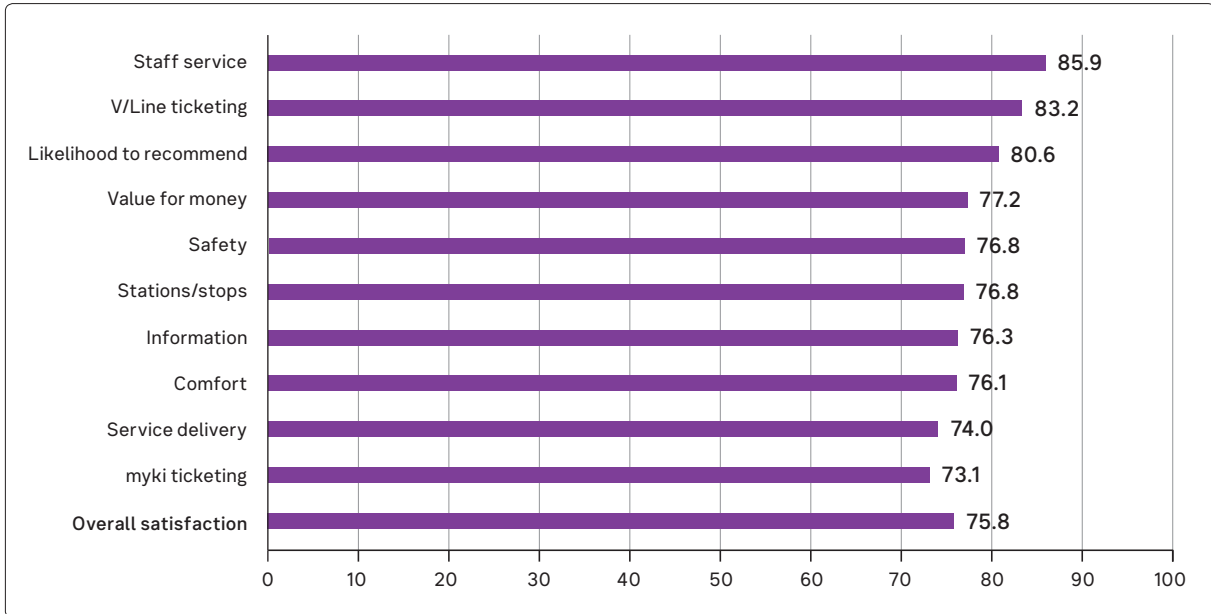


Table 16a: Satisfaction with key service aspects for V/Line trains

SATISFACTION INDICATOR	SCORE	SIGNIFICANT CHANGE FROM PREVIOUS QUARTER
Staff service	85.9	–
V/Line ticketing	83.2	–
Likelihood to recommend	80.6	increase
Value for money	77.2	–
Safety	76.8	–
Stations/stops	76.8	–
Information	76.3	–
Comfort	76.1	–
Service delivery	74.0	–
myki ticketing	73.1	–
Overall satisfaction	75.8	–

Customer satisfaction

V/LINE COACHES

Figure 7b: Satisfaction with key service aspects for V/Line coaches

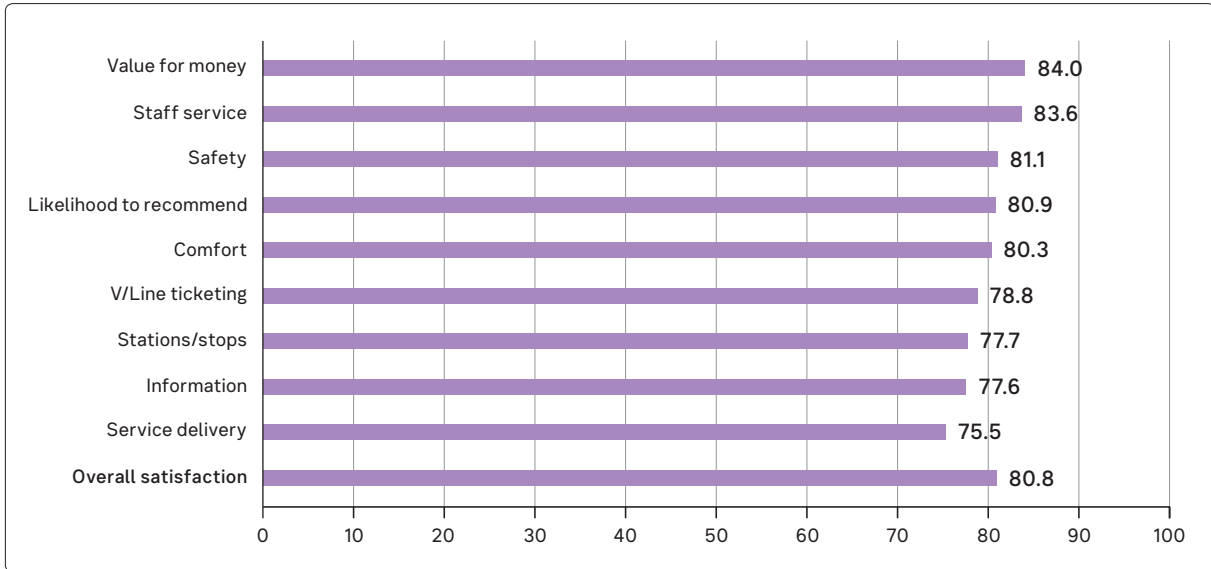


Table 16b: Satisfaction with key service aspects for V/Line coaches

SATISFACTION INDICATOR	SCORE	SIGNIFICANT CHANGE FROM PREVIOUS QUARTER
Value for Money	84.0	–
Staff service	83.6	–
Safety	81.1	–
Likelihood to recommend	80.9	–
Comfort	80.3	–
V/Line ticketing	78.8	–
Stations/stops	77.7	increase
Information	77.6	–
Service delivery	75.5	–
Overall satisfaction	80.8	–

Travel behaviour and ticketing

TRAVEL BEHAVIOUR

The proportion of non-users of public transport continues to remain stable in the September 2016 quarter with 9 per cent stating they hardly ever or never use public transport.

Figure 8: Main purpose of trip on weekday and weekend

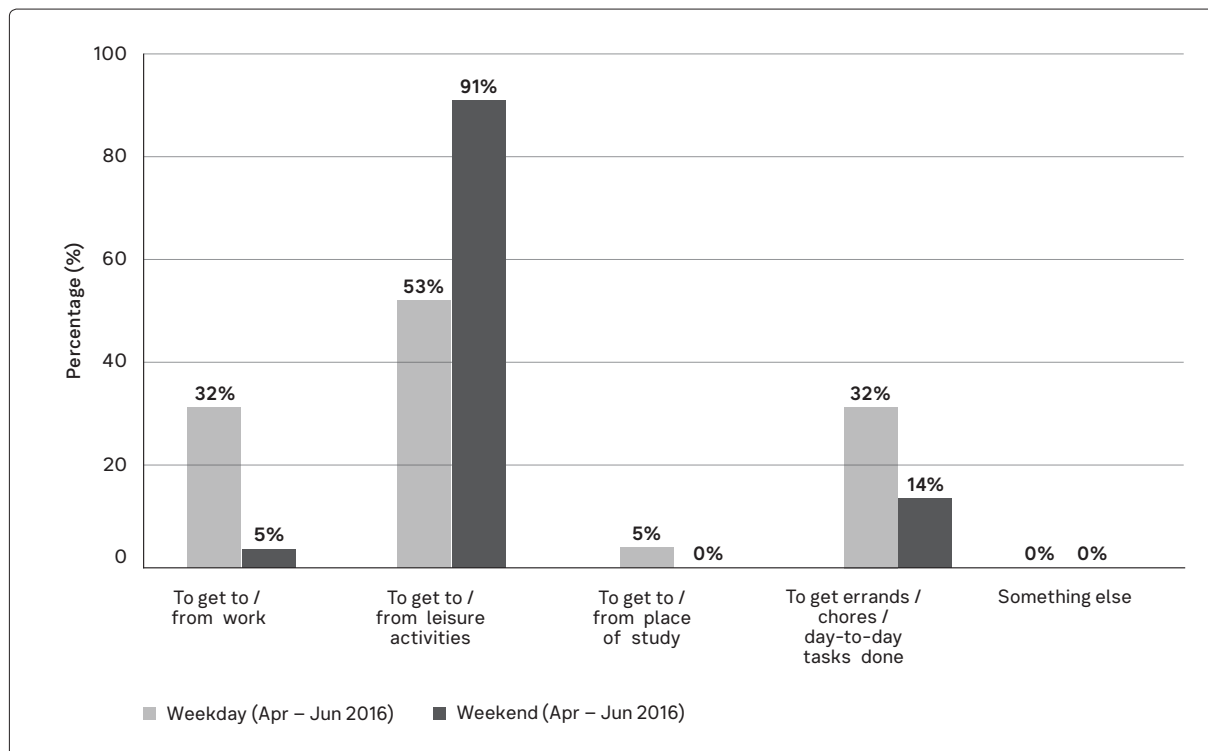


Table 17: Main purpose of trip on weekday and weekend

	WEEKDAY (JUL - SEP 2016)	WEEKEND (JUL - SEP 2016)
To get to / from work	32%	5%
To get to / from leisure activities	53%	91%
To get to / from place of study	5%	0%
To get errands / chores / day to day tasks done	32%	14%
Something else	0%	0%

The most popular reason for using public transport on weekdays is for leisure purposes (53 per cent), which continues to lead commuting to work (32 per cent).

Weekend travel continues to be dominated by leisure purposes (91 per cent).

Travel behaviour and ticketing

MYKI DEVICE AVAILABILITY

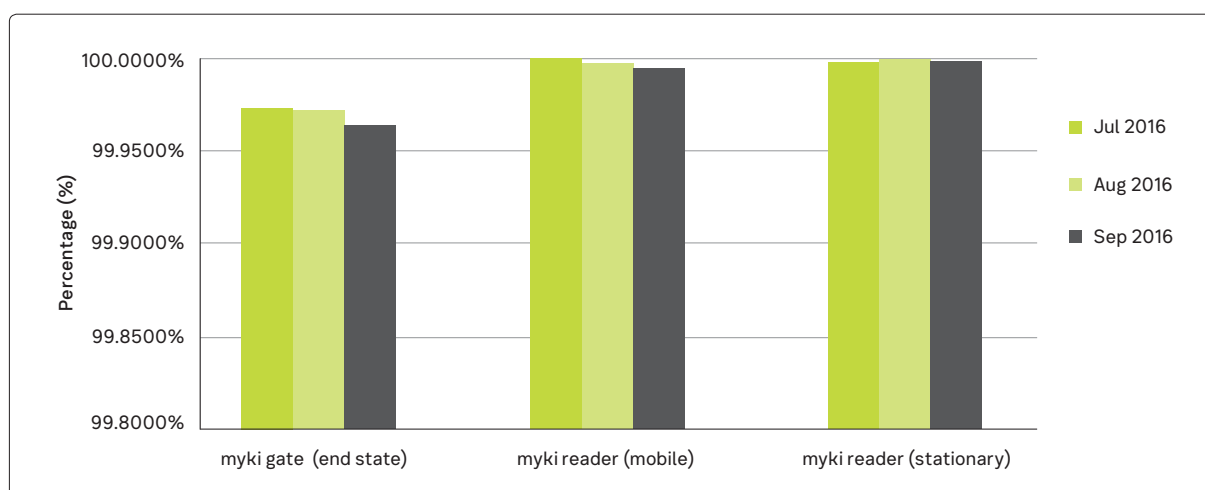
A private company, NTT Data Victorian Public Ticketing System Pty Ltd, is under contract to the Victorian Government to operate and maintain the myki ticketing system for Victoria's public transport network.

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	JULY 2016	AUGUST 2016	SEPTEMBER 2016
myki gate	99.9733%	99.9722%	99.9637%
myki reader (mobile)	99.9999%	99.9973%	99.9945%
myki reader (stationary)	99.9978%	99.9993%	99.9980%

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)

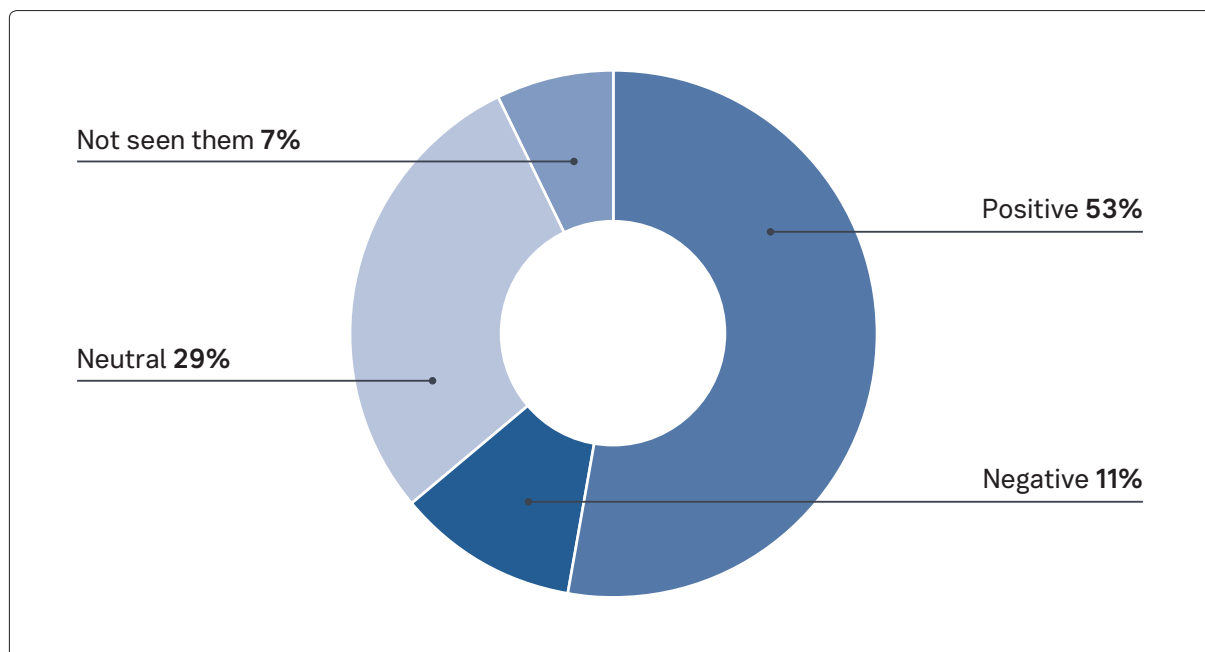


Table 19: Detailed attitudes toward Authorised Officers

ATTITUDES TOWARDS AUTHORISED OFFICERS	JUL – SEP 2015	OCT – DEC 2015	JAN – MAR 2016	APR – JUN 2016	JUL – SEP 2016
Neutral	49%	30%	44%	43%	29%
Pleased	16%	27%	18%	18%	23%
More secure	19%	22%	18%	23%	30%
Annoyed	4%	6%	5%	5%	6%
Nervous	3%	5%	4%	3%	2%
Harassed	3%	3%	4%	2%	3%
Have not seen them	4%	8%	8%	6%	7%
Sample size	503	400	400	400	400

Over half (53 per cent) of public transport users reported feeling positive towards Authorised Officers in the September 2016 quarter, up from last quarter (43 per cent).

The increase in overall positive feelings is driven by an increase in those feeling 'more secure' (from 23 per cent last quarter to 30 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

	JUL 2016	AUG 2016	SEP 2016	QUARTER TOTAL	QUARTER ON QUARTER CHANGE*	YEAR ON YEAR CHANGE*
Visits	3.9m	4.1m	3.9m	12.0m	+1%	+3%
Visitors	1.8m	1.9m	1.8m	4.7m*	+7%	+13%
Page views	10.4m	10.6m	9.9m	30.9m	-3%	-3%

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

The PTV website received 11.9 million visits from customers in the September quarter. This is up slightly on the June quarter's record total, and by 3% on the same period last year.

Journey planner

Customers planned a record 36.9 million journeys using PTV's journey planner across our website, mobile phone apps and call centre during the quarter. This is a 4% increase on the record total of the previous quarter, and up by 12% on the same period last year.

News and service alterations

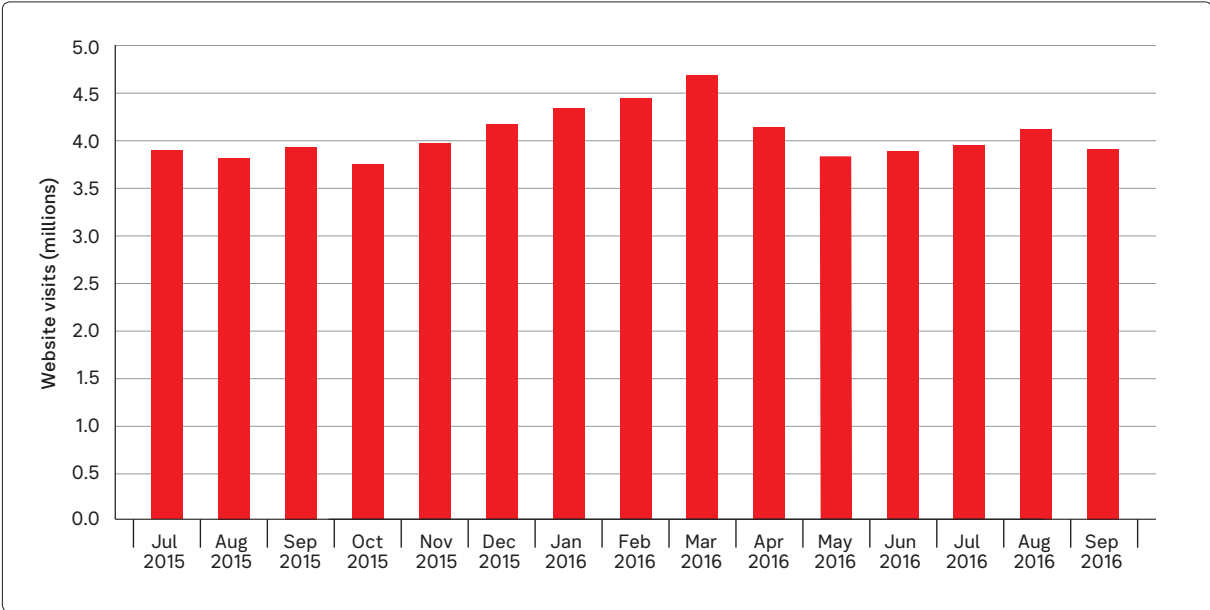
As with the previous quarter, level crossing improvements works were the most popular news topics during the quarter. An article about station closures and alterations on the Frankston line was viewed more than 128,000 times, while an article about works on the Belgrave and Lilydale lines in July was viewed more than 95,000 times.

Mobile apps

Customers used PTV's mobile apps in 14.9 million sessions, up 8% on the previous quarter. Apps were installed on more than 150,000 new devices during the quarter.

Customer service

Figure 11: Website visits



Source: Google analytics

Table 21: Website visits

MONTH	JUL 2015	AUG 2015	SEP 2015	OCT 2015	NOV 2015	DEC 2015	JAN 2016	FEB 2016
Pageviews	10,891,310	10,398,847	10,723,050	10,053,883	11,047,132	11,422,931	12,520,822	12,570,239
Visitors	1,686,169	1,628,928	1,720,521	1,655,989	1,755,162	1,845,806	1,964,263	1,938,322
Visits	3,895,115	3,819,592	3,928,755	3,746,178	3,978,079	4,162,017	4,334,701	4,446,234

MONTH	MAR 2016	APR 2016	MAY 2016	JUN 2016	JUL 2016	AUG 2016	SEP 2016
Pageviews	12,715,156	11,168,584	10,298,449	10,518,701	10,413,284	10,569,399	9,945,723
Visitors	1,997,612	1,805,532	1,688,493	1,779,346	1,785,687	1,906,603	1,825,140
Visits	4,686,265	4,131,197	3,824,990	3,887,248	3,946,087	4,117,388	3,908,743

Customer service

CALL CENTRE

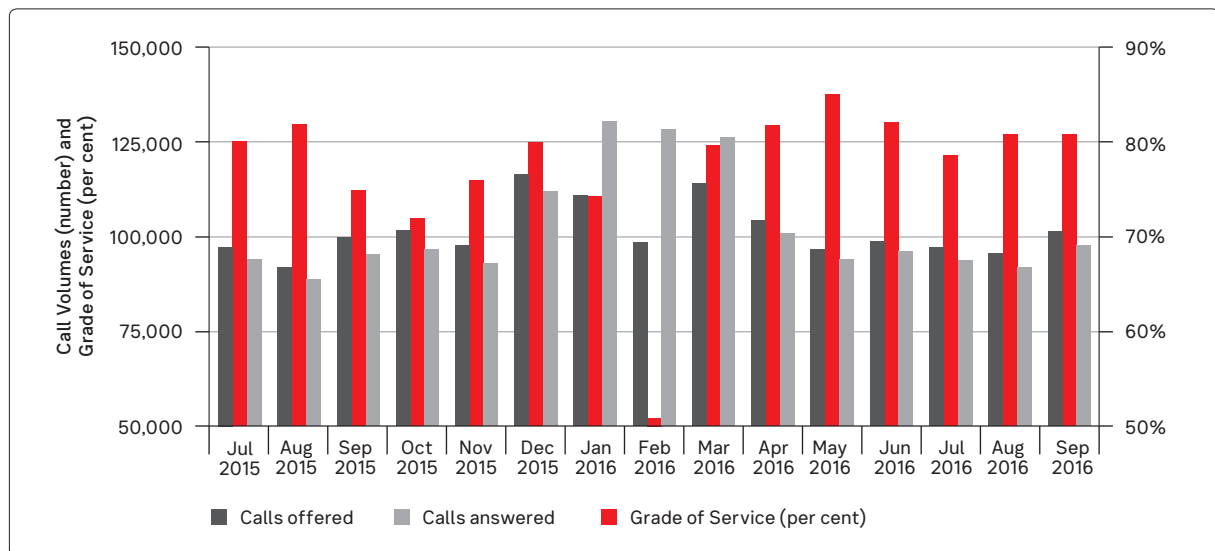
PTV's Call Centre provides journey and ticket information for metropolitan and regional services, as well as taking reservations and payment for V/Line tickets. It also collects feedback on behalf of all operators.

Table 22: Call Centre calls received

MEASURE	JUL 2016	AUG 2016	SEP 2016	QUARTER TOTAL	QUARTER ON QUARTER CHANGE	YEAR ON YEAR CHANGE
Calls received	99,067	97,550	95,861	292,478	-2.7%	-1.2%

Call volumes decreased 2.7 per cent this quarter and decreased 1.2 per cent against the same period last year.

Figure 12: Call Volumes and Grade of Service (per cent)



Customer service

Table 23: Call Volumes and Grade of Service (per cent)

CALLS	JUL 2015	AUG 2015	SEP 2015	OCT 2015	NOV 2015	DEC 2015	JAN 2016	FEB 2016
Offered	97,493	91,803	99,781	102,118	97,817	116,578	111,141	98,741
Answered	94,228	89,044	95,352	96,532	92,969	112,044	130,356	128,492
GOS%	80%	82%	75%	72%	76%	80%	74%	51%

CALLS	MAR 2016	APR 2016	MAY 2016	JUN 2016	JUL 2016	AUG 2016	SEP 2016
Offered	114,426	104,273	97,020	99,067	97,550	95,861	101,457
Answered	126,178	100,926	94,239	96,002	93,895	92,332	97,800
GOS%	80%	82%	85%	82%	79%	81%	81%

The Grade of Service target of 80 per cent of calls answered within 30 seconds was not met in July (79 per cent), but was met in August (81 per cent) and September (81 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 September quarter, stakeholders reported receiving 20,449 cases (excluding special needs booking requests); this was a 4 per cent decrease on the previous quarter, and down by 19 per cent year-on-year.

PTV received 3,673 primary cases during the quarter; a 3 per cent decrease on the previous quarter, and a decrease of 24 per cent year-on-year.

Figure 13: Resolve – Stakeholder share

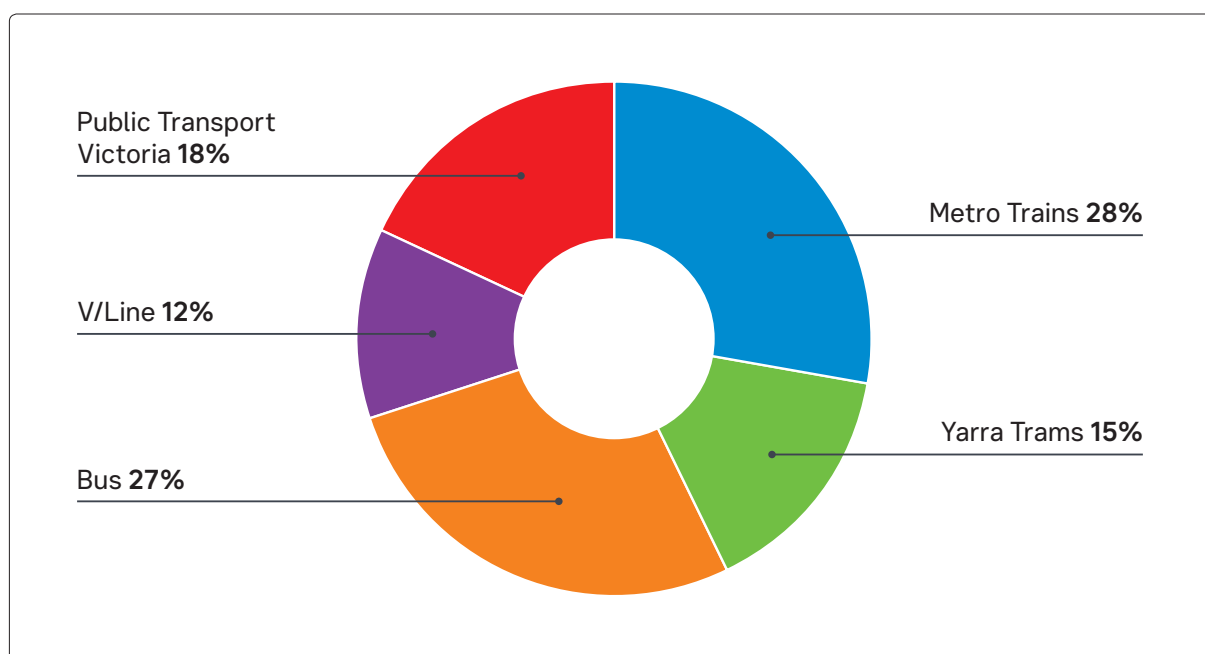


Table 24: Resolve – Stakeholder share

OPERATOR	TOTAL NUMBER OF CASES	SHARE OF ALL CASES	QUARTER-ON-QUARTER CHANGE	YEAR-ON-YEAR CHANGE
Metro	5,810	28%	2%	0%
Yarra Trams	3,039	15%	-7%	-54%
Bus	5,547	27%	-2%	22%
V/Line	2,380	12%	-21%	-33%
PTV	3,673	18%	-3%	-24%
Total	20,449	100%	-4%	-19%

*Special needs booking requests have been removed

Industry-wide feedback

TYPES OF FEEDBACK

Figure 14: Types of feedback

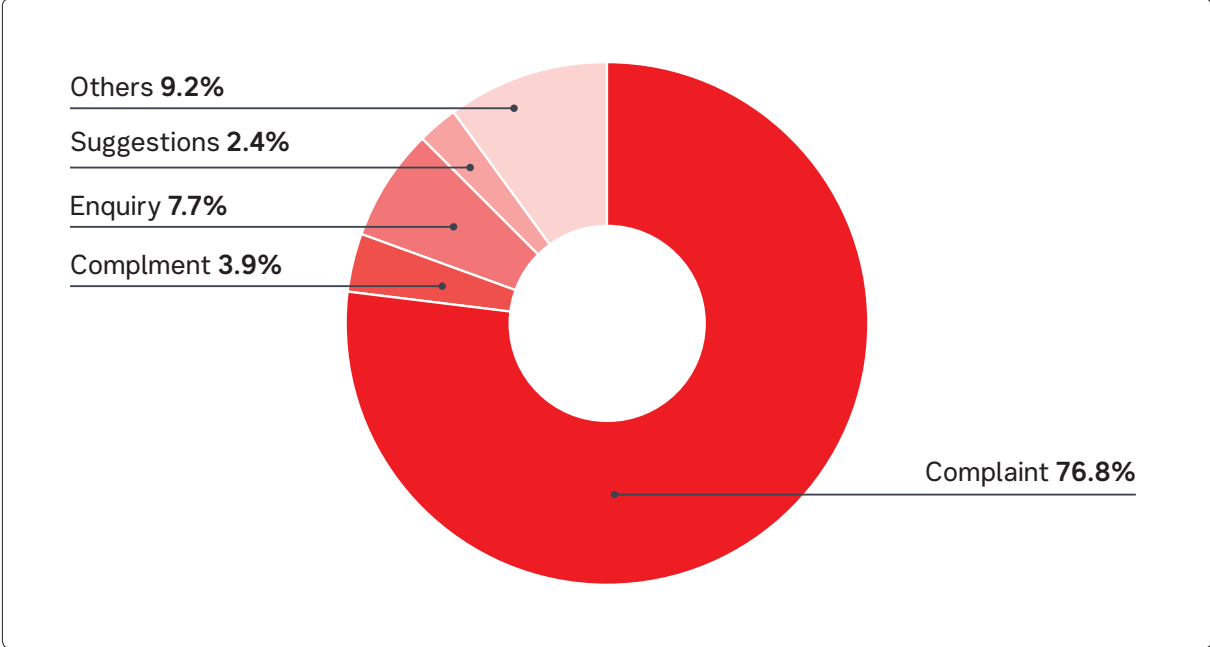


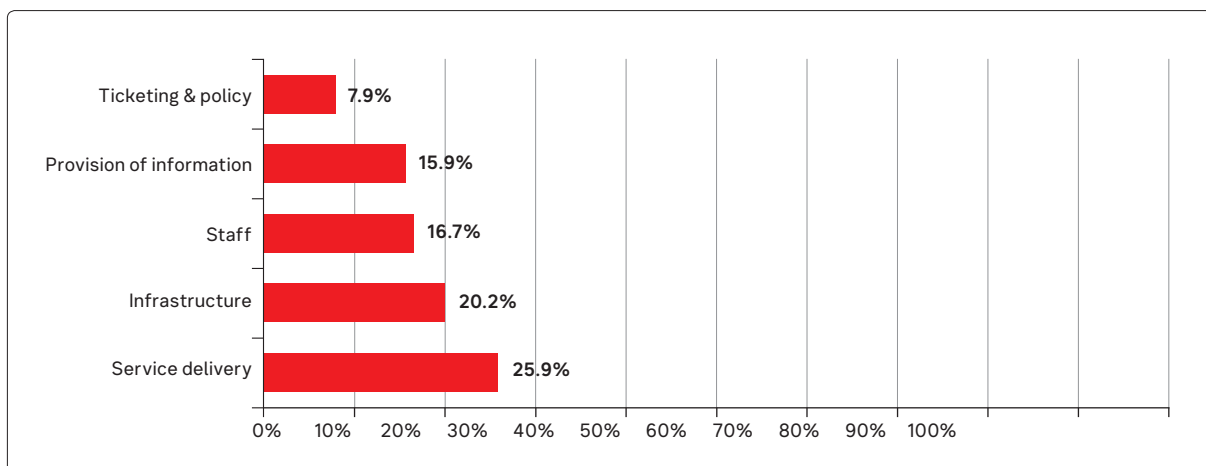
Table 25: Types of feedback

FEEDBACK TYPE	PERCENTAGE
Complaint	76.8%
Compliment	3.9%
Enquiry	7.7%
Others	9.2%
Suggestion	2.4%

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	25.9%
Infrastructure	20.2%
Staff	16.7%
Provision of information	15.9%
Ticketing and 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	19.6%
Service Disruption	16.1%
Cancellation	14.1%
Service Change Needed	8.6%
System improvements	7.8%

*Top issue: Delayed:19.6 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

Excluding compliments, provision of information was the top feedback issue of the quarter, accounting for 28.6 per cent of PTV cases.

Mobile Products accounted for 36.4 per cent of the feedback received under provision of information. Some 43 per cent of the feedback came from the iPhone - PTV App 3.1.0.

Other issues consist of:

- Technical issues
- Future Enhancement
- Ease of use

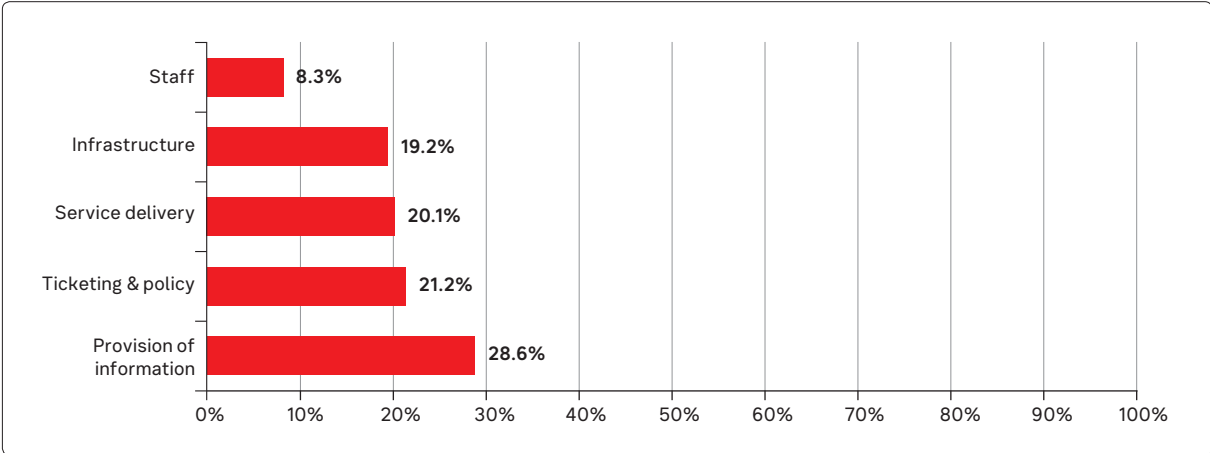
Ticketing and policy accounted for 21 per cent of all PTV Cases. Requests include:

- Service Change Needed
- System Improvement
- Compensation Request

Some 3.9 per cent of cases received during the quarter were compliments. The top compliments were on staff and provision of information (accounting for 55 per cent of compliments)

- 77 per cent of the compliments from Staff related to Call Centre
- 66 per cent of the compliments from Provision of information related to Mobile Products

Figure 16: PTV top five feedback issues



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

Table 28: PTV top five feedback issues

ISSUE	PERCENTAGE
Provision of Information	28.6%
Ticketing and policy	21.2%
Service delivery	20.1%
Infrastructure	19.2%
Staff	8.3%

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

Industry-wide feedback

Table 29: Breakdown of top PTV issue*

ISSUE	PERCENTAGE
Mobile Products	36.4%
Timetable	19.4%
Website	14.4%
Information Request	9.7%
Journey Planner	7.8%

*Top PTV issue: Provision of Information: 28.6 per cent of cases

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