

TRACK RECORD

Victorian transport services
quarterly performance bulletin

ISSUE 67 / SERVICES APRIL > JUNE 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 second 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 decreased compared with last quarter, from 69.0 per cent to 67.3 per cent.

There was no change compared to the June 2015 quarter (67.3 per cent).

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

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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.

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 metropolitan bus services have changed.

As of 1 July 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 collection 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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Metropolitan trains	4 minutes, 59 seconds late	91.5%	92.8%	93.0%	91.6%	92.4%
Metropolitan trams – average over route	4 minutes, 59 seconds late	82.7%	85.1%	82.3%	83.7%	83.9%
Metropolitan trams – at destination	4 minutes, 59 seconds late	72.7%	76.3%	72.3%	74.6%	74.2%
V/Line trains	punctuality	88.5%	87.7%	87.8%	81.9%	88.1%
Metropolitan buses – average over route	punctuality	—	80.0%	78.5%	78.6%	79.4%
Metropolitan buses – old measure	punctuality	93.1%	89.8%	90.8%	89.6%	—

Punctuality and reliability

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

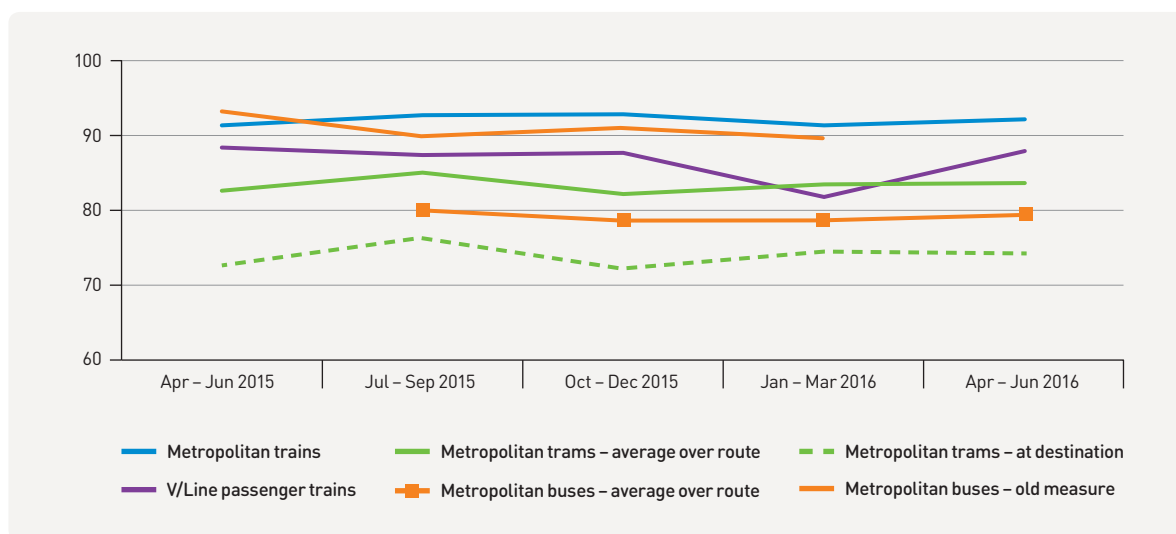


TABLE 2: METROPOLITAN TRAIN PUNCTUALITY – PERCENTAGE OF PEAK SERVICES ON-TIME AT DESTINATION

Line	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Alamein	90.1%	93.4%	91.5%	91.2%	90.4%
Belgrave	83.2%	87.2%	89.0%	87.9%	80.3%
Craigieburn	89.2%	91.5%	90.8%	90.3%	91.3%
Cranbourne	85.5%	89.4%	88.5%	84.8%	83.9%
Frankston	87.3%	89.4%	88.3%	86.5%	93.5%
Glen Waverley	93.1%	94.7%	95.1%	94.6%	94.9%
Hurstbridge	90.8%	92.2%	93.1%	92.1%	91.9%
Lilydale	86.6%	89.0%	91.3%	88.5%	85.4%
Pakenham	86.7%	91.0%	89.8%	85.9%	86.0%
Sandringham	93.5%	96.8%	96.8%	93.6%	94.1%
South Morang	93.5%	95.2%	95.8%	96.0%	94.8%
Stony Point	87.5%	96.9%	96.1%	92.7%	94.4%
Sunbury	91.3%	92.3%	92.4%	88.8%	91.3%

Punctuality and reliability

Line	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Upfield	93.1%	95.0%	93.5%	92.7%	93.7%
Werribee	85.4%	93.0%	93.2%	89.4%	91.0%
Williamstown	89.9%	94.9%	94.6%	92.0%	94.3%
Network Total	89.2%	92.3%	92.3%	90.2%	90.7%

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

Line	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Alamein	94.2%	95.2%	95.6%	94.0%	93.7%
Belgrave	90.5%	91.7%	93.1%	92.4%	89.3%
Craigieburn	92.3%	92.3%	92.2%	92.7%	93.3%
Cranbourne	88.3%	89.7%	88.7%	87.8%	88.2%
Frankston	89.5%	89.0%	89.1%	89.7%	94.6%
Glen Waverley	96.4%	96.1%	96.4%	97.2%	97.7%
Hurstbridge	95.1%	95.0%	95.7%	93.4%	94.6%
Lilydale	91.7%	93.2%	94.0%	91.7%	90.9%
Pakenham	89.0%	88.8%	88.6%	86.5%	86.5%
Sandringham	95.2%	95.2%	95.5%	94.1%	95.8%
South Morang	95.0%	94.5%	96.2%	94.5%	94.2%
Stony Point	100.0%	97.4%	95.1%	94.4%	96.4%
Sunbury	93.0%	93.5%	93.7%	88.7%	93.7%
Upfield	93.8%	94.5%	93.5%	93.4%	94.8%
Werribee	92.0%	93.6%	94.1%	92.7%	94.1%
Williamstown	95.7%	96.0%	95.3%	94.8%	95.8%
Network Total	92.7%	93.1%	93.4%	92.2%	93.3%

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.

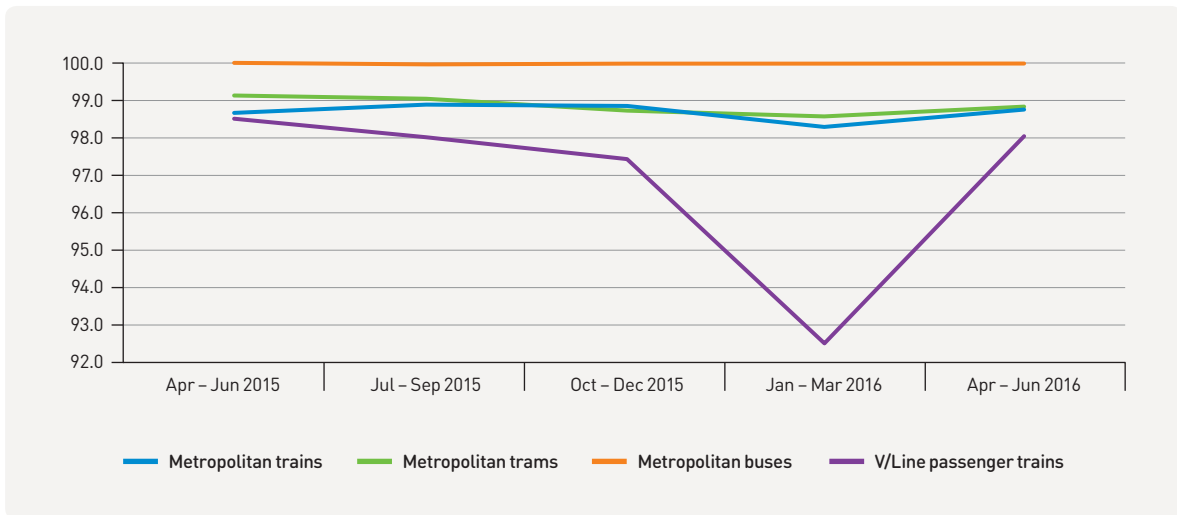
Regional train reliability is measured as the percentage of scheduled services that are delivered.

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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Metropolitan trains	Per cent timetable delivered	98.6%	98.9%	98.8%	98.3%	98.8%
Metropolitan trams	Per cent timetable delivered	99.1%	99.0%	98.7%	98.6%	98.8%
V/Line trains	Per cent services delivered	98.5%	98.0%	97.4%	92.5%	98.1%
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 AND WESTONA LOOP BYPASSES

TABLE 5: QUARTERLY CITY AND WESTONA LOOP BYPASSES

Line	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Services scheduled to run through the loop Q2 2016	
Alamein	68	53	49	54	61	1,323	
Belgrave	128	129	96	140	108	4,185	
Craigieburn	21	24	36	26	18	6,372	
Cranbourne	171	176	165	246	204	3,538	
Frankston	148	146	153	157	107	3,643	
Glen Waverley	51	27	51	55	41	3,657	
Hurstbridge	10	15	17	35	11	6,261	
Lilydale	220	162	151	195	166	6,623	
Pakenham	226	234	215	247	204	6,547	
Sandringham	17	27	34	33	24	1,404	
South Morang	12	25	14	34	13	5,826	
Sunbury	13	18	40	20	14	6,387	
Upfield	11	15	22	20	12	4,689	
Werribee	delivered bypassing City Loop	10	1	14	6	7	41
	delivered bypassing Westona Loop	122	74	110	79	72	8,458
	delivered bypassing both loops	1	—	—	1	—	1,202
Network Total	1,229	1,126	1,167	1,348	1,062	70,156	

There were 1,062 bypasses of the City Loop this quarter, which is 1.5 per cent of the 68,954 services scheduled to run through the loop during this time.

There were 72 bypasses of the Westona Loop, which is 0.8 per cent of the 8,458 services scheduled to run through the loop during this time.

Punctuality and reliability

UNPLANNED EXPRESS SERVICES

TABLE 6: QUARTERLY UNPLANNED EXPRESS SERVICES

Measure	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Total number of timetabled services	185,846	192,101	188,832	190,166	192,284
Number of express run services	190	82	75	107	46
Percentage of total services run as unplanned express	0.1%	0%	0%	0.1%	0%

The percentage of services run as unplanned express over the June 2016 quarter was 0.02 per cent. 46 services ran as unplanned express in the June 2016 quarter, which was 0.02 per cent of the total number of services (192,284) run during the quarter.

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 April, Passenger compensation is payable on all lines except Ararat & Maryborough, Seymour, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent).

In May passenger compensation is payable on all lines except Albury, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent).

In June passenger compensation is payable on all lines except Ararat & Maryborough, Shepparton and Swan Hill & Echuca as punctuality was below the applicable threshold (92.0 per cent).

Note: Despite V/Line meeting reliability targets on all lines in June 2016, 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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Base contract	63,799	50,989	62,078	49,384	59,471
Incentive or penalty	3,405	3,295	3,457	531	2,310
Customer Experience Performance Regime	0	0	200	0	0
Revenue Reset Adjustment Payment	24,593	19,492	17,864	28,954	28,954
Maintenance and projects ¹	80,059	102,425	76,490	68,278	64,213
Rolling stock ²	23,899	27,852	24,315	23,220	19,688
Operations and systems ³	15,543	18,775	11,408	13,049	12,233
TOTAL	211,298	222,828	195,612	183,415	186,868

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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Base contract	7,313	3,494	5,903	2,986	480
Incentive and penalty	-788	-89	-1,619	-1,226	-1,341
Customer Experience Performance Regime	0	0	439	0	0
Revenue Reset Adjustment Payment	12,814	19,619	19,619	16,377	17,859
Maintenance and projects ¹	15,065	16,349	17,522	15,065	24,549
Rolling stock	8,767	8,767	8,767	8,767	8,767
Operations and systems ²	3,206	3,596	4,692	3,772	3,104
TOTAL	46,377	51,736	55,324	46,391	53,418

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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Base contract	81,936	78,570	87,057	82,866	129,836
Regional Coaches	8,212	8,573	8,573	8,573	8,573
Farebox	22,442	22,698	20,919	21,671	21,508
Rolling stock	8,953	8,953	8,953	8,953	8,953
TOTAL	121,543	118,794	125,502	122,063	168,870

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	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Metropolitan	144,650	144,852	146,536	144,751	146,975
Regional	27,256	27,534	27,332	28,951	29,114
School	55,357	56,144	56,214	37,287	56,113
TOTAL	227,263	228,530	230,081	210,989	232,201

Customer satisfaction

CUSTOMER SATISFACTION

- > Overall satisfaction with metropolitan services decreased compared with last quarter, from 69.0 per cent to 67.3 per cent. There was no significant change compared to the June 2015 quarter (67.3 per cent).
- > Overall satisfaction with **metropolitan trains** decreased compared with last quarter, at 70.9 per cent. This result also reflected an overall decrease compared to the June 2015 quarter (71.2 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with comfort, myki ticketing, staff service, safety and a significant decrease in the likelihood to recommend.
- > Overall satisfaction with **metropolitan trams** decreased compared with last quarter, from 76.3 per cent to 75.2 per cent. The result remained the same as the June 2015 quarter (75.2 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with safety and in the likelihood to recommend.
- > Overall satisfaction with **metropolitan buses** decreased slightly compared with last quarter, from 77.7 per cent to 76.0 per cent. The result was also a decrease compared to the June 2015 quarter (76.6 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with service delivery.
- > Overall customer satisfaction with **regional trains** increased slightly compared with last quarter, from 73.8 per cent to 74.5 per cent. This was also a decrease compared to the June 2015 quarter (76.9 per cent). Compared with last quarter, there was a significant decrease in customer satisfaction with stations and stops. Compared with the June 2015 quarter, there was a significant decrease in satisfaction with information provided, comfort and likelihood to recommend however there was an increase in satisfaction with ticketing.
- > Overall customer satisfaction with **regional coaches** decreased slightly compared with last quarter, from 86.6 per cent to 78.4 per cent. The result was also a decrease compared to the June 2015 quarter (85.7 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.

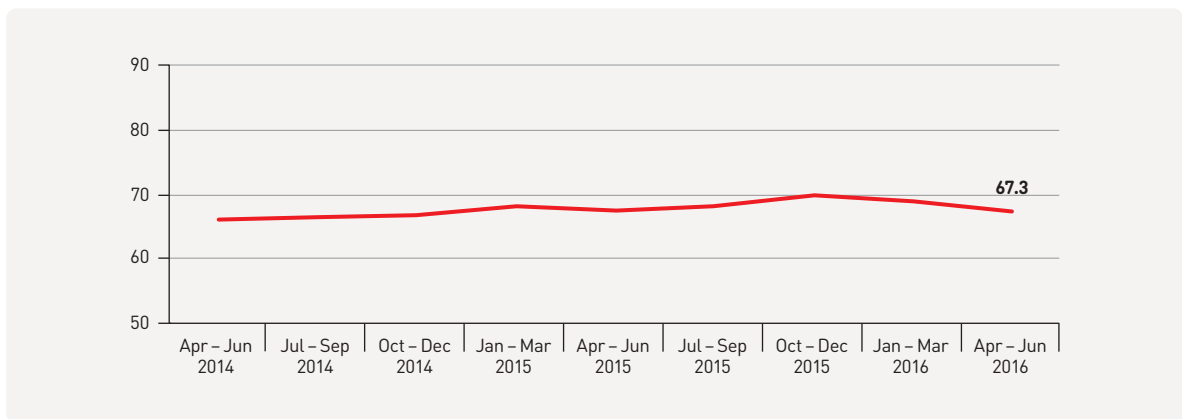
OVERALL SATISFACTION

TABLE 12: METROPOLITAN PUBLIC TRANSPORT MODES OVERALL SATISFACTION

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

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	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Metropolitan Trains	70.4	71.4	71.5	71.9	71.2	71.4	73.5	73.5	70.9

FIGURE 4A: METROPOLITAN TRAINS INDIVIDUAL OVERALL SATISFACTION

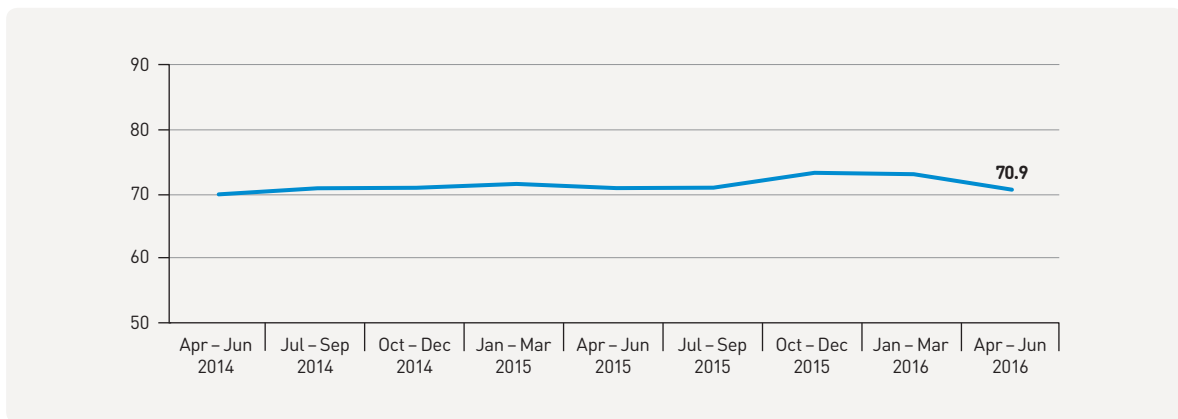
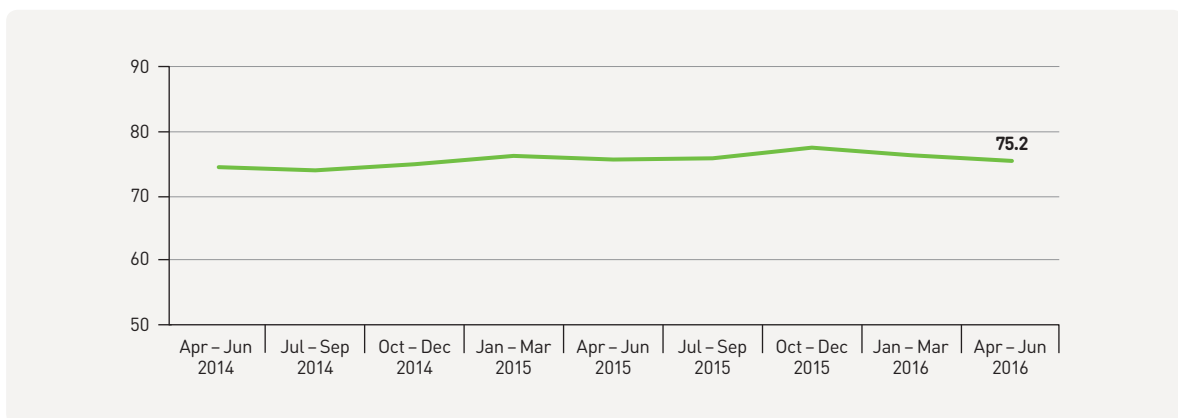


TABLE 13B: METROPOLITAN TRAMS INDIVIDUAL OVERALL SATISFACTION

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

FIGURE 4B: METROPOLITAN TRAMS INDIVIDUAL OVERALL SATISFACTION

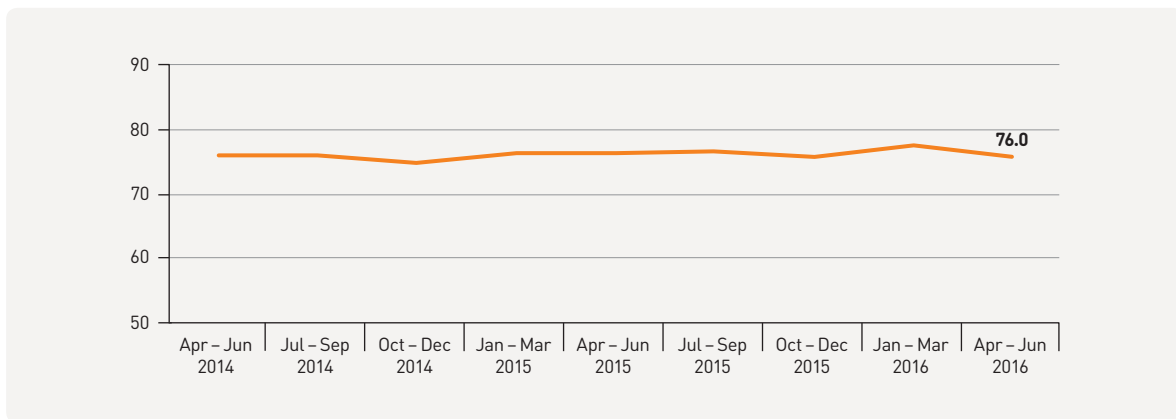


Customer satisfaction

TABLE 13C: METROPOLITAN BUSES INDIVIDUAL OVERALL SATISFACTION

Mode	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Metropolitan Buses	76.2	76.2	75.2	76.5	76.6	76.9	76.1	77.7	76.0

FIGURE 4C: METROPOLITAN BUSES INDIVIDUAL OVERALL SATISFACTION



Customer satisfaction

METROPOLITAN TRAINS

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

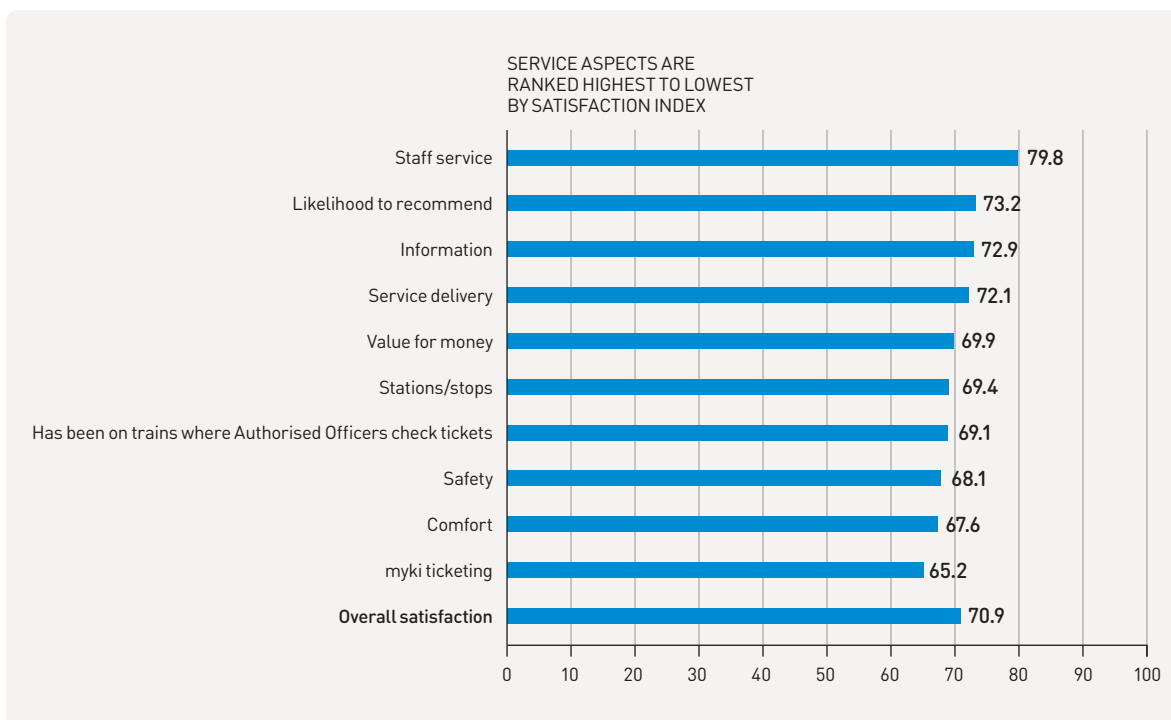


TABLE 14A: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAINS

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	79.8%	decrease
Likelihood to recommend	73.2%	decrease
Information	72.9%	—
Service delivery	72.1%	—
Safety	68.1%	decrease
Value for money	69.9%	—
Has been on trains where Authorised Officers check tickets	69.1%	—
Stations/stops	69.4%	—
Comfort	67.6%	decrease
myki ticketing	65.2%	decrease
OVERALL SATISFACTION	70.9%	decrease

Customer satisfaction

METROPOLITAN TRAMS

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

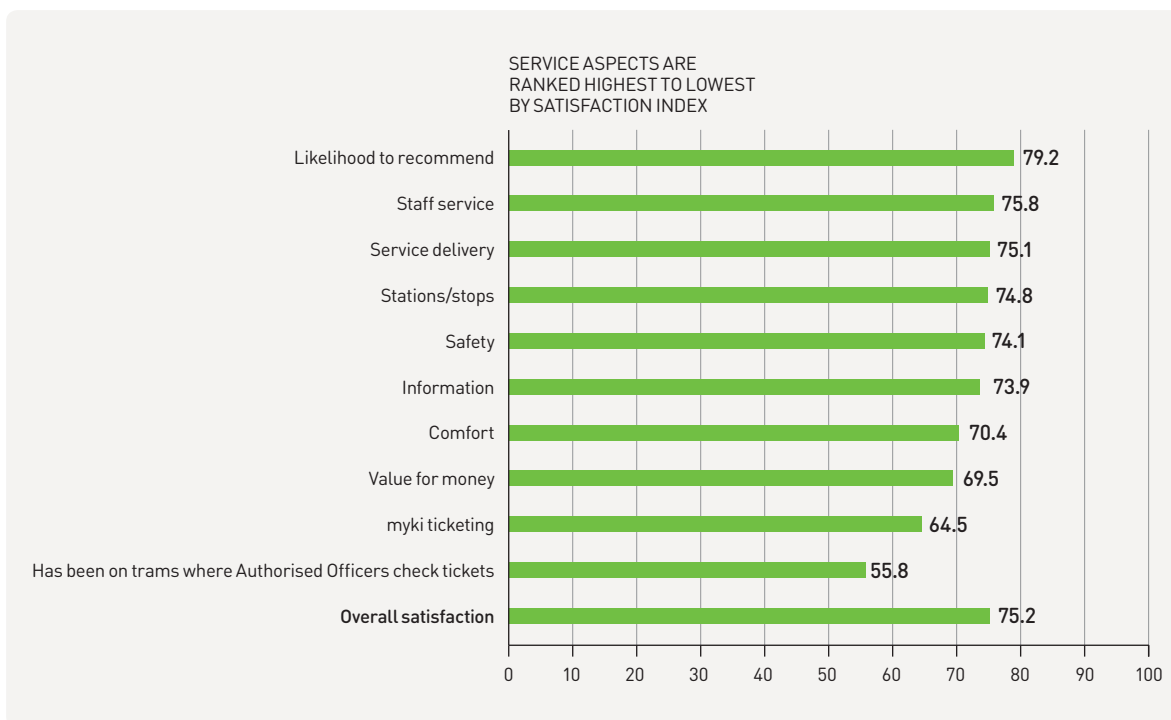


TABLE 14B: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN TRAMS

Satisfaction Indicator	Score	Significant change from previous quarter
Likelihood to recommend	79.2%	decrease
Staff service	75.8%	—
Stations/stops	74.8%	—
Safety	74.1%	decrease
Service delivery	75.1%	—
Information	73.9%	—
Comfort	70.4%	—
Value for money	70.6%	—
myki ticketing	64.5%	—
Has been on trams where Authorised Officers check tickets	55.8%	—
OVERALL SATISFACTION	75.2%	—

Customer satisfaction

METROPOLITAN BUSES

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

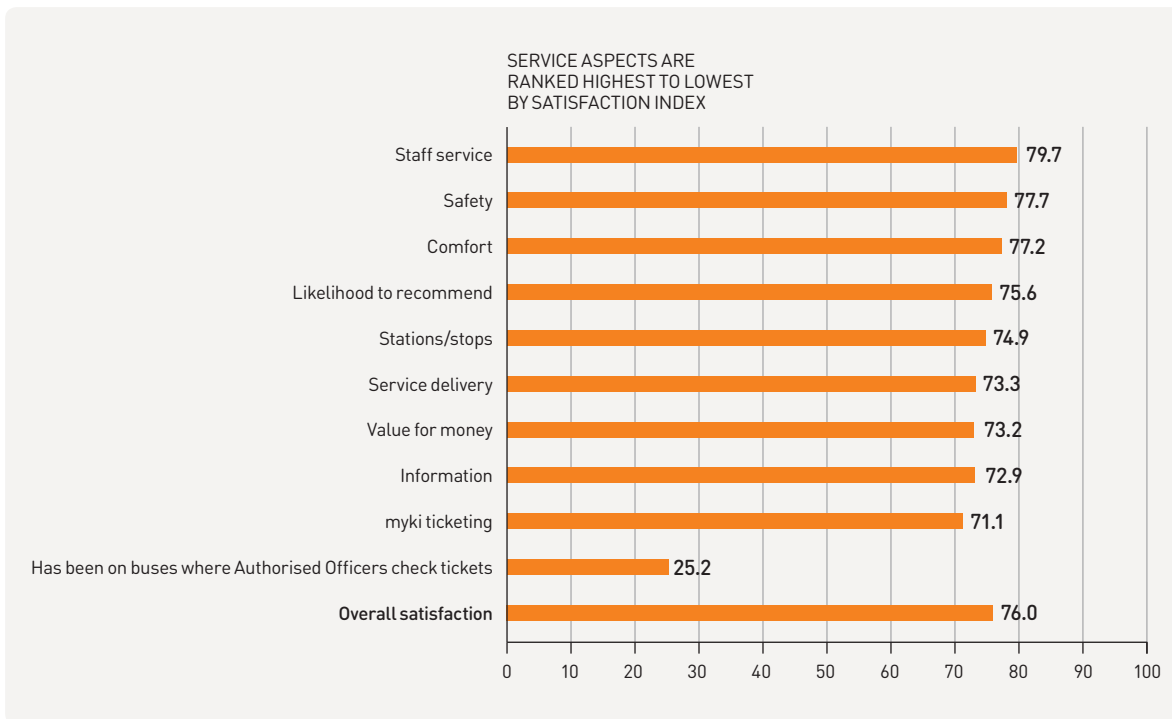


TABLE 14C: SATISFACTION WITH KEY SERVICE ASPECTS FOR METROPOLITAN BUSES

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	79.7%	—
Safety	77.7%	—
Comfort	77.2%	—
Likelihood to recommend	75.6%	—
Service delivery	73.3%	decrease
Stations/stops	74.9%	—
Information	72.9%	—
Value for money	73.2%	—
myki ticketing	71.1%	—
Has been on buses where Authorised Officers check tickets	25.2%	—
OVERALL SATISFACTION	76.0%	—

Customer satisfaction

V/LINE MODES

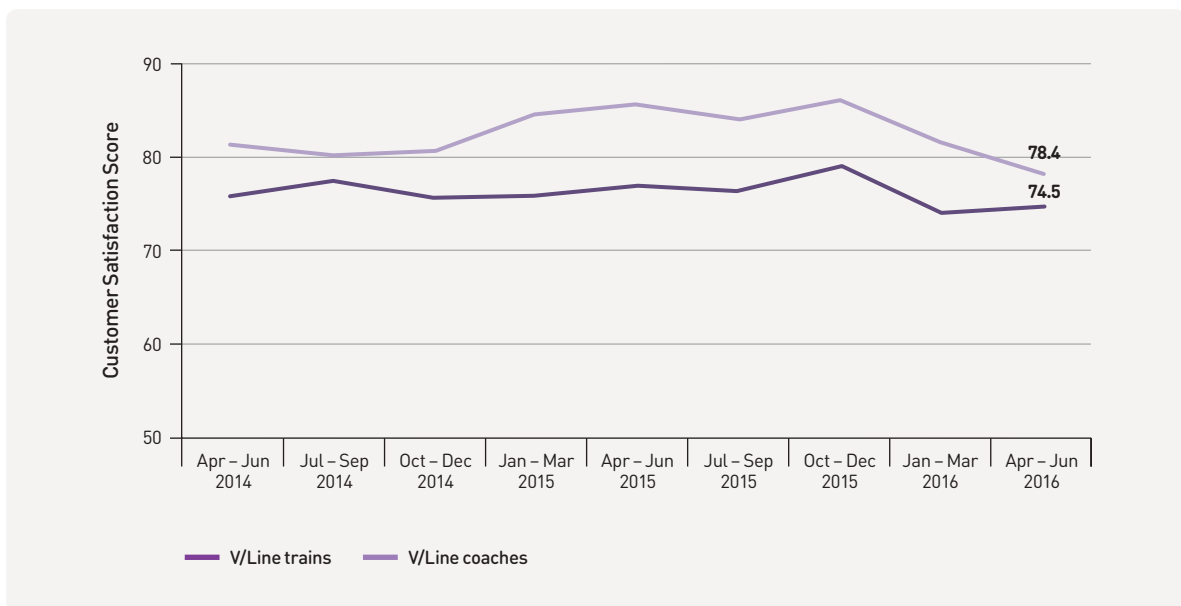
TABLE 15A: V/LINE TRAINS INDIVIDUAL OVERALL SATISFACTION

Mode	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
V/Line trains	75.8%	77.3%	75.4%	75.7%	76.9%	76.2%	78.8%	73.8%	74.5%

TABLE 15B: V/LINE COACHES INDIVIDUAL OVERALL SATISFACTION

Mode	Apr – Jun 2014	Jul – Sep 2014	Oct – Dec 2014	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
V/Line coaches	81.4%	80.3%	80.8%	84.6%	85.7%	83.9%	86.1%	81.6%	78.4%

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

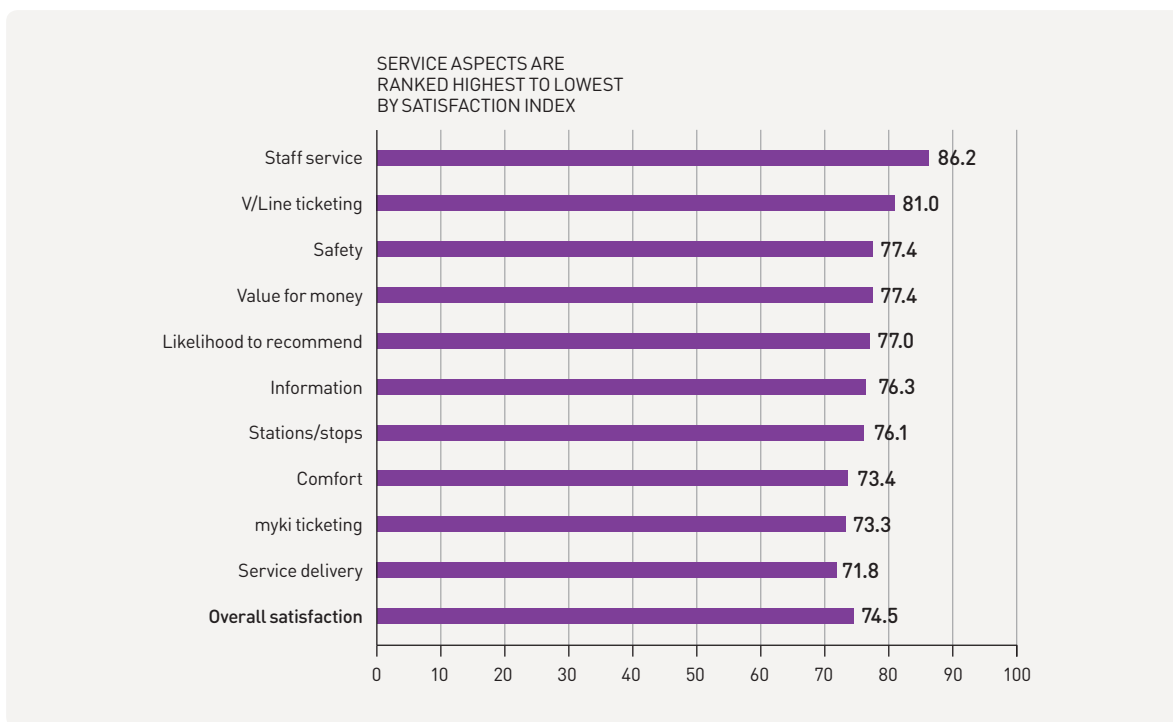


TABLE 16A: SATISFACTION WITH KEY SERVICE ASPECTS FOR V/LINE TRAINS

Satisfaction Indicator	Score	Significant change from previous quarter
Staff service	86.2%	—
V/Line ticketing	81.0%	—
Safety	77.4%	—
Stations/stops	76.1%	decrease
Value for money	77.4%	—
Likelihood to recommend	77.0%	—
Information	76.3%	—
Comfort	73.4%	—
Service delivery	71.8%	—
myki ticketing	73.3%	—
OVERALL SATISFACTION	74.5%	—

Customer satisfaction

V/LINE COACHES

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

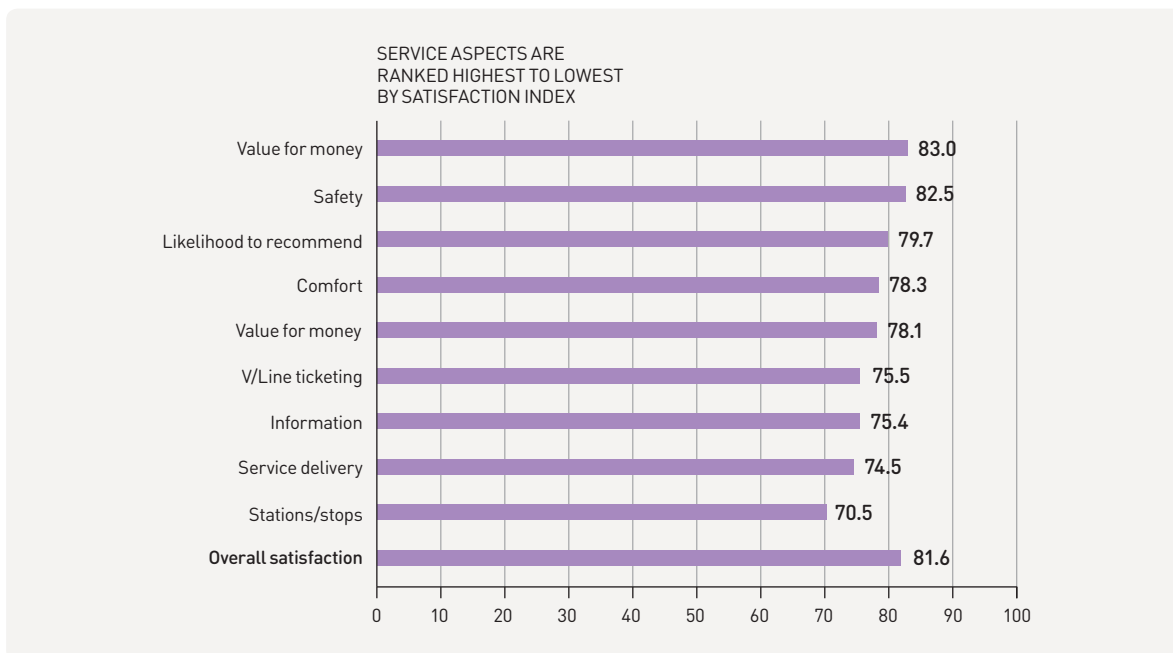


TABLE 16B: SATISFACTION WITH KEY SERVICE ASPECTS FOR V/LINE COACHES

Satisfaction Indicator	Score	Significant change from previous quarter
Value for money	78.1%	decrease
Staff service	83.0%	—
Safety	82.5%	—
Likelihood to recommend	79.7%	—
Information	75.4%	decrease
Comfort	78.3%	—
V/Line ticketing	75.5%	—
Service delivery	74.5%	—
Stations/stops	70.5%	decrease
OVERALL SATISFACTION	78.4%	decrease

Travel behaviour and ticketing

TRAVEL BEHAVIOUR

The proportion of non-users of public transport continues to remain stable in the June 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

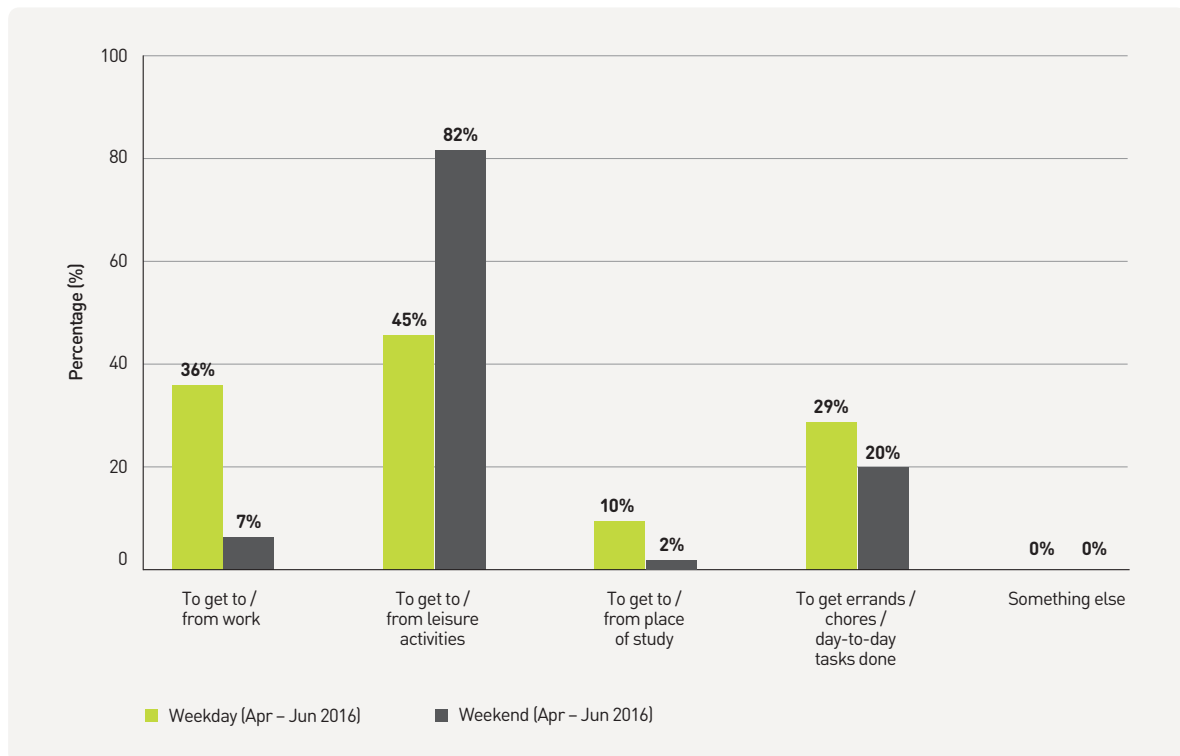


TABLE 17: MAIN PURPOSE OF TRIP ON WEEKDAY AND WEEKEND

Reason for travelling	Weekday (Apr - Jun 2016)	Weekend (Apr - Jun 2016)
To get to/from work	36%	7%
To get to/from leisure activities	45%	82%
To get to/from place of study	10%	2%
To get errands/chores/day to day tasks done	29%	20%
Something else	0%	0%

The most popular reason for using public transport on weekdays is for leisure purposes (45 per cent), which continues to lead commuting to work (36 per cent).

Weekend travel continues to be dominated by leisure purposes (82 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.

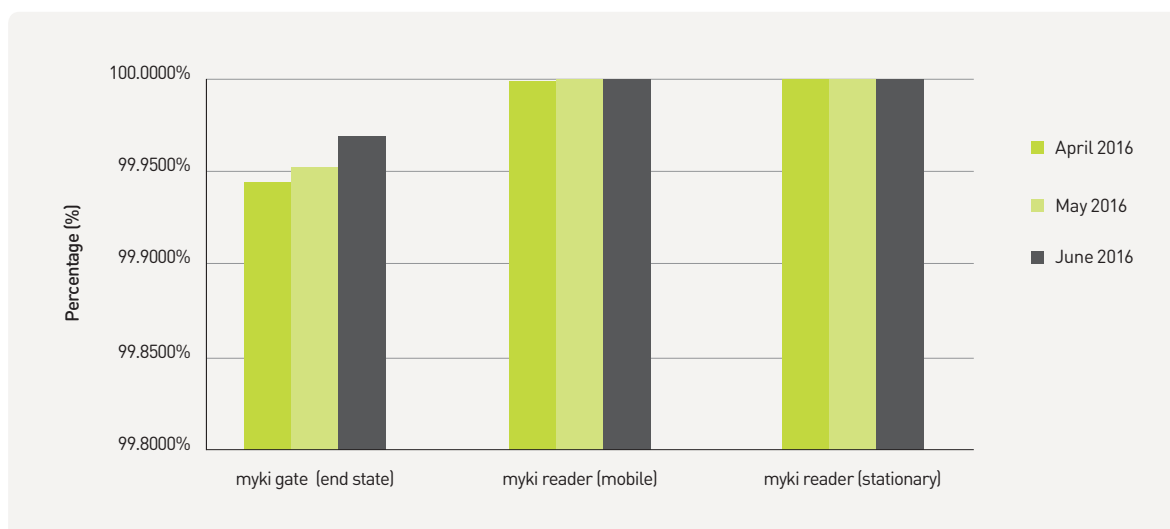
Measurements included in the contract include targets to represent minimum levels of acceptable availability and performance, and specified levels of non-availability due to maintenance, servicing and breakdowns.

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

Equipment	Apr 2016	May 2016	Jun 2016
myki gate	99.9448%	99.9520%	99.9687%
myki reader (mobile)	99.9989%	99.9993%	99.9994%
myki reader (stationary)	99.9998%	99.9999%	99.9999%

* 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)

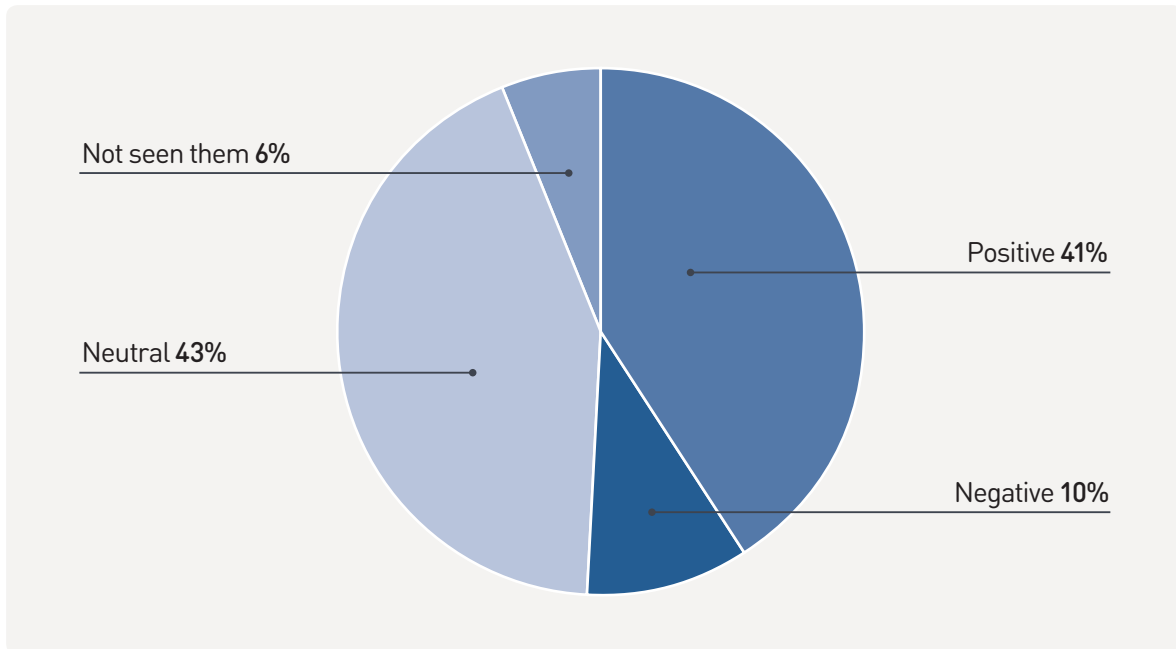


TABLE 19: DETAILED ATTITUDES TOWARD AUTHORISED OFFICERS

Attitudes towards Authorised Officers	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015	Jan – Mar 2016	Apr – Jun 2016
Neutral	56%	49%	30%	44%	43%
Pleased	15%	16%	27%	18%	18%
More secure	18%	19%	22%	18%	23%
Annoyed	2%	4%	6%	5%	5%
Nervous	5%	3%	5%	4%	3%
Harassed	1%	3%	3%	4%	2%
Have not seen them	2%	4%	8%	8%	6%
Sample size	400	503	400	400	400

Over a third (41 per cent) of public transport users reported feeling positive towards Authorised Officers in the June 2016 quarter, up from last quarter (36 per cent).

The increase in overall positive feelings is 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	Apr 2016	May 2016	Jun 2016	Quarter total	Quarter on quarter change*	Year on year change*
Visits	4.1m	3.8m	3.9m	11.8m	12% ▼	5% ▲
Visitors	1.8m	1.7m	1.8m	4.4m*	10% ▼	7% ▲
Pageviews	11.2m	10.3m	10.5m	32.0m	15% ▼	2% ▲

*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 11.8 million visits from customers in the June quarter. This is down 12% on the seasonal spike of the previous quarter's record total, but still up 5% year-on-year.

Journey planner

Customers planned a record 35.4 million journeys using PTV's journey planner across our website, mobile phone apps and call centre during the quarter. This is a 10% decrease on the record total of the previous quarter, but still up 25% on the same period last year.

News and service alterations

Level crossing improvements works were among the most popular news topics during the quarter, with an article about station closures and alterations on the Frankston line being viewed 223,000 times.

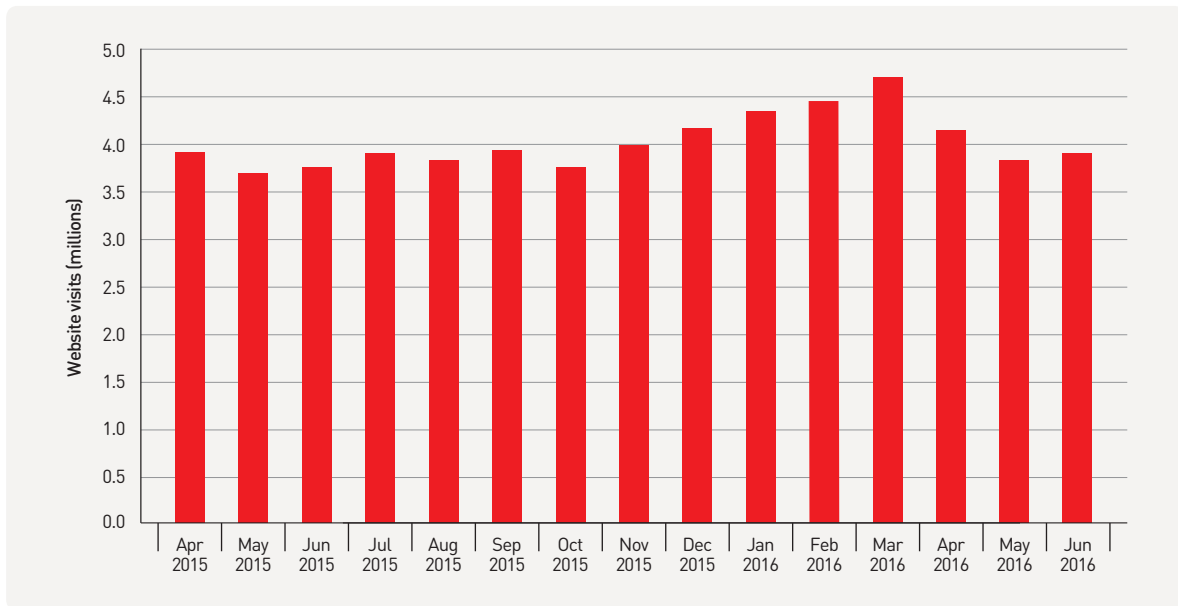
The second highest number of views was 139,00 for an article about ongoing V/Line cancellations and coach replacements.

Mobile apps

Customers used PTV's mobile apps in 14.2 million sessions, with apps being installed on 147,000 new devices during the quarter.

Customer service

FIGURE 11: WEBSITE VISITS



Source: Google analytics

TABLE 21: WEBSITE VISITS

Month	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015
Pageviews	10,656,664	9,931,612	10,733,268	10,891,310	10,398,847	10,723,050	10,053,883	11,047,132
Visitors	1,695,067	1,609,900	1,667,018	1,686,169	1,628,928	1,720,521	1,655,989	1,755,162
Visits	3,891,184	3,681,972	3,743,489	3,895,115	3,819,592	3,928,755	3,746,178	3,978,079

Month	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
Pageviews	11,422,931	12,520,822	12,570,239	12,715,156	11,168,584	10,298,449	10,518,701
Visitors	1,845,806	1,964,263	1,938,322	1,997,612	1,805,532	1,688,493	1,779,346
Visits	4,162,017	4,334,701	4,446,234	4,686,265	4,131,197	3,824,990	3,887,248

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	Apr 2016	May 2016	Jun 2016	Quarter total	Quarter on quarter change	Year on year change
Calls received	104,273	97,020	99,067	300,360	28.2% ▼	2.3% ▼

Call volumes decreased 28.2 per cent this quarter and decreased 2.3 per cent against the same period last year.

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

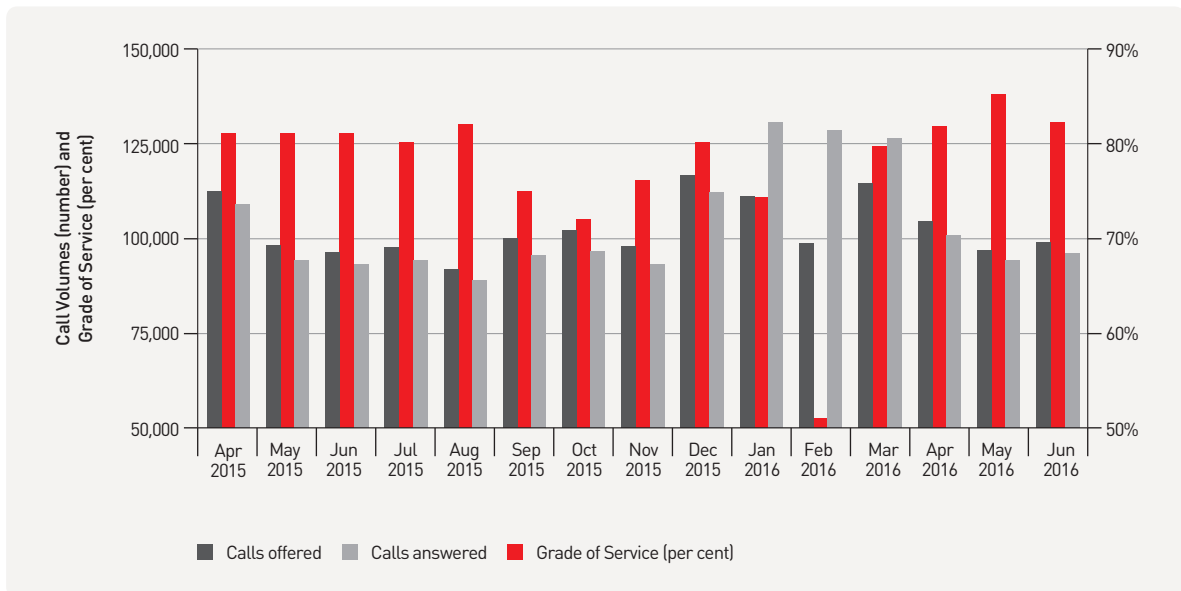


TABLE 23: CALL VOLUMES AND GRADE OF SERVICE (PER CENT)

Measure	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
Calls offered	112,790	98,187	96,505	97,493	91,803	99,781	102,118	97,817	116,578	111,141	98,741	114,426	104,273	97,020	99,067
Calls answered	108,758	94,279	93,137	94,228	89,044	95,352	96,532	92,969	112,044	130,356	128,492	126,178	100,926	94,239	96,002
GOS%	81%	81%	81%	80%	82%	75%	72%	76%	80%	74%	51%	80%	82%	85%	82%

The Grade of Service target of 80 per cent of calls answered within 30 seconds was not met in April (51 per cent) but was met in May (80 per cent) and June (82 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 June quarter, stakeholders reported receiving 21,412 cases (excluding special needs booking requests); this was a 16 per cent decrease on the previous quarter, and down by 13 per cent year-on-year.

PTV received 3,806 primary cases during the quarter; a 17 per cent decrease on the previous quarter, and a decrease of 27 per cent year-on-year.

FIGURE 13: RESOLVE – STAKEHOLDER SHARE

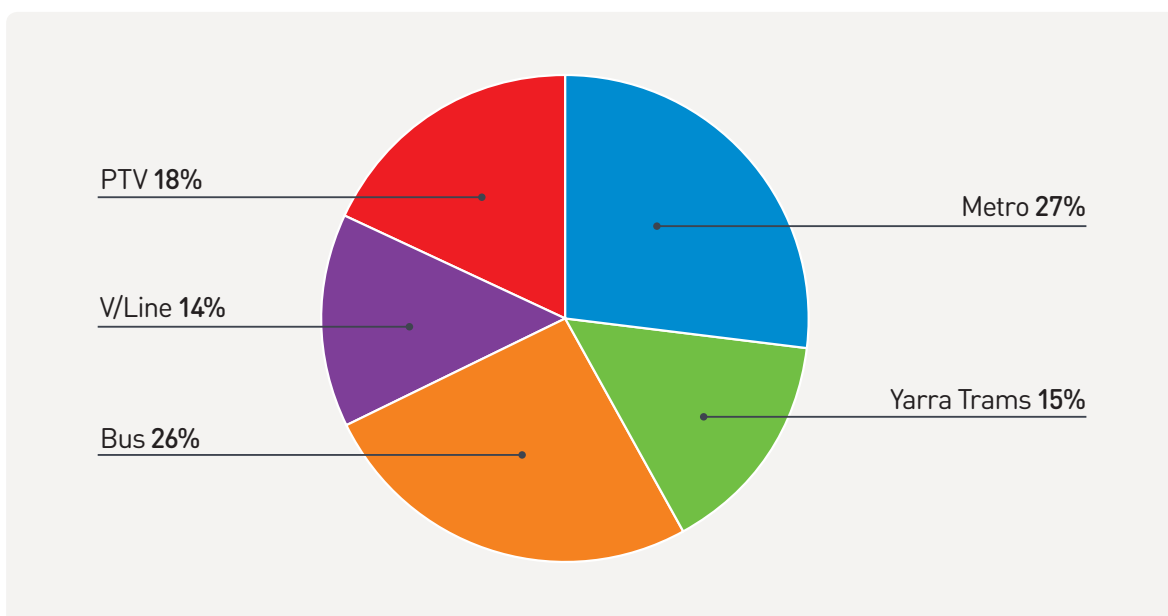


TABLE 24: RESOLVE – STAKEHOLDER SHARE

Operator	Total number of cases	Share of all cases	Quarter on quarter change	Year on year change
Metro	5,712	27%	19% ▼	13% ▼
Yarra Trams	3,265	15%	10% ▼	49% ▼
Bus	5,632	26%	4% ▼	53%
V/Line	2,997	14%	30% ▼	5%
PTV	3,806	18%	17% ▼	27% ▼
TOTAL	21,412	100%	16% ▼	13% ▼

*Special needs booking requests have been removed.

Industry-wide feedback

TYPES OF FEEDBACK

FIGURE 14: TYPES OF FEEDBACK

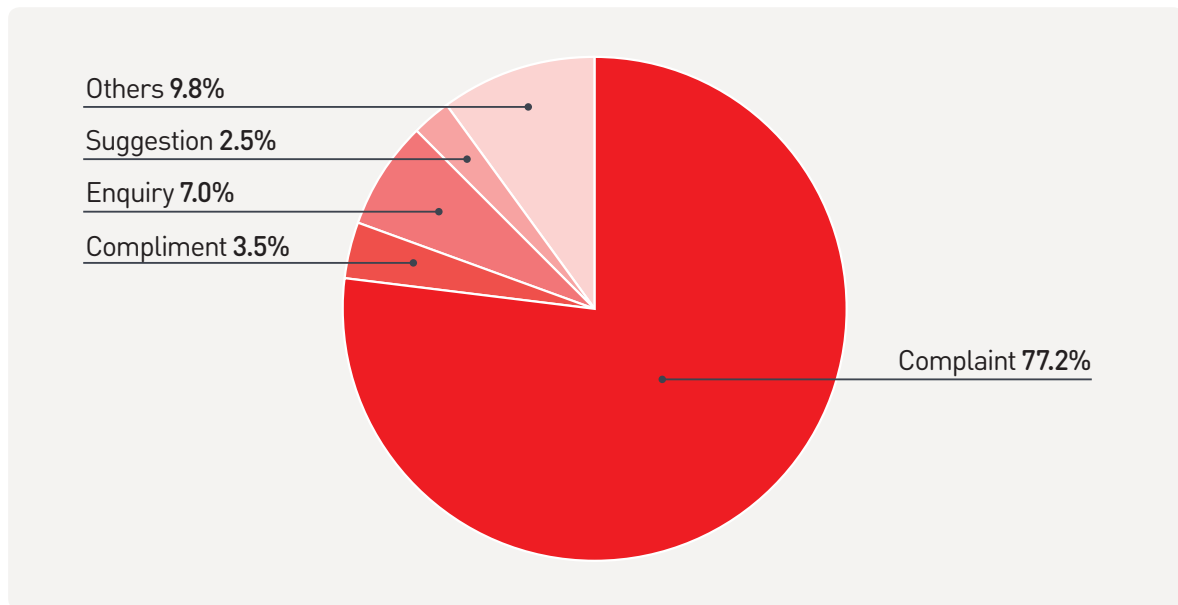


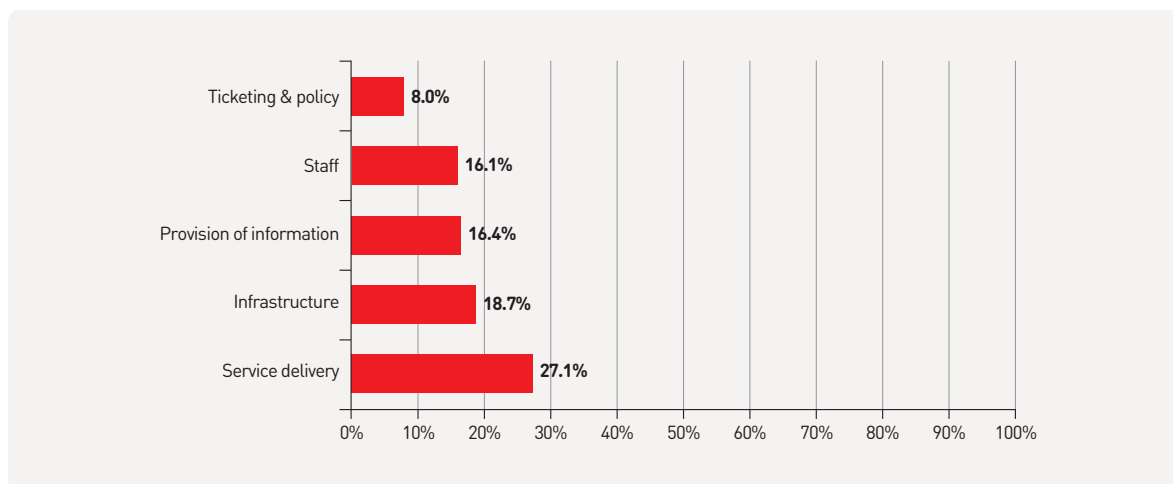
TABLE 25: TYPES OF FEEDBACK

Feedback type	Percentage
Complaint	77.2%
Compliment	3.5%
Enquiry	7.0%
Others	2.5%
Suggestion	9.8%

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	27.1%
Infrastructure	18.7%
Provision of information	16.4%
Staff	16.1%
Ticketing & policy	8.0%

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
Service disruption	20.5%
Delayed	19.4%
Cancellation	9.1%
Service change needed	8.8%
Bus replacements	6.0%

*Top issue: Service Disruption: 20.1 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 almost 30 per cent of PTV cases.

Mobile Products accounted for nearly 39 per cent of the feedback received under provision of information. 30 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.

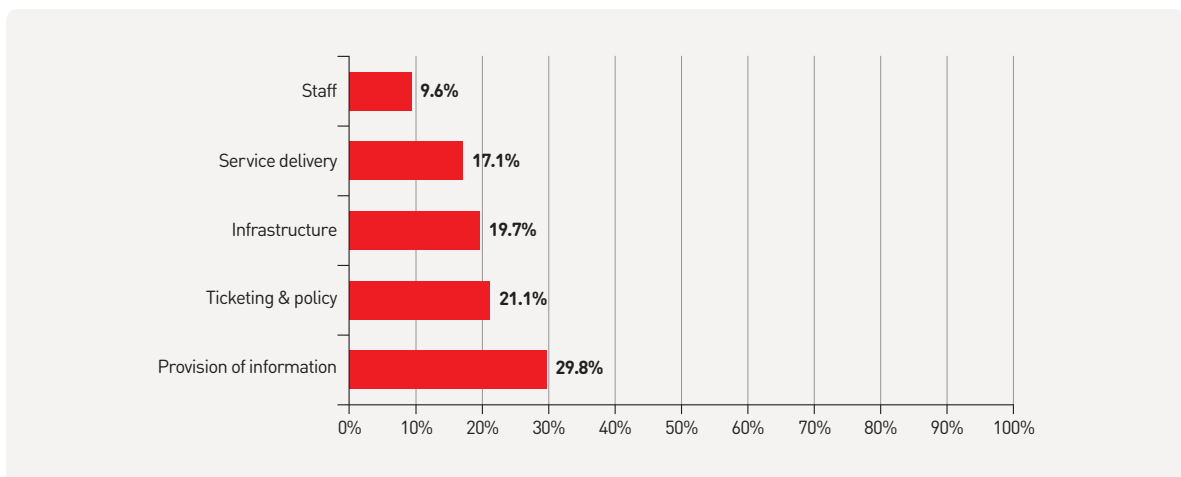
Ticketing and policy accounted for 21 per cent of all PTV Cases. Requests include:

- > Service Change Needed
- > System Improvement
- > Compensation Request.

Some 1.5 per cent of cases received during the quarter were compliments. The top compliments were staff and provision of information (accounting for 68 per cent of compliments).

- > 74 per cent of the compliments from Staff related to Call Centre
- > 40 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.

Industry-wide feedback

TABLE 28: PTV TOP FIVE FEEDBACK ISSUES

Issue	Percentage
Provision of information	29.8%
Service delivery	21.1%
Ticketing and policy	19.7%
Infrastructure	17.1%
Staff	9.6%

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
Mobile Products	38.7%
Timetable	18.5%
Website	15.0%
Journey Planner	9.3%
Information Request	7.8%

Top PTV issue: Provision of Information: 29.8 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
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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