

## Performance indicators

	2014–15 Target	2013–14 Estimated Result	2013–14 Target	2012–13 Actual
<b>Metropolitan public passenger services</b>				
Initial Boardings	50.5m	49.9m	n.a.	n.a.
<i>New indicator introduced in 2013–14.</i>				
Total Boardings (incl. Transfers)	64.1m	63.3m	62.9m	61.7m
<i>Prior to the introduction of the Metrocard system patronage figures were adjusted for ticket and equipment failure and fare evasion. Under the Metrocard system these adjustments are no longer made to patronage data. The 2012–13 Actual and 2013–14 Target have been revised to exclude these adjustments to make the figures comparable.</i>				
% of metropolitan weekday passenger vehicle travel on public transport	7.5%	6.6%	7.5%	6.6%
<b>On-time running</b>				
% of bus services arriving within 4 minutes and 59 seconds	83%	83.4%	82.0%	82.2%
% of train services arriving within 5 minutes and 59 seconds	95%	85.0%	93.0%	89.4%
% of tram services arriving within 5 minutes and 59 seconds	93%	88.6%	93.0%	89.8%
% of taxi bookings responded to within 30 minutes:				
• access cabs	97%	97%	98.2%	98%
• regular cabs	99%	99%	99%	99%
Adelaide Metro InfoLine response times	n.a.	n.a.	80%	100%
<i>Per cent of calls answered that meet the service target of 70 per cent of calls to be answered within 30 seconds.</i>				
<i>Due to the implementation of the Metrocard and Infoline service level agreement this target has been updated.</i>				
Adelaide Metro InfoLine response times	80%	80%	n.a.	n.a.
<i>Per cent of calls answered in 120 seconds.</i>				
<i>Due to the implementation of the Metrocard and Infoline service level agreement this target has been updated.</i>				

## Activity indicators

	2014–15 Projection	2013–14 Estimated Result	2013–14 Projection	2012–13 Actual
No. of buses used for Metroticket services	1000	993	975	949
% of buses air-conditioned	100%	100%	100%	100%
No of rail cars used for Adelaide Metro services	136	116	132	99
No. of trams used for Adelaide Metro services	21	21	21	21
<i>Excludes the 2 heritage H class trams in storage.</i>				
% of fully accessible vehicles in metro fleet by:				
• Bus	87%	87%	87%	87%
• train	100%	100%	100%	100
• taxi	9.0%	9.0%	9.0%	9.0%
• tram (excludes H-class trams).	100%	100%	100%	100%
Metropolitan public passenger patronage:				
• total service kilometres (million)	53.07	52.57	52.63	51.04
Passenger journeys in regional areas (million)	1.2	1.28	1.44	1.37