Public Transport Performance
Six months ending 31 December 2012
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Dear Minister,

PUBLIC TRANSPORT SYSTEM PERFORMANCE REPORT

On behalf of Public Transport Victoria I am pleased to submit PTV's second report under section 79W of the Transport Integration Act 2010 on the performance of Victoria's public transport system.

This report provides information on the performance of trains, trams and buses across Victoria for the period 1 July 2012 to 31 December 2012, through measurements in the key areas of customer satisfaction, service punctuality, service reliability and scheduled kilometres.

This report shows many key performance measures with strong results compared to previous years. Particularly pleasing is the sustained improvement in the punctuality of metropolitan train services, with services meeting or exceeding 92 per cent punctuality for each of the past 6 months – the best outcome for nine years.

The number of peak hour trains reporting 'load breaches' or crowding above the desired limit declined by 20 per cent in the past 12 months, reflecting PTV's focus on re-writing timetables to achieve more consistent train loads.

And, after a period of rampant fare evasion, successive fare evasion reports have shown a significant decline in fare evasion, particularly on trams. A sustained and coordinated campaign of education and enforcement by Public Transport Victoria and operators has seen overall fare evasion fall from 11.9 per cent to 9.4 per cent while fare evasion on trams has fallen from 18.4 per cent to 10.5 per cent. The improvement on trams came in a period when the use of myki on trams went from relatively low levels to about 90 per cent, dispelling often-repeated claims that myki would lead to a big rise in fare evasion.

Notwithstanding these important gains, there is undoubtedly room for further improvement across the board, particularly in the area of train reliability and the number of timetabled services delivered.

PTV is dedicated to improving the performance and quality of public transport services by tackling the key areas affecting service delivery: better maintenance and renewal of assets to reduce system failures and improve reliability; coordinated timetabling to improve connections and reduce delays for passengers; infrastructure upgrades to ensure the system can cope with demand; strategic, evidence-based planning to ensure the network is well placed to meet long-term growth; and improved customer information systems to keep pace with technological trends.

Ian Dobbs
Chair and Chief Executive
## Metropolitan public transport performance

### Metropolitan train

**Performance summary – 6 months to 31 December 2012**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Unit</th>
<th>Half year target 2012 – 2013</th>
<th>Six months results at Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction index</td>
<td>Score (/100)</td>
<td>68.0</td>
<td>67.3</td>
</tr>
<tr>
<td>Service punctuality</td>
<td>per cent</td>
<td>89.0</td>
<td>92.4</td>
</tr>
<tr>
<td>Scheduled services delivered (reliability)</td>
<td>per cent</td>
<td>98.7</td>
<td>98.2</td>
</tr>
<tr>
<td>Total kilometres scheduled</td>
<td>km (million)</td>
<td>10.9</td>
<td>10.9</td>
</tr>
</tbody>
</table>

Note: Targets are set annually, are agreed with Department of Treasury and Finance and are published in Budget Paper No. 3 each year.

### Customer satisfaction

Overall customer satisfaction with metropolitan trains for the 6 months to December 2012 was 67.3. This represents a small but important improvement on the previous 6 month period (66.8) and continues the upward trend in train customer satisfaction scores.

The strongest driver of customer satisfaction for metropolitan trains is service delivery, which incorporates a number of operational elements including trains running on time, number of trains cancelled and travel time. Satisfaction with service delivery was 68.6 for the 6 months to December 2012, which is an important improvement on the result from the previous 6 months (66.9). Over this same period satisfaction with overall personal security also increased by 1.5 points (66.3).

### Patronage

Metropolitan train services carried 226.6 million passengers for the 12 months to 31 December 2012. The December quarter growth was 3.4 per cent compared to the same period in 2011 and annual patronage was up on the previous year by 1.3 per cent. Market conditions in 2011 – 2012 were not generally favourable to patronage growth on metropolitan trains. However, the most recent passenger load survey indicates growth in peak times at cordon stations. Medium and long-term patronage forecasts indicate a return to continued patronage growth supported by the December quarter results.

### Punctuality, reliability and total kilometres scheduled

Metro exceeded the contractual thresholds for punctuality and reliability in each quarter of 2012. For each of the past 6 months Metro exceeded its published punctuality target and customer compensation threshold of 88.0 per cent. Metro met its customer compensation reliability threshold of 98.0 per cent for timetable services delivered for all but two months of 2012.

There has been an increase in metropolitan train kilometres predominantly due to an additional 90 standard weekly services introduced on 18 November 2012.
### Tram

#### Performance summary – 6 months to 31 December 2012

<table>
<thead>
<tr>
<th>Measure</th>
<th>Unit</th>
<th>Half year target 2012 – 2013</th>
<th>Six months results at Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction index</td>
<td>Score (/100)</td>
<td>72.0</td>
<td>72.9</td>
</tr>
<tr>
<td>Service punctuality</td>
<td>per cent</td>
<td>82.2</td>
<td>81.8</td>
</tr>
<tr>
<td>Scheduled services delivered (reliability)</td>
<td>per cent</td>
<td>99.2</td>
<td>99.1</td>
</tr>
<tr>
<td>Total kilometres scheduled</td>
<td>km (million)</td>
<td>11.8</td>
<td>11.8</td>
</tr>
</tbody>
</table>

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#### Customer satisfaction

Overall customer satisfaction with trams for the 6 months to December 2012 was 72.9. Performance remains stable when compared to the same time period in 2011 (72.9).

Slight improvements occurred in satisfaction with regards to staff services which was up to 74.1 in the 6 months to December 2012 compared to 73.3 in the 6 months to December 2011.

#### Patronage

Tram services carried 186.9 million passengers for the 12 months to 31 December 2012, a decrease of 0.8 per cent for the year.

#### Punctuality, reliability and total kilometres scheduled

Tram service performance remained consistent with recent years.

There has been an increase in tram kilometres due to an additional 6 services on 25 December 2012.
Metropolitan bus
Performance summary – 6 months to 31 December 2012

<table>
<thead>
<tr>
<th>Measure</th>
<th>Unit</th>
<th>Half year target 2012 – 2013</th>
<th>Six months results at Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction index</td>
<td>Score (/100)</td>
<td>77.0</td>
<td>75.2</td>
</tr>
<tr>
<td>Service punctuality</td>
<td>per cent</td>
<td>95.0</td>
<td>94.0</td>
</tr>
<tr>
<td>Scheduled services delivered (reliability)</td>
<td>per cent</td>
<td>99.9</td>
<td>99.9</td>
</tr>
<tr>
<td>Total kilometres scheduled</td>
<td>km (million)</td>
<td>57.2</td>
<td>57.3</td>
</tr>
</tbody>
</table>

Note: Targets are set annually, are agreed with Department of Treasury and Finance and are published in Budget Paper No. 3 each year.
Note: *Bus punctuality and reliability results are operator self-assessed and based on small sampling rates.

Customer satisfaction
Overall customer satisfaction with metropolitan buses for the 6 months to December 2012 is stable at 75.2.
Satisfaction with stations/stops showed some improvement for the 6 months to December 2012 compared to the 6 months to December 2011, increasing to 72.7 compared to 72.2.

Patronage
Metropolitan bus services carried 118.9 million passengers for the 12 months to 31 December 2012, an increase of 1.2 per cent for the year. Bus patronage reached a new high of approximately 30 million trips per quarter in June 2011, which was maintained until September quarter 2012. The December quarter 2012 compared to same period in 2011 was slightly lower at 27.5 million trips. This has bought the year on year growth down.

Punctuality, reliability and total kilometres scheduled
Metropolitan bus punctuality for the 6 months to 31 December 2012 has been tracking consistently with around 94 per cent of services arriving on time. Reported reliability remains consistently above 99.9 per cent.
Fare evasion

Fare evasion rates are measured through surveys taken in May and October each year. The most recent surveys indicate that the fare evasion rate across the network fell to 11.6 per cent in May 2012 then to 9.4 per cent in October 2012.

The October 2012 survey showed that fare evasion rates decreased on trains and trams but increased on buses. The rates for each mode are shown below:

- metropolitan trains: 8.8 per cent (down from 11.7 per cent in May 2012)
- metropolitan trams: 10.5 per cent (down from 13.3 per cent in May 2012)
- metropolitan buses: 9.1 per cent (up from 8.3 per cent in May 2012)

Load breaches

Metropolitan train load standard surveys

The October 2012 survey recorded a total of 48 services in the peak periods where passenger loads exceeded the benchmark

- 26 in the AM peak and
- 22 in the PM peak.

This is down from a total of 60 peak period services exceeding the benchmark recorded in October 2011.

An additional nine daily metropolitan trains were introduced in the peak periods between the October 2011 and October 2012 surveys providing a 1.7 per cent increase in the network’s capacity.

Tram load standard surveys October 2012

There was a decrease of 44 per cent in rolling hour average loads above desired standards, down to 9 from 16. This was observed when comparing locations that were surveyed in both the October 2011 and October 2012 Tram Load Standards Surveys.
Regional public transport performance

Regional (V/Line) train and coach

Performance summary – 6 months to 31 December 2012

<table>
<thead>
<tr>
<th>Measure</th>
<th>Unit</th>
<th>Half year target 2012 – 2013</th>
<th>Six months results at Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction index: regional train</td>
<td>Score (/100)</td>
<td>77.0</td>
<td>76.2</td>
</tr>
<tr>
<td>Customer satisfaction index: regional coach</td>
<td>Score (/100)</td>
<td>80.0</td>
<td>83.2</td>
</tr>
<tr>
<td>Service punctuality: regional train</td>
<td>per cent</td>
<td>92.0</td>
<td>85.4</td>
</tr>
<tr>
<td>Scheduled services delivered: regional train (reliability)</td>
<td>per cent</td>
<td>98.5</td>
<td>97.3</td>
</tr>
<tr>
<td>Total kilometres scheduled: regional train and coach</td>
<td>km (million)</td>
<td>10.9</td>
<td>11.0</td>
</tr>
</tbody>
</table>

Note: Targets are set annually, are agreed with Department of Treasury and Finance and are published in Budget Paper No. 3 each year.

Note: Regional coach refers to long-haul coach services, not town bus services. Refer below for town bus services.

Customer satisfaction

Satisfaction with V/Line trains was stable at 76.2 for the 6 months to December 2012 compared with the previous 6 month period 76.8.

Satisfaction with V/Line coach services was higher at 83.2 for the 6 months to December 2012 compared with the previous 6 month period 82.4.

Patronage

Regional train services carried 13.826 million passengers for the 12 months to 31 December 2012, while regional coach services carried 1.571 million passengers over the same period.

Patronage on regional trains was 0.2 per cent lower for the year ending 31 December 2012 than for the previous year.

Patronage on regional coach was 20.9 per cent higher for the year ending 31 December 2012 than for the previous year. The high growth on regional coaches is attributed to improvements in the reliability of patronage measurement rather than a real change in coach patronage.

Punctuality, reliability and total kilometres scheduled

During the second half of 2012, punctuality of V/Line services was 85.4 per cent. V/Line did not meet its contractual punctuality threshold of 92 per cent in either quarter. Punctuality was lowest in December, with only 82.6 per cent of services arriving on time. Regional train punctuality is affected by a range of factors. Infrastructure capacity issues on the regional and metropolitan network will continue to impact V/Line punctuality performance.

Regional train reliability was 97.3 per cent during the second half of 2012 exceeding V/Line’s contractual threshold of 96 per cent in each quarter. Cancellation levels were highest in August 2012, with 4.0 per cent of services cancelled.

There has been a small increase in regional train kilometres predominantly due to additional standard weekly services offset by reductions associated with Sunbury electrification.
Regional bus (town bus services)

Performance summary – 6 months to 31 December 2012

<table>
<thead>
<tr>
<th>Measure</th>
<th>Unit</th>
<th>Half year target 2012 – 2013</th>
<th>Six months results at Dec 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction index</td>
<td>Score (/100)</td>
<td>N/A</td>
<td>81.9</td>
</tr>
<tr>
<td>Service punctuality</td>
<td>per cent</td>
<td>99.0</td>
<td>99.0*</td>
</tr>
<tr>
<td>Scheduled services delivered (reliability)</td>
<td>per cent</td>
<td>99.0</td>
<td>99.0*</td>
</tr>
<tr>
<td>Total kilometres scheduled</td>
<td>km (million)</td>
<td>10.5</td>
<td>10.4</td>
</tr>
</tbody>
</table>

Note: Targets are set annually, are agreed with Department of Treasury and Finance and are published in Budget Paper No. 3 each year.

Note: Regional bus customer satisfaction index data is from two months – one month in each quarter.

Note: *Bus punctuality and reliability results are operator self-assessed and based on small sampling rates.

Customer satisfaction

Of the centres where data was available, customer satisfaction with town bus services in Ballarat, Geelong, Bendigo, Latrobe Valley, and Shepparton / Wangaratta / Wodonga had an average score for the 6 months to the end of December 2012 of 81.9.

Regular surveying of regional town bus customers in defined locations commenced in early 2012 to allow for reporting on a rolling annual basis at any point in time.

Patronage

Regional bus carried 14,502 million passengers for the 12 months to 31 December 2012. Patronage on regional bus grew by 2.6 per cent in the year ending 31 December 2012.

Punctuality, reliability and total kilometres scheduled

In 2012 the percentage of regional bus services delivered and punctuality are estimated to be 99.0 per cent and 99.0 per cent respectively. Bus punctuality and reliability results are operator self-assessed and based on small sampling rates.
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