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| Track Record |  |  |
| Issue 72 Services July - September 2017 Victorian transport services quarterly performance bulletin |  |  |

Track Record

Victorian transport services  
quarterly performance bulletin

Issue 72 Services July-September 2017

This information is published by Public Transport Victoria (PTV). PTV was established in 2012 and manages Victoria’s train, tram and bus services. PTV also provides a single contact for customers wanting information on public transport timetables, services, tickets and improvement projects.

[**Punctuality and reliability** 4](#_Toc501693112)

[**Punctuality** 4](#_Toc501693113)

[**Reliability** 7](#_Toc501693114)

[**Quarterly City and Westona Loop Bypasses** 8](#_Toc501693115)

[**Unplanned express services** 8](#_Toc501693116)

[**Customer compensation** 9](#_Toc501693117)

[**V/Line** 11](#_Toc501693118)

[**Bus** 12](#_Toc501693119)

[Customer satisfaction 13](#_Toc501693120)

[**Customer satisfaction** 13](#_Toc501693121)

[**About customer satisfaction ratings** 13](#_Toc501693122)

[**Overall satisfaction** 14](#_Toc501693123)

[Travel behaviour and ticketing 16](#_Toc501693124)

[**Travel behaviour** 16](#_Toc501693125)

[**myki device availability** 17](#_Toc501693126)

[**Attitudes toward Authorised Officers** 18](#_Toc501693127)

[**Customer service** 20](#_Toc501693128)

[Call Centre 22](#_Toc501693129)

[Industry-wide feedback 24](#_Toc501693130)

[**About industry feedback** 24](#_Toc501693131)

[**Stakeholder share** 24](#_Toc501693132)

[**Industry feedback** 26](#_Toc501693133)

[**PTV feedback** 27](#_Toc501693134)

## **Punctuality and reliability**

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.

**Note:** Effective from *Track Record 67 January-March 2016*, punctuality measures for metropolitan bus services have changed.

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 (that is, replacement buses and coaches) which operated during the V/Line restoration period (January – June 2016).

## **Punctuality**

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

| **Mode** | **Threshold** | **Jul–Sep 2016** | **Oct–Dec 2016** | **Jan–Mar 2017** | **Apr–Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- | --- |
| Metropolitan trains | 4 minutes, 59 seconds late | 92.6 | 91.4 | 92.0 | 91.4 | 91.7 |
| Metropolitan trams – average over route | 4 minutes, 59 seconds late | 84.3 | 82.5 | 82.2 | 81.5 | 83.7 |
| Metropolitan trams – at destination | 4 minutes, 59 seconds late | 74.7 | 72.1 | 72.2 | 69.5 | 72.9 |
| V/Line trains | punctuality | 90.2 | 86.2 | 81.1 | 83.5 | 85.7 |
| Metropolitan buses – average over route | punctuality | 81.4 | 79.6 | 80.1 | 80.8 | 82.5 |

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 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Alamein | 92.7% | 89.0% | 91.5% | 91.8% | 92.3% |
| Belgrave | 81.9% | 82.5% | 86.9% | 86.9% | 86.6% |
| Craigieburn | 91.1% | 88.7% | 88.5% | 89.7% | 87.2% |
| Cranbourne | 85.8% | 84.9% | 85.0% | 81.7% | 87.4% |
| Frankston | 90.7% | 89.1% | 88.6% | 88.7% | 88.6% |
| Glen Waverley | 94.8% | 95.2% | 95.7% | 94.1% | 94.9% |
| Hurstbridge | 93.3% | 92.1% | 92.6% | 91.9% | 91.4% |
| Lilydale | 86.8% | 84.8% | 89.7% | 89.5% | 89.4% |
| Pakenham | 86.5% | 87.0% | 87.4% | 84.3% | 88.3% |
| Sandringham | 93.7% | 95.8% | 95.7% | 94.6% | 95.0% |
| South Morang | 95.2% | 94.0% | 93.8% | 93.6% | 93.3% |
| Stony Point | 87.8% | 87.7% | 83.6% | 72.6% | 84.9% |
| Sunbury | 91.6% | 90.8% | 88.8% | 88.5% | 87.7% |
| Upfield | 94.1% | 91.8% | 90.2% | 89.8% | 89.2% |
| Werribee | 93.0% | 91.0% | 90.6% | 91.1% | 90.1% |
| Williamstown | 94.7% | 93.0% | 93.2% | 92.1% | 93.6% |
| **Network total** | **91.1%** | **90.1%** | **90.6%** | **89.9%** | **90.3%** |

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

| **Line** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Alamein | 94.7% | 93.3% | 93.9% | 93.7% | 93.0% |
| Belgrave | 89.9% | 91.3% | 93.3% | 93.4% | 92.6% |
| Craigieburn | 93.5% | 91.9% | 90.6% | 92.5% | 90.4% |
| Cranbourne | 87.7% | 87.4% | 89.1% | 84.5% | 89.8% |
| Frankston | 92.2% | 88.9% | 88.5% | 88.9% | 89.4% |
| Glen Waverley | 97.9% | 96.7% | 97.7% | 97.3% | 97.3% |
| Hurstbridge | 94.5% | 93.4% | 94.7% | 93.5% | 94.1% |
| Lilydale | 92.4% | 90.6% | 93.9% | 93.2% | 92.8% |
| Pakenham | 87.5% | 86.0% | 86.1% | 84.6% | 88.4% |
| Sandringham | 95.3% | 96.5% | 95.7% | 95.4% | 95.9% |
| South Morang | 95.3% | 94.4% | 95.2% | 94.4% | 93.6% |
| Stony Point | 92.9% | 90.5% | 87.4% | 86.9% | 92.9% |
| Sunbury | 93.7% | 91.8% | 91.2% | 92.2% | 91.1% |
| Upfield | 95.1% | 93.1% | 93.3% | 92.0% | 91.8% |
| Werribee | 93.8% | 91.8% | 93.3% | 91.9% | 91.0% |
| Williamstown | 96.0% | 93.9% | 95.1% | 95.1% | 95.0% |
| **Network total** | **93.4%** | **92.0%** | **92.7%** | **92.1%** | **92.4%** |

## 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 Westona 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.

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

| **Mode** | **Measure** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sept 2017** |
| --- | --- | --- | --- | --- | --- | --- |
| Metropolitan trains | % timetable delivered | 98.8 | 98.6 | 98.9 | 99.0 | 98.8 |
| Metropolitan trams | % timetable delivered | 98.9 | 98.7 | 98.4 | 98.4 | 98.6 |
| V/Line trains | % services delivered | 98.3 | 97.9 | 96.8 | 98.4 | 98.4 |
| 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

## Quarterly City and Westona Loop Bypasses

Table 5: Quarterly City and Westona Loop Bypasses

| **Line** | **Q3 2016** | **Q4 2016** | **Q1 2017** | **Q2 2017** | **Q3 2017** | **Services scheduled to run through the loop Q3 2017** |
| --- | --- | --- | --- | --- | --- | --- |
| Alamein | 57 | 55 | 55 | 83 | 63 | 1,344 |
| Belgrave | 105 | 88 | 68 | 114 | 88 | 4,439 |
| Craigieburn | 16 | 43 | 23 | 22 | 40 | 6,560 |
| Cranbourne | 168 | 190 | 197 | 201 | 117 | 3,270 |
| Frankston | 125 | 123 | 150 | 197 | 192 | 3,215 |
| Glen Waverley | 43 | 63 | 39 | 63 | 44 | 3,970 |
| Hurstbridge | 39 | 15 | 20 | 12 | 53 | 6,011 |
| Lilydale | 173 | 156 | 134 | 216 | 137 | 6,933 |
| Pakenham | 165 | 194 | 214 | 198 | 180 | 6,216 |
| Sandringham | 21 | 16 | 16 | 21 | 19 | 808 |
| South Morang | 37 | 10 | 26 | 16 | 53 | 5,622 |
| Sunbury | 11 | 44 | 8 | 25 | 25 | 6,431 |
| Upfield | 11 | 31 | 13 | 15 | 26 | 4,756 |
| Werribee (Delivered Bypassing City Loop) | 10 | 5 | 6 | 15 | 50\* | 48 |
| Werribee (Delivered Bypassing Westona Loop) | 86 | 111 | 78 | 87 | 106 | 8,467 |
| Werribee (Delivered Bypassing Both Loops) | 3 | – | – | – | 3 | 1,185 |
| **Grand Total** | **1,070** | **1,144** | **1,047** | **1,285** | **1,196** | **69,275** |

|  |
| --- |
| *\*The 50 services bypassing only the City Loop were scheduled to run either via just the City Loop (48 services) or both loops (1,185).* |

## **Unplanned express services**

Table 6: Quarterly unplanned express services

| **Measure** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Total number of timetabled services | 194,826 | 193,373 | 193,240 | 190,478 | 194,112 |
| Number of express run services | 18 | 5 | 7 | 1 | - |
| Percentage of total services run as unplanned express | 0.0 | 0.0 | 0.0 | 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 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 is payable on all lines as punctuality was below the applicable threshold (92.0 per cent).

Compensation is not payable for reliability on all lines as performance was above the applicable threshold (96.0 per cent)

In August, passenger compensation is payable on all lines except Shepparton as punctuality was below the applicable threshold (92.0 per cent).

Compensation is not payable for reliability on all lines as performance was above the applicable threshold (96.0 per cent).

In September, passenger compensation is payable on all lines except Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent). Compensation is not payable for reliability on all lines except Albury 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 incentive 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 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Base contract | 55,808 | 61,614 | 52,676 | 65,807 | 55,323 |
| Incentive or penalty | 2,544 | 3,444 | 3,259 | 1,805 | 98\* |
| Customer Experience Performance Regime | 0 | 0 | 0 | 0 | 0 |
| Revenue Reset Adjustment Payment | 20,636 | 20,636 | 30,461 | 30,799 | 21,909 |
| Maintenance and projects1 | 63,495 | 61,119 | 63,167 | 69,934 | 69,642 |
| Rolling stock2 | 29,445 | 22,543 | 21,773 | 23,699 | 23,620 |
| Operations and systems3 | 17,322 | 14,718 | 12,985 | 15,047 | 15,024 |
| TOTAL | 189,250 | 184,074 | 184,321 | 207,084 | 185,517 |

*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  
\*Metro Trains incurred the maximum capped penalty for July 2017, a month which included around $1.5 million (uncapped) in penalties for the 13 July network failure event. As such the final balance for the quarter reflects the $98k bonus received for August 2017.*

**Base contract:**  The $10.5m decrease of base contract is due in part to the monthly contractual franchise amount reduced by $8m from June 2017 to September 2017 quarter and one Schedule 4 payment ($2.3m) in relation to Improving Train Operations (Driver Decentralisation) was paid as once-off payment in June 2017.  
**Revenue reset adjustment payment:** This dropped by $8.9m, which reflects the revenue reset calculation in relation to expected farebox. This is based on franchise agreement for September 2017 quarter.

Table 9: Metropolitan tram payments ($'000s)

| **Payment type** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Base contract | 4,168 | 7,222 | -2,148 | -2,835 | 1,154 |
| Incentive and penalty | -120 | -1,221 | -586 | -1,707 | -1,344 |
| Customer Experience Performance Regime | 0 | 444 | 0 | 0 | 451 |
| Revenue Reset Adjustment Payment | 20,745 | 20,745 | 19,237 | 18,780 | 21,901 |
| Maintenance and projects1 | 11,375 | 15,880 | 11,038 | 11,782 | 6,723 |
| Rolling stock | 8,767 | 8,429 | 7,527 | 6,738 | 6,005 |
| Operations and systems2 | 3,213 | 8,511 | 3,178 | 3,338 | 4,084 |
| TOTAL | 48,148 | 60,009 | 38,246 | 36,261 | 40,318 |

*1 Maintenance and projects combines maintenance and capital projects payments  
2 Operations and systems payments include business system upgrades, electricity and employee entitlements*

**Base contract:** The increase of $4m from June to September 2017 quarter reflects the reimbursement in relation to Zone 1 & 2 fare reduction & free CBD trams and international student fees, which are only payable for later half of the year.

**Revenue reset adjustment payment:** This dropped by $3.1m, which reflects the revenue reset calculation in relation to expected farebox. This is based on franchise agreement for September 2017 quarter.

**Maintenance and projects:** The expenditure in maintenance and renewal dropped by $5m in September 2017 quarter due to the cyclical nature of maintenance works.

## V/Line

Regional train and coach payments are now included as part of the base contract to V/Line, which is a state-owned enterprise. As part of the V/Line services agreement, regional train penalties have ceased.

Table 10: Regional train and coach payments ($'000s)

| **Payment type** | **Jul- Sep 2016** | **Oct- Dec 2016** | **Jan-Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Base contract | 132,052 | 129,469 | 113,494 | 81,379 | 152,743 |
| Regional Coaches | 0 | 0 | 0 | 0 | 0 |
| Farebox | 22,698 | 23,299 | 25,623 | 23,876 | 23,229 |
| Rolling stock | 8,953 | 8,953 | 8,953 | 8,953 | 8,953 |
| Total | 163,703 | 161,721 | 148,071 | 114,208 | 184,925 |

Base subsidy payments and road coach payments are based on actual cash flow requirements, which is subject to approved funding envelope for V/Line.

## **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 2016** | **Oct-Dec 2016** | **Jan- Mar 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Metropolitan | 150,621 | 151,528 | 155,331 | 153,429 | 157,842 |
| Regional | 28,880 | 29,541 | 30,707 | 31,633 | 32,538 |
| School | 57,306 | 57,318 | 39,159 | 58,220 | 59,436 |
| Total | 236,808 | 238,387 | 225,198 | 243,282 | 249,816 |

Metropolitan bus decreased by $1.9m comparing to Mar 17 quarter as a result of Fuel Indexation Movement and Better Bus Network Service Change.  
  
Regional Bus has increase by $1.0m is due to the implementation of Better Bus Network Changes.  
  
School Bus has increased by $18.0m is due to no school bus payment in January.

# Customer satisfaction

The Customer Satisfaction Monitor is a telephone survey which is conducted monthly and reported on quarterly. Overall Customer Satisfaction for metropolitan Melbourne continues to reported upon via a six-point scale for continuity, however at a mode-by-mode level Customer Satisfaction is now reported on via a ten-point scale which is easier for respondents and gives a more granular response.

## **Customer satisfaction**

Overall satisfaction with metropolitan trains increased slightly compared with last quarter, up from a score of 72.7 in the April to June 2017 quarter.

Compared with last quarter, there was a minor change in satisfaction with Running of Services from 74.0 in the June quarter to 74.1 in the September quarter.

Overall satisfaction with metropolitan trams increased slightly compared to the last quarter, from a score 76.4 for the June 2017 quarter to 76.8 for September quarter 2017.

Compared with the last quarter, there was an increase in satisfaction with personal security from a score of 74.8 for the June 2017 quarter to 75.8 for the September 2017 quarter.

Overall satisfaction with metropolitan buses increased compared with last quarter, from a score of 75.9 for the June 2017 Quarter to 76.9 for the September 2017 Quarter.

Overall customer satisfaction with regional trains increased from a score of 74.3 for the June 2017 quarter to 75.0 for the September 2017 quarter.

Compared with the June quarter, running of services improved from a score of 71.8 to 72.6 for the September quarter.

Overall customer satisfaction decreased slightly for V/Line coaches, with a score of 79.4 for the September quarter in comparison to a score of 82.8 in the June quarter.

## **About customer satisfaction ratings**

Overall metropolitan satisfaction prior to the September quarter was reported on a six-point scale, but all results are now reported in a 0-10 scale for all customer satisfaction ratings. Results prior to April 2009 were reported on a six-point scale.

## Overall satisfaction

**Table 12: Overall Satisfaction - Trains**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **METRO TRAINS** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-March 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| ***N=*** | **850** | **850** | **850** | **850** | **850** |
| **Overall satisfaction** | 71.7 | 72.6 | 73.5 | 72.7 | 73.3 |
| **Running of services** | 72.7 | 73.5 | 74.1 | 74.0 | 74.1 |
| **Personal security** | 68.2 | 69.0 | 71.0 | 70.0 | 71.1 |
| **Design, space & comfort** | 68.6 | 69.6 | 70.1 | 69.0 | 70.2 |
| **Information** | 73.5 | 74.3 | 74.4 | 75.5 | 74.8 |
| **Train stations** | 68.6 | 70.3 | 70.5 | 70.4 | 70.9 |
| **myki ticketing** | 67.2 | 67.7 | 68.9 | 70.2 | 71.2 |
| **Price** | 70.2 | 68.9 | 68.5 | 69.4 | 70.6 |
| **Train drivers** | 80.9 | 81.3 | 81.7 | 81.7 | 81.9 |
| **Other train staff** | 77.9 | 78.6 | 80.3 | 79.9 | 81.2 |
| **Authorised officers** | 73.1 | 74.4 | 75.2 | 74.3 | 77.4 |

**Table 13: Overall satisfaction - Trams**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **TRAMS** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-March 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| ***N=*** | **850** | **850** | **850** | **850** | **850** |
| **Overall satisfaction** | 74.9 | 76.4 | 76.2 | 76.4 | 76.8 |
| **Running of services** | 74.8 | 76.1 | 75.8 | 75.2 | 75.7 |
| **Personal security** | 73.5 | 75.0 | 74.5 | 74.8 | 75.8 |
| **Design, space & comfort** | 69.9 | 71.0 | 70.8 | 71.1 | 71.0 |
| **Information** | 74.1 | 75.7 | 75.5 | 75.5 | 76.4 |
| **Tram stops** | 74.3 | 75.5 | 75.8 | 75.2 | 75.7 |
| **myki ticketing** | 62.6 | 65.5 | 66.7 | 66.7 | 68.4 |
| **Price** | 69.9 | 69.6 | 68.6 | 69.1 | 71.3 |
| **Tram drivers** | 75.8 | 76.6 | 77.0 | 77.4 | 78.6 |
| **Other tram staff** | 80.3 | 80.5 | 83.1 | 83.9 | 83.5 |
| **Authorised officers** | 68.2 | 70.3 | 71.0 | 71.4 | 71.7 |

**Table 14: Overall satisfaction - Buses**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BUSES** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-March 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| ***N=*** | **425** | **425** | **425** | **425** | **425** |
| **Overall satisfaction** | 76.6 | 76.1 | 76.7 | 75.9 | 76.9 |
| **Running of services** | 74.0 | 72.2 | 73.3 | 72.9 | 74.2 |
| **Personal security** | 77.1 | 78.1 | 78.0 | 77.6 | 76.9 |
| **Design, space & comfort** | 78.3 | 77.4 | 77.3 | 77.2 | 78.6 |
| **Information** | 72.3 | 72.7 | 73.7 | 72.2 | 73.1 |
| **Bus stops** | 74.3 | 74.4 | 74.5 | 74.1 | 74.1 |
| **myki ticketing** | 70.3 | 70.6 | 73.2 | 71.8 | 73.7 |
| **Price** | 71.6 | 72.5 | 73.4 | 73.4 | 74.3 |
| **Bus drivers** | 80.9 | 80.5 | 81.2 | 81.8 | 80.6 |
| **Authorised officers** | 73.5 | 78.6 | 79.5 | 81.3 | 78.7 |

**Table 15: Overall satisfaction – V/Line trains**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **V/LINE TRAINS** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-March 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| ***N=*** | **351** | **362** | **355** | **360** | **357** |
| **Overall satisfaction** | 75.8 | 75.0 | 77.1 | 74.3 | 75.0 |
| **Running of services** | 74.0 | 73.0 | 71.8 | 71.8 | 72.6 |
| **Personal security** | 76.8 | 77.4 | 79.7 | 77.7 | 77.8 |
| **Design, space & comfort** | 76.1 | 74.0 | 76.2 | 73.1 | 73.1 |
| **Information** | 76.3 | 77.3 | 78.5 | 75.7 | 76.9 |
| **Seat reservation service** | 82.6 | 83.6 | 84.9 | 84.1 | 83.6 |
| **Paper ticketing** | 83.2 | 78.3 | 83.5 | 79.5 | 81.1 |
| **myki ticketing** | 73.1 | 74.6 | 75.4 | 72.5 | 71.5 |
| **Price** | 77.2 | 76.0 | 77.6 | 77.5 | 78.3 |
| **V/Line stations** | 76.8 | 76.4 | 78.1 | 75.6 | 75.6 |
| **Refreshment service** | 69.1 | 68.5 | 68.8 | 72.4 | 65.2 |
| **Station staff** | 86.5 | 85.6 | 88.2 | 86.5 | 87.9 |
| **Conductors** | 85.9 | 86.3 | 86.5 | 86.1 | 87.0 |

**Table 16: Overall satisfaction – V/Line coaches**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **V/LINE COACHES** | **Jul-Sep 2016** | **Oct-Dec 2016** | **Jan-March 2017** | **Apr-Jun 2017** | **Jul-Sep 2017** |
| ***N=*** | **74** | **63** | **70** | **65** | **68** |
| **Overall satisfaction** | 80.8 | 79.5 | 82.9 | 82.8 | 79.4 |
| **Running of services** | 75.7 | 75.5 | 79.4 | 81.8 | 76.6 |
| **Personal security** | 81.1 | 82.4 | 85.6 | 84.2 | 84.0 |
| **Design, space & comfort** | 80.3 | 78.4 | 81.6 | 81.5 | 82.4 |
| **Information** | 77.6 | 80.2 | 81.3 | 81.9 | 75.1 |
| **Coach stops** | 77.7 | 74.9 | 79.1 | 76.6 | 75.5 |
| **Coach drivers** | 88.9 | 88.9 | 89.4 | 89.8 | 88.4 |
| **Price** | 84.0 | 84.0 | 86.5 | 83.8 | 84.0 |
| **V/Line ticketing** | 78.8 | 75.0 | 81.9 | 79.2 | 76.6 |
| **Seat reservation service** | 86.3 | 83.5 | 84.0 | 83.2 | 84.3 |

# Travel behaviour and ticketing

## **Travel behaviour**

Figure 8: Main purpose of trip on weekday and weekend

Table 17: Main purpose of trip on weekday and weekend

| **Purpose of trip** | **Weekday  (Jul-Sep 2017)** | **Weekend (Jul-Sep 2017)** |
| --- | --- | --- |
| To get to / from work | 31% | 13% |
| To get to / from leisure activities | 50% | 65% |
| To get to / from place of study | 22% | 11% |
| To get errands / chores/ day to day tasks done | 42% | 29% |

***Source*** *– Quantum Research PTV Tracker (from July 2017)*

The main purpose for using public transport on both a weekday and weekend is for leisure purposes. Across the week, almost a third used public transport for work and almost half used it for running errands or day to day tasks.

## **myki device availability**

A private company, NTT Data Payment Services Victoria (PSV), is under contract to the Victorian Government to operate and maintain the myki ticketing system for Victoria’s public transport network as per the new Ticketing System Services Agreement.

myki device availability measurements for the Ticketing System Services Agreement measures the availability of devices during operational shift hours only. This measure forms the bas (or unweighted) availability.

The unweighted availability is adjusted based on whether the device is unavailable during a peak period and if the device is located within the top 10 per cent of the busiest train stations (based on fare payment device volumes). This measure becomes the weighted availability (as reported below), by which PSV is assessed against.

It should be noted that 'myki reader (mobile)' excludes readers deployed on trams, as in accordance with the Ticketing System Services Agreement.

Table 18: Month-by-month NTT Data Key Performance Indicator calculated availability (per cent)

| Equipment | July 2017 | August 2017 | September 2017 |
| --- | --- | --- | --- |
| myki gate | 99.05% | 99.39% | 99.52% |
| myki reader (mobile) | 99.8% | 99.81% | 99.8% |
| myki reader (stationary) | 99.56% | 99.57% | 99.53% |
| Myki card vending machine (CVM) | 98.95% | 98.36% | 98.99% |

***Note:*** *As a consequence of the new performance methodology, the Ticketing System Services Agreement reported device availability from January 2017 onwards cannot and should not be used as a comparison to performance in December 2016 or earlier.*

The Victorian Government entered into a contract with a private company, NTT Data Payment Services Victoria, to operate and maintain the myki ticketing system for Victoria’s public transport network as per the new Ticketing System Services Agreement.

This contract, which came into effect on 1 January 2017, contains new key performance indicators. These new key performance indicators and the results will be published in an upcoming issue of Track Record, including data from January 2017 onwards.

**Authorised Officers**

**Attitudes toward Authorised Officers**

Figure 10: Attitudes toward Authorised Officers (per cent)

**Table 19: Detailed attitudes toward Authorised Officers**

|  |  |
| --- | --- |
| **Attitudes towards authorised officers on Public Transport** | **Jul - Sep 2017** |
| Professional | 27% |
| Respectful | 22% |
| Authoritarian | 19% |
| Helpful | 17% |
| Fair | 16% |
| Approachable | 15% |
| Confrontational | 13% |
| Knowledgeable | 9% |
| Unprofessional | 8% |
| Have not interacted with any AOs | 32% |
| Sample size | 513 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Attitudes towards authorised officers** | **Jul - Sep 2016** | **Oct-Dec 2016** | **Jan-Mar 2016** | **Apr-Jun 2017** |
| Neutral | 29% | 32% | 47% | 53% |
| Pleased | 23% | 22% | 17% | 15% |
| More secure | 30% | 29% | 22% | 20% |
| Annoyed | 6% | 5% | 3% | 4% |
| Nervous | 2% | 3% | 1% | 2% |
| Harassed | 3% | 2% | 2% | 1% |
| Have not seen them | 7% | 6% | 7% | 5% |
| Sample size | 400 | 400 | 400 | 400 |
|  | | | | |
| *\*Please note a break in the time-series due to change in methodology from July 2017 – refer to Table 19b for Jul-Sep 2017 quarter.* | | | | | |  |  |  |
| ***Source*** *– Nature Research PTV Tracker (until Jun17)* | | | | | |  |  |  |

*Source – Quantum Research PTV Tracker (from Jul 2017)*

**Table 19a: Detailed attitudes towards authorised officers on Public Transport**

***Source*** *– Quantum Research PTV Tracker (from Jul17)*

Customer service

**Digital products**

PTV’swebsite provides journey planning, timetable and ticketing 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 and app performance

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Jul 2017 | Aug 2017 | Sep 2017 | Quarter total | Quarter on quarter change\* | Year on year change\* |
| Website sessions | 4.2m | 4.1m | 3.9m | 12.3m | -4.6% | +2.5% |
| App sessions | 6.6m | 7.0m | 6.6m | 20.3m | +8.5% | +35.2% |

**PTV website**

The PTV website received 12.3 million sessions from customers in the September quarter; down 4.6 per cent from the previous quarter, but up 2.5 per cent year-on-year.

**Journey planner**

Customers planned some 42.6 million journeys using PTV’s journey planner across our website, mobile phone apps and call centre during the quarter. This is an increase of 5.1 per cent on the previous quarter, and up 15.5 per cent on the same period last year.

**News and service alterations**

News articles about planned bus replacements on the Cranbourne and Pakenham lines in July and September were the most viewed disruptions pages, while the St Kilda Road shut for Melbourne Metro works in July was also popular.

Mobile apps  
  
Customers used PTV’s mobile apps in a record 20.3 million sessions during the quarter, up 35.2 per cent year-on-year.  
  
Figure 11: Website and app sessions

*Source: Google analytics*

Table 21: Website and app sessions

| **Month** | **Jul 2016** | **Aug 2016** | **Sep 2016** | **Oct 2016** | **Nov 2016** |
| --- | --- | --- | --- | --- | --- |
| Website session | 1,785,687 | 1,906,603 | 1,825,140 | 3,850,042 | 4,020,020 |
| App sessions | 4,819,738 | 5,216,392 | 4,980,793 | 5,124,999 | 5,289,706 |

| **Month** | **Dec 2016** | **Jan 2017** | **Feb 2017** | **Mar 2017** | **Apr 2017** |
| --- | --- | --- | --- | --- | --- |
| Website sessions | 4,336,537 | 4,334,701 | 4,446,234 | 4,686,265 | 4,378,338 |
| App sessions | 5,129,984 | 4,921,646 | 5,543,405 | 7,018,876 | 6114219 |

| **Month** | **May 2017** | **Jun 2017** | **Jul 2017** | **Aug 2017** | **Sep 2017** |
| --- | --- | --- | --- | --- | --- |
| Website sessions | 4,387,262 | 4,094,648 | 4,249,936 | 4,089,246 | 3,935,269 |
| App sessions | 6532869 | 6063905 | 6620577 | 7038673 | 6646525 |

# 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** | **July 2017** | **Aug 2017** | **Sep 2017** | **Quarter Total** | **Quarter on quarter change** | **Year on year change** |
| --- | --- | --- | --- | --- | --- | --- |
| Calls received | 88,893 | 83,633 | 89,876 | 262,402 | -5.9% | -11% |

Call volumes decreased 5.9 per cent this quarter and decreased 11 per cent against the same period last year.

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

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

| **Calls** | **Oct 2016** | **Nov 2016** | **Dec 2016** | **Jan 2017** | **Feb 2017** | **Mar 2017** | **Apr 2017** | **May 2017** | **Jun 2017** | **Jul** | **Aug** | **Sep** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| offered | 100,380 | 99,164 | 113,444 | 110,233 | 99,327 | 115,463 | 105,754 | 89,051 | 84,003 | 88,893 | 83,633 | 89,876 |
| answered | 96,557 | 95,049 | 108,283 | 104,094 | 93,694 | 111,456 | 101,105 | 85,988 | 81,350 | 85,157 | 80,271 | 86,612 |
| GOS% | 82% | 80% | 78% | 75% | 74% | 84% | 82% | 83% | 83% | 80% | 81% | 84% |

The Grade of Service (GOS) target of 80 per cent of calls answered within 30 seconds was met in July (80 per cent), August (81 per cent) and September (84 per cent).

# Industry-wide feedback

## **About industry feedback**

Feedback data from Metro, Yarra Trams, V/Line and PTV is collected in a central database, Resolve, 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 20,760 cases (excluding special needs booking requests); this was an 8 per cent decrease on the previous quarter, and a 1 per cent decrease year-on-year.

PTV received 3,714 primary cases during the quarter; a 10 per cent decrease on the previous quarter, and an increase of 1 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 Trains | 5,870 | 28% | 7% | -7% |
| Yarra Trams | 2,933 | 14% | -15% | -3% |
| Bus | 5,377 | 26% | -15% | -3% |
| V/Line | 2,866 | 14% | -8% | 20% |
| PTV | 3,714 | 18% | -10% | 1% |
| Total | 20,760 | 100% | -8% | -1% |

*\* Special needs booking requests have been removed* **Types of feedback**

Figure 14: Types of feedback

Table 25: Types of feedback

| **Feedback type** | **Percentage** |
| --- | --- |
| Complaint | 78.5 |
| Compliment | 3.7 |
| Enquiry | 6.1 |
| Suggestion | 2.7 |
| Others | 9.0 |

## **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 | 36.0% |
| Infrastructure | 16.9% |
| Provision of information | 15.3% |
| Staff | 13.8% |
| Ticketing and policy | 6.2% |

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

Table 27: Breakdown of top industry issue: Service delivery

| **Issue** | **Percentage** |
| --- | --- |
| Delayed | 28.7% |
| Service Disruption | 12.8% |
| Cancellation | 8.7% |
| Service Change Needed | 12.2% |
| System Improvement | 8.0% |

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

## PTV feedback

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

Mobile Products accounted for 45 per cent of the feedback received under ‘Provision of information’.

44 per cent of the feedback came from the iPhone - PTV App 3.1.0. Issues consist of:

**>** Future enhancement

**>** Technical issue

**>** Train real time

Service delivery accounted for 25 per cent of all PTV Cases. Requests include:

**>** Service delivery

**>** Service change needed

**>** System improvement

Some 1.94 per cent of cases received during the quarter were compliments. The top compliments were Staff and Provision of Information (accounting for 67 per cent of compliments).

**>** 78 per cent of the compliments from Staff related to Call Centre

**>** 44 per cent of the compliments from Provision of Information related to Website.

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 | 31.8% |
| Service delivery | 25.2% |
| Infrastructure | 18.5% |
| Ticketing and policy | 16.1% |
| Staff | 6.8% |

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

Table 29: Breakdown of top PTV issue: *Provision of Information*

| **Issue** | **Percentage** |
| --- | --- |
| Mobile Products | 45.2% |
| Timetable | 14.3% |
| Website | 14.0% |
| Journey Planner | 12.4% |
| Information Request | 4.4% |

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