

# Track Record

**Issue 73 October-December 2017  
Victorian public transport services  
quarterly performance bulletin**

# Track Record

## **Victorian public transport services quarterly performance bulletin Issue 73 October-December 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.

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## Foreword

From 30 November 2017, Metro Trains and Yarra Trams each entered into new seven-year contracts to operate Melbourne's metropolitan train and tram networks respectively.

This edition of Track Record combines data from the two months under old contractual agreements (MR3) with one month under the new contracts (MR4).

Under the new contractual agreements, the operators have to meet stricter targets and penalties.

Subsequent editions of Track Record will use metrics collected under the new contractual agreements.

For more information about the new contracts, visit the [PTV website](#).

## Punctuality and reliability

In February 2018, PTV launched its operator performance data (both current and historical) for train and tram services available to the public on its website via a [public dashboard](#).

As this will now be the most accurate and up-to-date source of performance data, this will no longer be reported in quarterly Track Record.

Punctuality and reliability data for metropolitan buses will continue to be reported in Track Record until it is integrated into the public dashboard.

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.

## Punctuality - Metropolitan Bus

**Table 1: Bus punctuality – percentage of services on-time**

Mode	Threshold	Oct– Dec 2016	Jan– Mar 2017	Apr– Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Metropolitan buses – average over route	punctuality	79.6	80.1	80.8	82.5	79.7

## Reliability – Metropolitan Bus

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

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

Mode	Measure	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sept 2017	Oct-Dec 2017
Metropolitan buses	% services delivered	>99.9	>99.9	>99.9	>99.9	>99.9

## 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 long-distance 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

Passenger compensation is payable for November and December as reliability was below the applicable threshold (98.0 per cent).

### V/Line

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

Compensation was payable for reliability on the Albury line as performance was below the applicable threshold (96.0 per cent).

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

Compensation was payable for reliability on the Albury and Warrnambool lines as performance was below the applicable threshold (96.0 per cent).

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

Compensation was payable for reliability on the Albury, Ballarat, Bendigo and Warrnambool lines 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.

From 30 November 2017, Metro Trains and Yarra Trams entered into new seven-year contracts to operate Melbourne's metropolitan train and tram networks respectively. Under the conditions of the new contract, both operators will be held to new performance measures and will be accountable to deliver against these metrics in order to receive any incentive payments.

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.

To maintain consistency of reporting during the December period, which included two months of MR3 contracts and one month of MR4 contracts, the existing payment type structure in the tables below has been retained. This will be updated to align with MR4 in future editions of Track Record.

**Table 8: Metropolitan train payments (\$'000s)**

Payment type	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Base contract	61,614	52,676	65,807	55,323	67,692
Incentive or penalty	3,444	3,259	1,805	382	2,215*
Customer Experience Performance Regime	0	0	0	0	0
Revenue Reset Adjustment Payment	20,636	30,461	30,799	21,909	14,288
Maintenance and projects <sup>1</sup>	61,119	63,167	69,934	69,642	52,275
Rolling stock <sup>2</sup>	22,543	21,773	23,699	23,620	22,840
Operations and systems <sup>3</sup>	14,718	12,985	15,047	15,024	17,504
<b>TOTAL</b>	<b>184,074</b>	<b>184,321</b>	<b>207,092</b>	<b>185,899</b>	<b>176,815</b>

<sup>1</sup> Maintenance and projects combines maintenance and capital projects payments

<sup>2</sup> Rolling stock payments include rolling stock adjustments and exams

<sup>3</sup> Operations and systems include payments for business system upgrades, driver establishment, electricity, and employee entitlements

\*Please note that 'Incentive or penalty' amounts shown here for the December 2017 quarter reflect total OPR and EOPR payments or penalties received by the operator for performance in the periods 1 October to 29 November 2017 and 30 November to 31 December 2017 respectively

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

Payment type	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Base contract	7,222	-2,148	-2,835	1,154	21,989
Incentive and penalty	-1,221	-586	-1,707	-1,344	-1,701
Customer Experience Performance Regime	444	0	0	451	0
Revenue Reset Adjustment Payment	20,745	19,237	18,780	21,901	14,284
Maintenance and projects <sup>1</sup>	15,880	11,038	11,782	6,723	47,354
Rolling stock	8,429	7,527	6,738	6,005	5,723
Operations and systems <sup>2</sup>	8,511	3,178	3,338	4,084	9,155
<b>TOTAL</b>	<b>60,009</b>	<b>38,246</b>	<b>36,095</b>	<b>48,974</b>	<b>96,803</b>

<sup>1</sup> Maintenance and projects combines maintenance and capital projects payments

<sup>2</sup> Operations and systems payments include business system upgrades, electricity and employee entitlements

\*Please note that 'Incentive or penalty' amounts shown here for the December 2017 quarter reflect total OPR and EOPR payments or penalties received by the operator for performance in the periods 1 October to 29 November 2017 and 30 November to 31 December 2017 respectively

## 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	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Base contract	129,469	113,494	81,379	152,743	127,789
Regional Coaches	0	0	0	0	0
Farebox	23,299	25,623	23,876	23,229	23,192
Rolling stock	8,953	8,953	8,953	8,953	8,953
<b>Total</b>	<b>161,721</b>	<b>148,071</b>	<b>114,208</b>	<b>184,925</b>	<b>159,934</b>

## 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	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Metropolitan	151,528	155,331	153,429	157,842	157,728
Regional	29,541	30,707	31,633	32,538	32,519
School	57,318	39,159	58,220	59,436	59,722
<b>Total</b>	<b>238,387</b>	<b>225,198</b>	<b>243,282</b>	<b>249,816</b>	<b>249,968</b>

## 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 be 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 73.3 in the September quarter to 74.1 in the October to December quarter.

Compared with last quarter, there was a minor change in satisfaction with Running of Services from 74.1 in the September quarter to 74.4 in the October quarter.

Overall satisfaction with metropolitan trams decreased slightly compared to the last quarter, from a score of 76.8 for the September 2017 quarter to 76.1 for December quarter 2017.

Compared with the last quarter, there was a slight decrease in satisfaction with personal security from a score of 71.1 for the September 2017 quarter to 70.9 for the December 2017 quarter.

Overall satisfaction with metropolitan buses decreased slightly compared with last quarter, from a score of 76.9 for the September 2017 Quarter to 76.1 for the December 2017 Quarter.

Overall customer satisfaction with regional trains increased from a score of 75.0 for the September 2017 quarter to 77.2 for the December 2017 quarter.

Compared with the September quarter, running of services improved from a score of 72.6 to 75.0 for the December quarter.

Overall customer satisfaction increased for V/Line coaches, from a score of 79.4 in the September 2017 quarter to 82.2 for the December 2017 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	Oct-Dec 2016	Jan-March 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
<b>N=</b>	<b>850</b>	<b>850</b>	<b>850</b>	<b>850</b>	<b>850</b>
Overall satisfaction	72.6	73.5	72.7	73.3	74.1
Running of services	73.5	74.1	74.0	74.1	74.4
Personal security	69.0	71.0	70.0	71.1	70.9
Design, space & comfort	69.6	70.1	69.0	70.2	71.3
Information	74.3	74.4	75.5	74.8	75.4
Train stations	70.3	70.5	70.4	70.9	71.1
myki ticketing	67.7	68.9	70.2	71.2	72.7
Price	68.9	68.5	69.4	70.6	72.0
Train drivers	81.3	81.7	81.7	81.9	83.5
Other train staff	78.6	80.3	79.9	81.2	81.7
Authorised officers	74.4	75.2	74.3	77.4	77.7

Table 13: Overall satisfaction - Trams

TRAMS	Oct-Dec 2016	Jan-March 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
<b>N=</b>	<b>850</b>	<b>850</b>	<b>850</b>	<b>850</b>	<b>850</b>
Overall satisfaction	76.4	76.2	76.4	76.8	76.1
Running of services	76.1	75.8	75.2	75.7	75.3
Personal security	75.0	74.5	74.8	75.8	76.0
Design, space & comfort	71.0	70.8	71.1	71.0	71.8
Information	75.7	75.5	75.5	76.4	75.8
Tram stops	75.5	75.8	75.2	75.7	75.9
myki ticketing	65.5	66.7	66.7	68.4	67.8
Price	69.6	68.6	69.1	71.3	71.6
Tram drivers	76.6	77.0	77.4	78.6	78.2
Other tram staff	80.5	83.1	83.9	83.5	85.2
Authorised officers	70.3	71.0	71.4	71.7	73.1

Table 14: Overall satisfaction - Buses

BUSES	Oct-Dec 2016	Jan-March 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
<b>N=</b>	<b>425</b>	<b>425</b>	<b>425</b>	<b>425</b>	<b>425</b>
Overall satisfaction	76.1	76.7	75.9	76.9	76.6
Running of services	72.2	73.3	72.9	74.2	74.4
Personal security	78.1	78.0	77.6	76.9	78.6
Design, space & comfort	77.4	77.3	77.2	78.6	77.6
Information	72.7	73.7	72.2	73.1	73.4
Bus stops	74.4	74.5	74.1	74.1	75.5
myki ticketing	70.6	73.2	71.8	73.7	73.1
Price	72.5	73.4	73.4	74.3	73.8
Bus drivers	80.5	81.2	81.8	80.6	81.0
Authorised officers	78.6	79.5	81.3	78.7	79.4

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

<b>V/LINE TRAINS</b>	<b>Oct- Dec 2016</b>	<b>Jan- March 2017</b>	<b>Apr- Jun 2017</b>	<b>Jul- Sep 2017</b>	<b>Oct- Dec 2017</b>
<b>N=</b>	<b>362</b>	<b>355</b>	<b>360</b>	<b>357</b>	<b>361</b>
<b>Overall satisfaction</b>	75.0	77.1	74.3	75.0	77.2
<b>Running of services</b>	73.0	71.8	71.8	72.6	75.0
<b>Personal security</b>	77.4	79.7	77.7	77.8	79.8
<b>Design, space &amp; comfort</b>	74.0	76.2	73.1	73.1	75.2
<b>Information</b>	77.3	78.5	75.7	76.9	78.9
<b>Seat reservation service</b>	83.6	84.9	84.1	83.6	85.2
<b>Paper ticketing</b>	78.3	83.5	79.5	81.1	84.0
<b>myki ticketing</b>	74.6	75.4	72.5	71.5	76.1
<b>Price</b>	76.0	77.6	77.5	78.3	78.1
<b>V/Line stations</b>	76.4	78.1	75.6	75.6	78.1
<b>Refreshment service</b>	68.5	68.8	72.4	65.2	68.5
<b>Station staff</b>	85.6	88.2	86.5	87.9	88.1
<b>Conductors</b>	86.3	86.5	86.1	87.0	87.7

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

<b>V/LINE COACHES</b>	<b>Oct- Dec 2016</b>	<b>Jan- March 2017</b>	<b>Apr- Jun 2017</b>	<b>Jul- Sep 2017</b>	<b>Oct- Dec 2017</b>
<b>N=</b>	<b>63</b>	<b>70</b>	<b>65</b>	<b>68</b>	<b>64</b>
<b>Overall satisfaction</b>	79.5	82.9	82.8	79.4	82.2
<b>Running of services</b>	75.5	79.4	81.8	76.6	76.5
<b>Personal security</b>	82.4	85.6	84.2	84.0	82.5
<b>Design, space &amp; comfort</b>	78.4	81.6	81.5	82.4	81.9
<b>Information</b>	80.2	81.3	81.9	75.1	81.1
<b>Coach stops</b>	74.9	79.1	76.6	75.5	77.9
<b>Coach drivers</b>	88.9	89.4	89.8	88.4	88.9
<b>Price</b>	84.0	86.5	83.8	84.0	82.8
<b>V/Line ticketing</b>	75.0	81.9	79.2	76.6	77.1
<b>Seat reservation service</b>	83.5	84.0	83.2	84.3	85.6

# Travel behaviour and ticketing

## Travel behaviour

Figure 8: Main purpose of trip on weekday and weekend

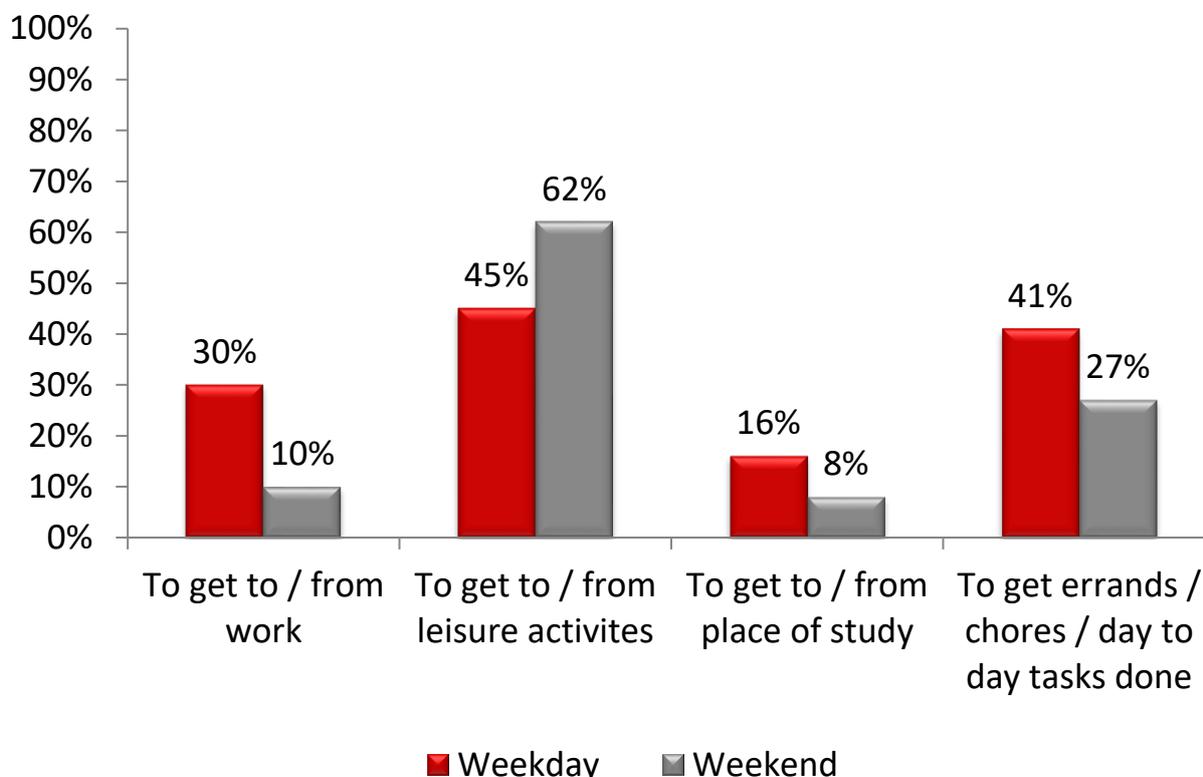


Table 17: Main purpose of trip on weekday and weekend

Purpose of trip	Weekday (Oct-Dec 2017)	Weekend (Oct-Dec 2017)
To get to / from work	30%	10%
To get to / from leisure activities	45%	62%
To get to / from place of study	16%	8%
To get errands / chores/ day to day tasks done	41%	27%

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 working week, 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 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 base (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	October 2017	November 2017	December 2017
myki gate	99.49	99.5%	99.36%
myki reader (mobile)	99.82%	99.81%	99.76%
myki reader (stationary)	99.5%	99.48%	99.4%
Myki card vending machine (CVM)	99.08%	98.96%	99.1%

**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.

# Authorised Officers

## Attitudes toward Authorised Officers

Figure 10: Attitudes toward Authorised Officers (per cent)



Table 19: Attitudes toward Authorised Officers (per cent)

Attitudes towards authorised officers on Public Transport	Jul - Sep 2017	Oct - Dec 2017
Professional	27%	25%
Respectful	22%	22%
Authoritarian	19%	20%
Helpful	17%	14%
Fair	16%	17%
Approachable	15%	16%
Confrontational	13%	13%
Knowledgeable	9%	9%
Unprofessional	8%	7%
Have not interacted with any AOs	32%	35%
Sample size	513	522

Source: Quantum Research PTV Tracker

\*Please note a change in methodology was implemented from July 2017 – to see results prior to this time, refer to earlier editions of Track Record.

# Customer service

## Digital products

PTV's website 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**

	October 2017	November 2017	December 2017	Quarter total	Quarter on quarter change*	Year on year change*
Website sessions	4.2m	4.3m	4.8m	13.3m	+8.6%	+9.2%
App sessions	7.0m	7.0m	6.7m	20.7m	+1.9%	+33.1%

## PTV website

The PTV website received 13.3 million sessions from customers in the December quarter; up 8.6 per cent from the previous quarter, and up 9.2 per cent year-on-year.

Usage was quite consistent across the quarter, though there were spikes on Friday 1 December (caused by Burnley group upgrade works) and Friday 22 December (the last working day before Christmas).

## Journey planner

Customers planned some 41.8 million journeys using PTV's journey planner across our website, mobile phone apps and call centre during the quarter. This is a 2.0 per cent decrease on the previous quarter, but up 15.4 per cent on the same period last year.

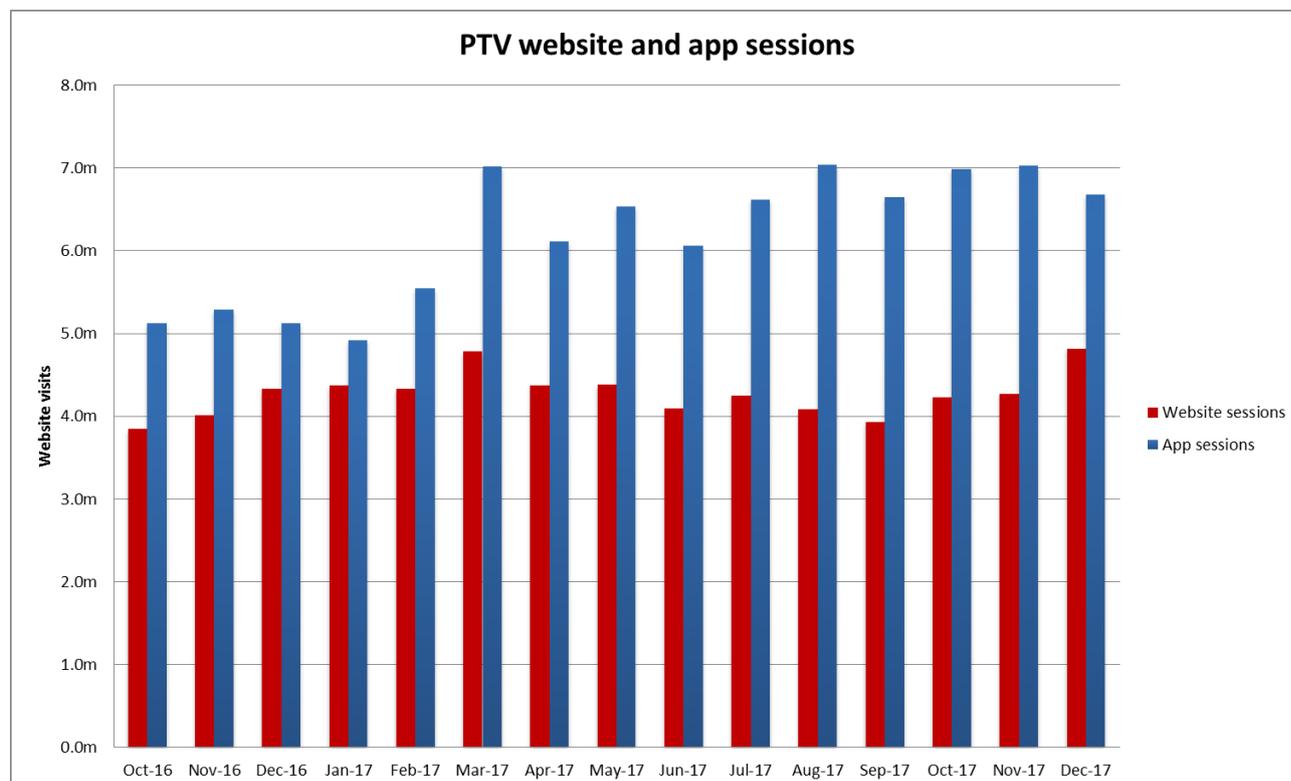
## News and service alterations

Planned bus replacements during works on the Burnley Group in early December resulted in a substantial spike in traffic to the website's live travel updates section. Among other popular topics was details of travel over the Christmas and new year period.

## Mobile apps

Customers used PTV's mobile apps in a record 20.7 million sessions during the quarter, up 33.1% year-on-year.

**Figure 11: Website and app sessions**



Source: Google analytics

**Table 21: Website and app sessions**

Month	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Website session	3,850,042	4,020,020	4,336,537	4,334,701	4,446,234
App sessions	5,124,999	5,289,706	5,129,984	4,921,646	5,543,405

Month	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017
Website sessions	4,686,265	4,378,338	4,387,262	4,094,648	4,249,936
App sessions	7,018,876	6,114,219	6,532,869	6,063,905	6,620,577

Month	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Website sessions	4,089,246	3,935,269	4,234,285	4,271,935	4,818,929

Month	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
App sessions	7,038,673	6,646,525	6,943,820	6,985,863	6,647,988

## Call Centre

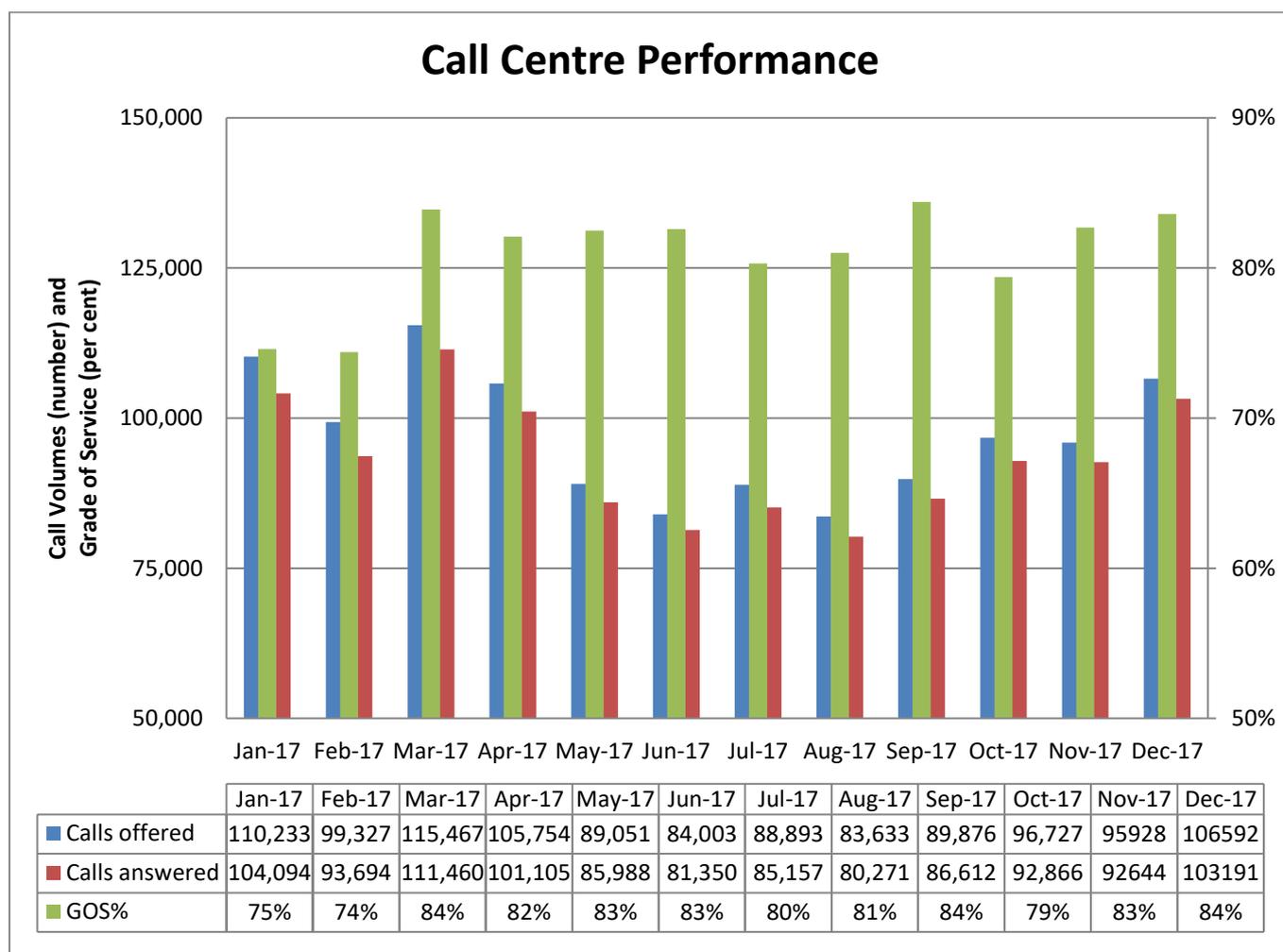
PTV's Call Centre provides journey and ticket information for metropolitan and regional services, as well as taking reservations and payment for V/Line tickets. It also collects feedback on behalf of all operators.

**Table 22: Call Centre calls received**

	Oct-17	Nov-17	Dec-17	Quarter Total	Quarter on quarter change	Year on year change
Calls received	96,727	95,928	106,592	299,247	14.0%	-4%

**Call volumes increased 14 per cent this quarter and decreased 4 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	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
offered	110,233	99,327	115,463	105,754	89,051	84,003	88,893	83,633	89,876	96,727	95,928	106,592
answered	104,094	93,694	111,456	101,105	85,988	81,350	85,157	80,271	86,612	92,866	92,644	103,191
GOS%	75%	74%	84%	82%	83%	83%	80%	81%	84%	79%	83%	84%

The Grade of Service (GOS) target of 80 per cent of calls answered within 30 seconds was met in November (83 per cent) and December (84 per cent).

# Industry-wide feedback

## About industry feedback

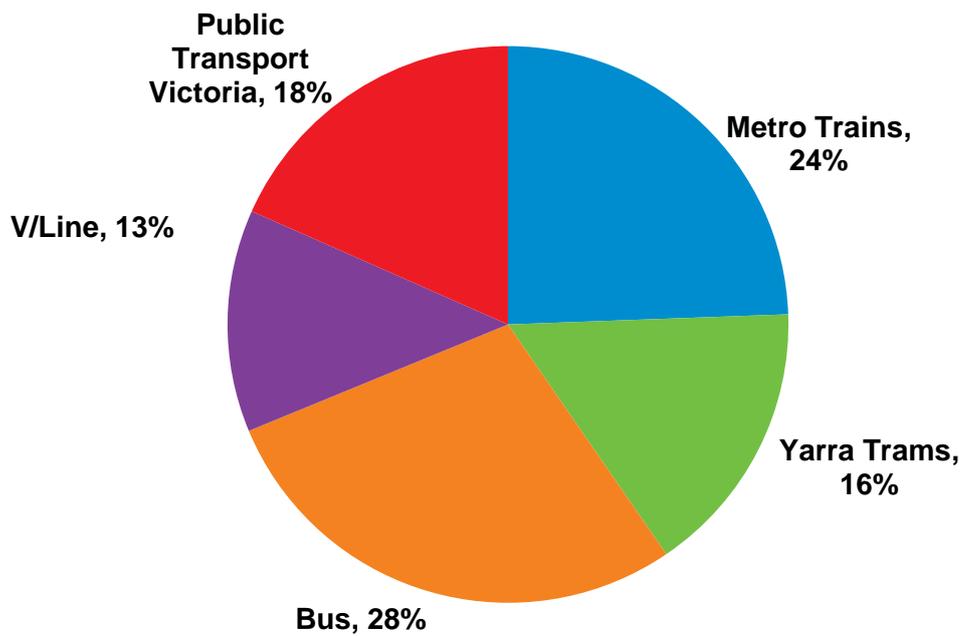
Feedback data from Metro, Yarra Trams, V/Line and PTV is collected in a central database, Resolve, to aid industry-wide reporting and analysis. Bus data is provided to PTV by BusVic on behalf of its members.

## Stakeholder share

During the September quarter, stakeholders reported receiving 21,443 cases; this was a 3 per cent increase on the previous quarter, and a 5 per cent decrease year-on-year.

PTV received 3,932 primary cases during the quarter; a 6 per cent increase on the previous quarter, and a decrease of 7 per cent year-on-year.

Figure 13: Resolve – Stakeholder share

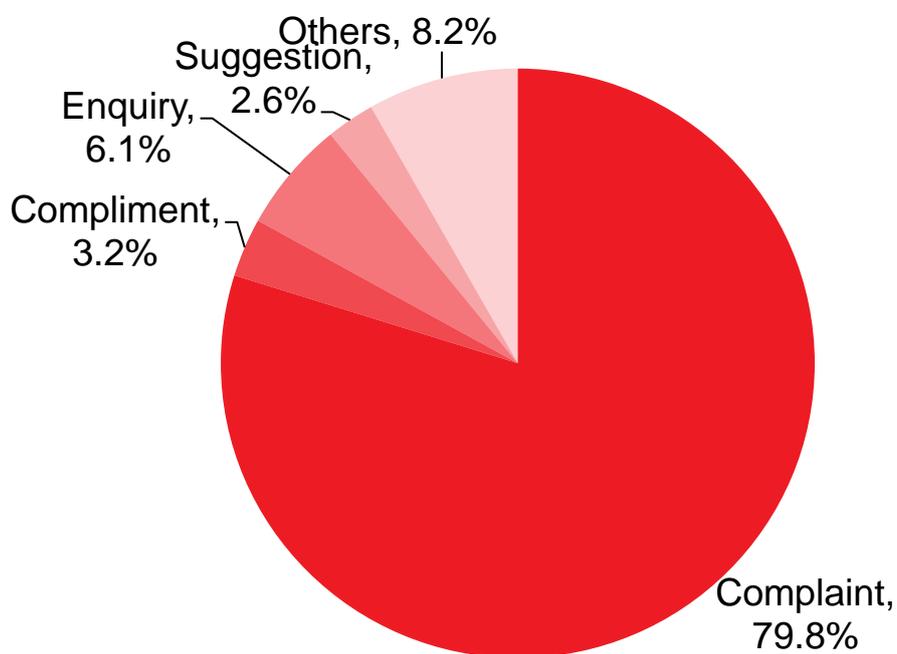


**Table 24: Resolve – Stakeholder share**

Operator	Total number of cases	Share of all cases (%)	Quarter-on-quarter change	% Change from Q4-16
Metro Trains	5,236	24%	-11%	-6%
Yarra Trams	3,438	16%	17%	16%
Bus	6,069	28%	13%	-13%
V/Line	2,768	13%	-3%	-1%
Public Transport Victoria	3,932	18%	6%	-7%
<b>Total</b>	<b>21,443</b>	<b>100%</b>	<b>3%</b>	<b>-5%</b>

### Types of feedback

**Figure 14: Types of feedback**

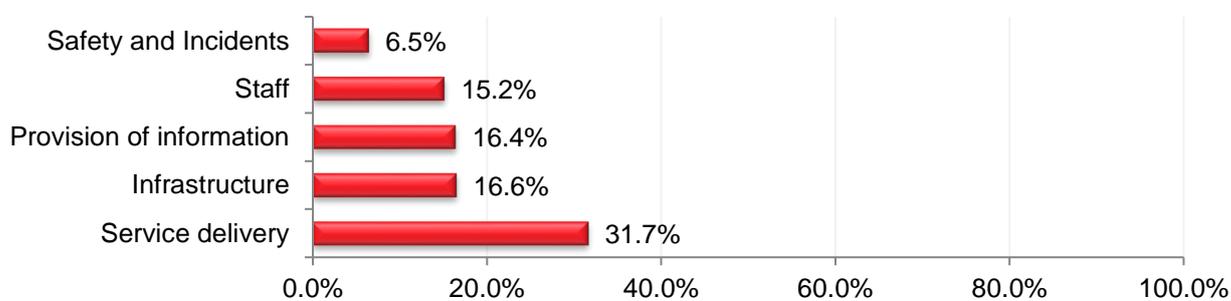


**Table 25: Types of feedback**

Feedback type	Percentage
Complaint	79.8
Compliment	3.2
Enquiry	6.1
Suggestion	2.6
Others	8.2

## 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	31.7%
Infrastructure	16.6%
Provision of information	16.4%
Staff	15.2%
Safety and incidents	6.5%

**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	23.5%
Service Disruption	18.7%
Cancellation	8.9%
Service Change Needed	11.7%
Overcrowding	7.6%

**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 36 per cent of PTV cases.

Mobile Products accounted for 46 per cent of the feedback received under 'Provision of information'.

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

- > Future enhancement
- > Technical issue
- > Train real time

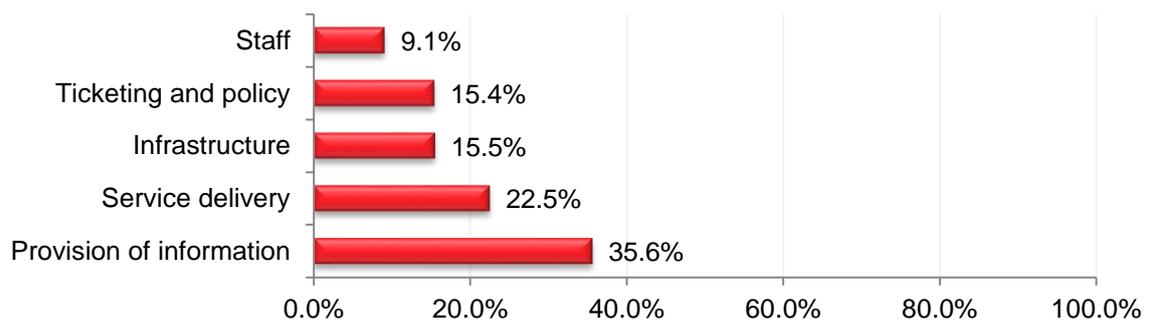
Service delivery accounted for 23 per cent of all PTV Cases. Requests include:

- > Service delivery
- > Service change needed
- > System improvement

Some 1.86 per cent of cases received during the quarter were compliments. The top compliments were Staff and Infrastructure (accounting for 75 per cent of compliments).

- > 76 per cent of the compliments from Staff related to Call Centre
- > 40 per cent of the compliments from Infrastructure related to Stop/station.

**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**

<b>Issue</b>	<b>Percentage</b>
Provision of information	35.6%
Service delivery	22.5%
Infrastructure	15.5%
Ticketing and policy	15.4%
Staff	9.1%

**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***

<b>Issue</b>	<b>Percentage</b>
Mobile Products	45.8%
Timetable	12.9%
Website	14.5%
Journey Planner	13.2%
Information Request	4.2%

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