

# Månadsrapport Lokaltåg

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Mars 2017

Alla banor

Den här rapporten avser mätningar till och med Mars 2017.

Följande källor används som underlag för rapporten:

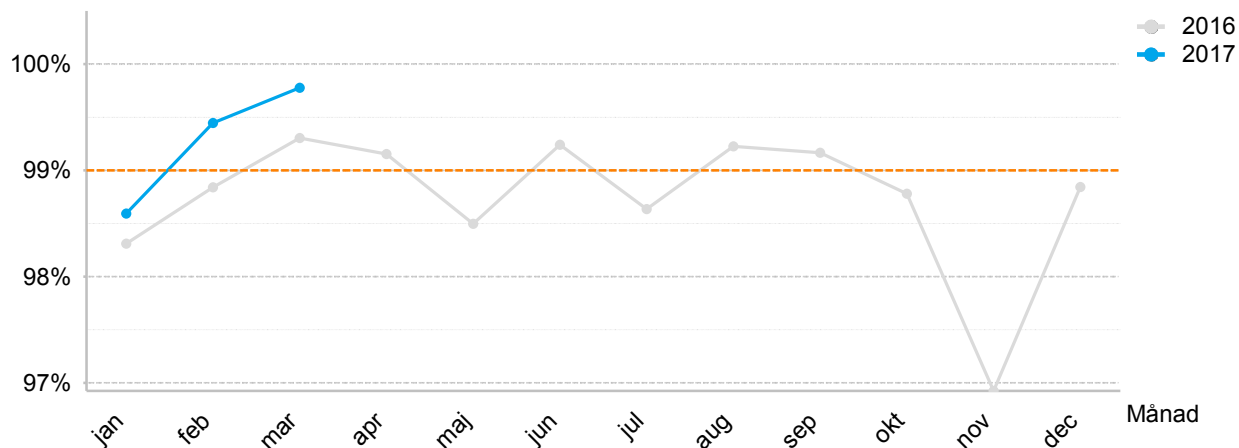
- Entreprenörens avvikelserrapporter
- ATR-material
- Kundtjänststatistik



## 1. Utförd trafik

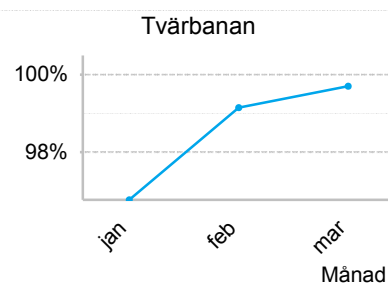
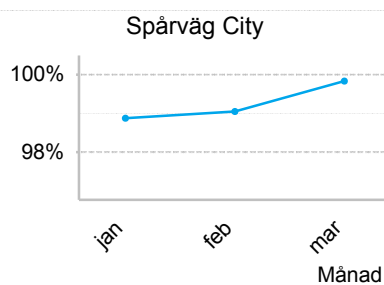
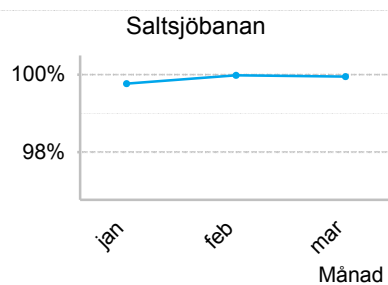
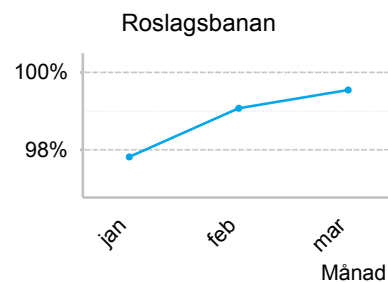
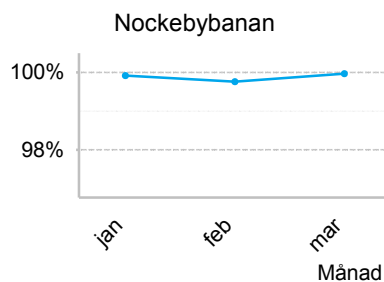
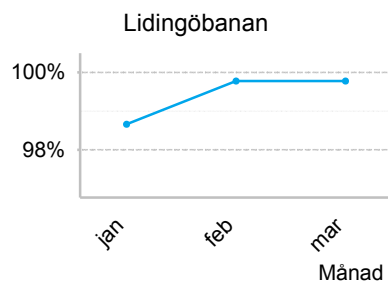
## Utförda avgångar i % per år

Målvärde = 99%



| Månad | jan   | feb   | mar   | apr   | maj   | jun   | jul   | aug   | sep   | okt   | nov   | dec   |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2016  | 98,3% | 98,8% | 99,3% | 99,2% | 98,5% | 99,2% | 98,6% | 99,2% | 99,2% | 98,8% | 96,9% | 98,8% |
| 2017  | 98,6% | 99,4% | 99,8% |       |       |       |       |       |       |       |       |       |

## Utförda avgångar i % per avtalsområde 2017

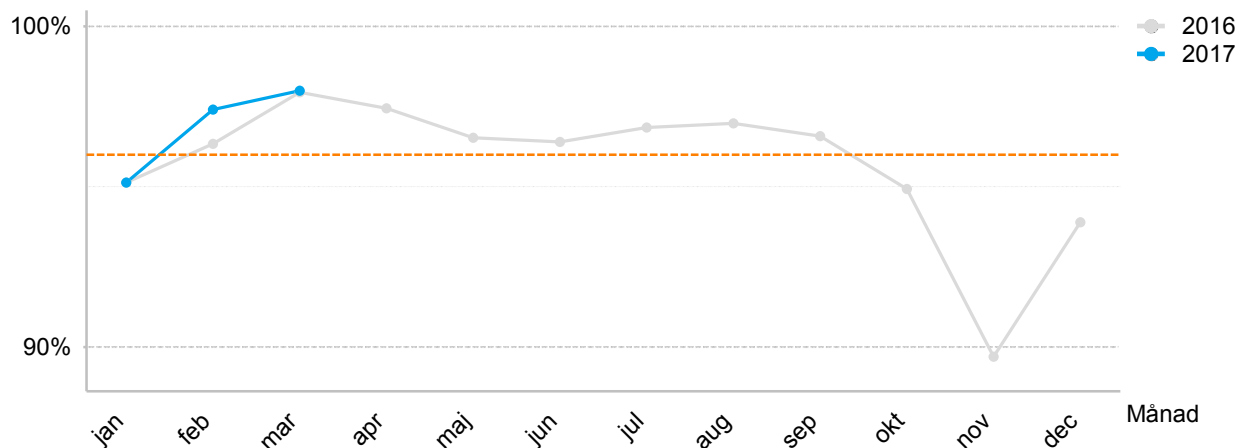


| Avtalsområde          | ... | jan          | feb          | mar          |
|-----------------------|-----|--------------|--------------|--------------|
| Lidingöbanan          |     | 98,7%        | 99,8%        | 99,8%        |
| Nockebybanan          |     | 99,9%        | 99,8%        | 100,0%       |
| Roslagsbanan          |     | 97,8%        | 99,1%        | 99,5%        |
| Saltsjöbanan          |     | 99,8%        | 100,0%       | 100,0%       |
| Spårväg City          |     | 98,9%        | 99,1%        | 99,8%        |
| Tvärbanan             |     | 96,8%        | 99,2%        | 99,7%        |
| Tvärbanan Solnagrenen |     | 98,9%        | 99,6%        | 99,7%        |
| <b>Totalt</b>         |     | <b>98,6%</b> | <b>99,4%</b> | <b>99,8%</b> |

## 2. Punktlighet

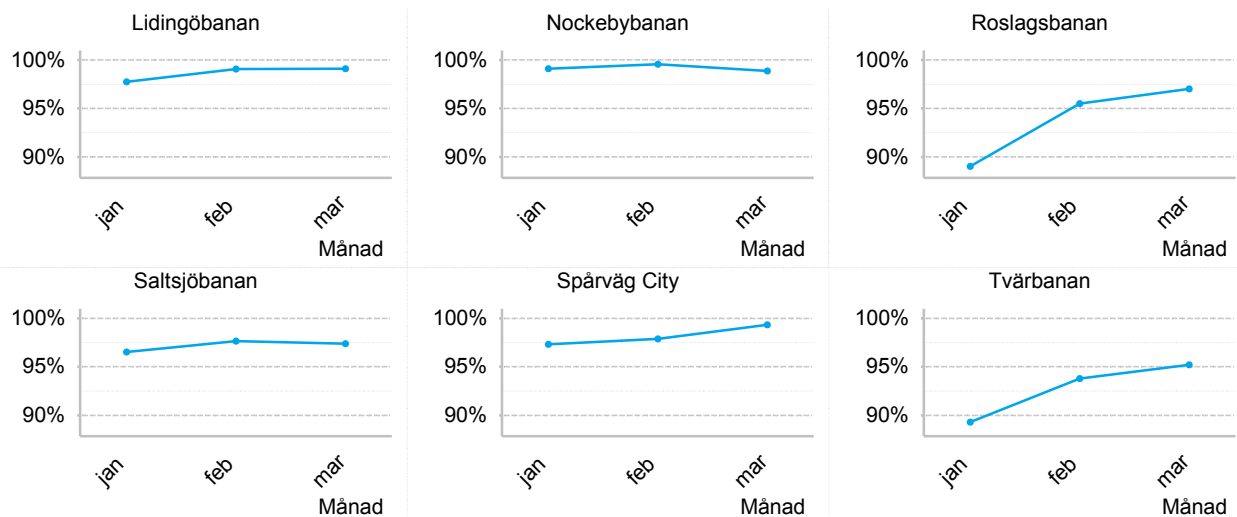
### Antal godkända avgångar i % per år

Målvärde = 96%



| Månad | jan   | feb   | mar   | apr   | maj   | jun   | jul   | aug   | sep   | okt   | nov   | dec   |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2016  | 95,1% | 96,3% | 97,9% | 97,5% | 96,5% | 96,4% | 96,9% | 97,0% | 96,6% | 94,9% | 89,7% | 93,9% |
| 2017  | 95,1% | 97,4% | 98,0% |       |       |       |       |       |       |       |       |       |

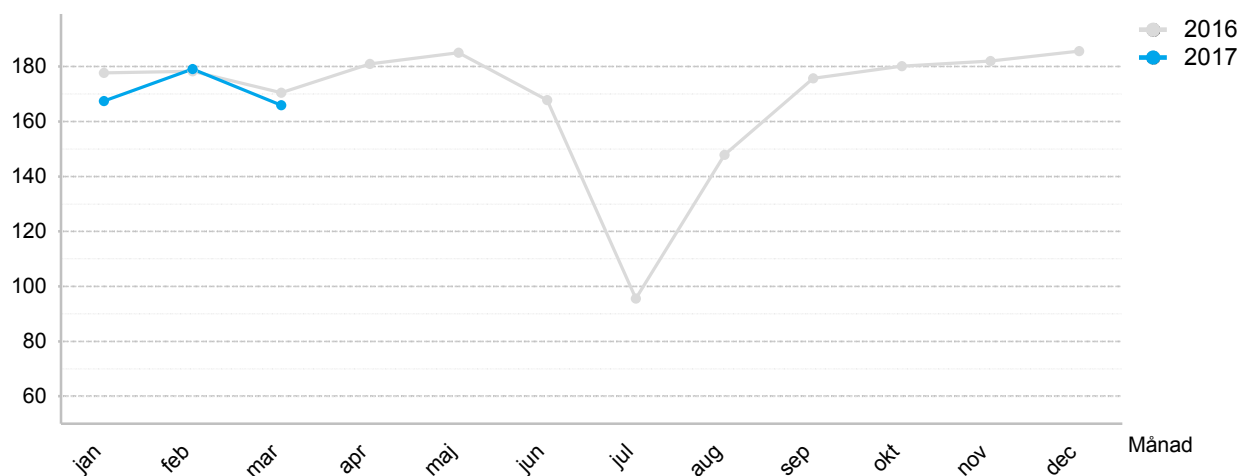
### Antal godkända avgångar i % per avtalsområde 2017



| Avtalsområde          | ... | jan          | feb          | mar          |
|-----------------------|-----|--------------|--------------|--------------|
| Lidingöbanan          |     | 97,8%        | 99,1%        | 99,1%        |
| Nockebybanan          |     | 99,1%        | 99,6%        | 98,9%        |
| Roslagsbanan          |     | 89,0%        | 95,5%        | 97,0%        |
| Saltsjöbanan          |     | 96,5%        | 97,7%        | 97,4%        |
| Spårväg City          |     | 97,3%        | 97,9%        | 99,3%        |
| Tvärbanan             |     | 89,3%        | 93,8%        | 95,2%        |
| Tvärbanan Solnagrenen |     | 97,6%        | 98,6%        | 99,2%        |
| <b>Totalt</b>         |     | <b>95,1%</b> | <b>97,4%</b> | <b>98,0%</b> |

### 3. Påstigande

Antal påstigande i tusental per år

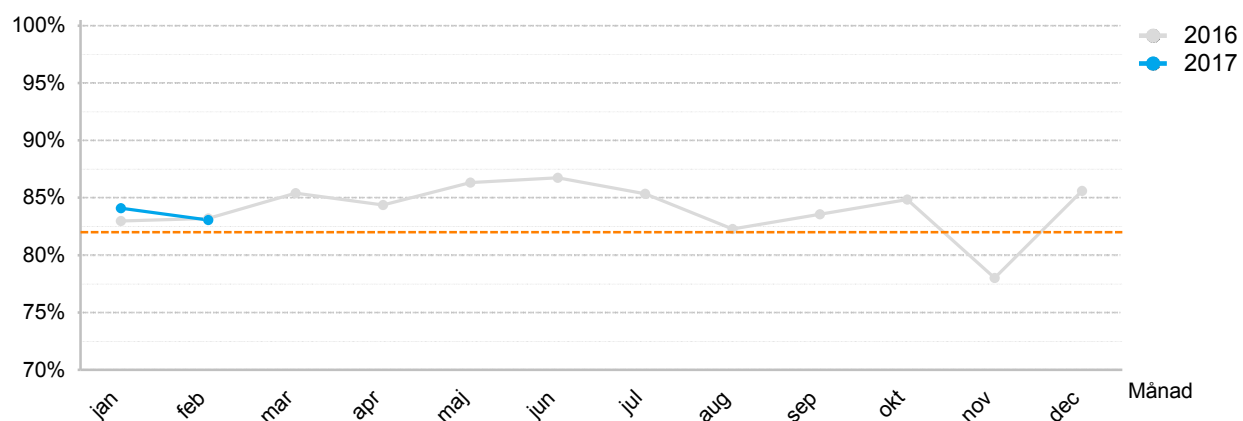


| Månad | jan | feb | mar | apr | maj | jun | jul | aug | sep | okt | nov | dec |
|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2016  | 178 | 178 | 171 | 181 | 185 | 168 | 96  | 148 | 176 | 180 | 182 | 186 |
| 2017  | 168 | 179 | 166 |     |     |     |     |     |     |     |     |     |

### 4. Nöjd kund

Nöjd kund i % per år

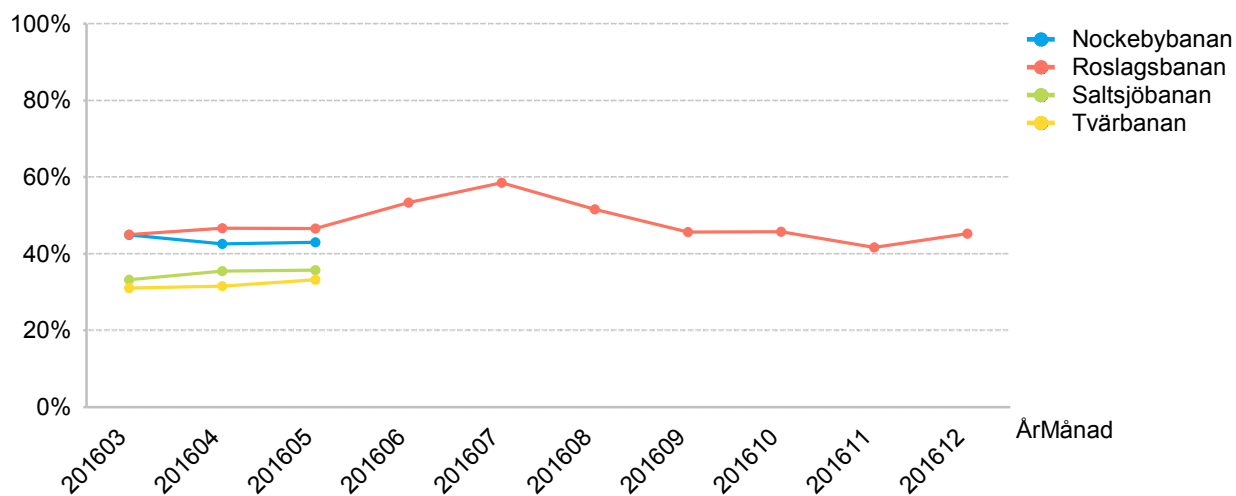
Målvärde = 82%



| Månad | jan   | feb   | mar   | apr   | maj   | jun   | jul   | aug   | sep   | okt   | nov   | dec   |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2016  | 83,0% | 83,2% | 85,4% | 84,4% | 86,3% | 86,8% | 85,3% | 82,3% | 83,5% | 84,8% | 78,0% | 85,6% |
| 2017  | 84,1% | 83,1% |       |       |       |       |       |       |       |       |       |       |

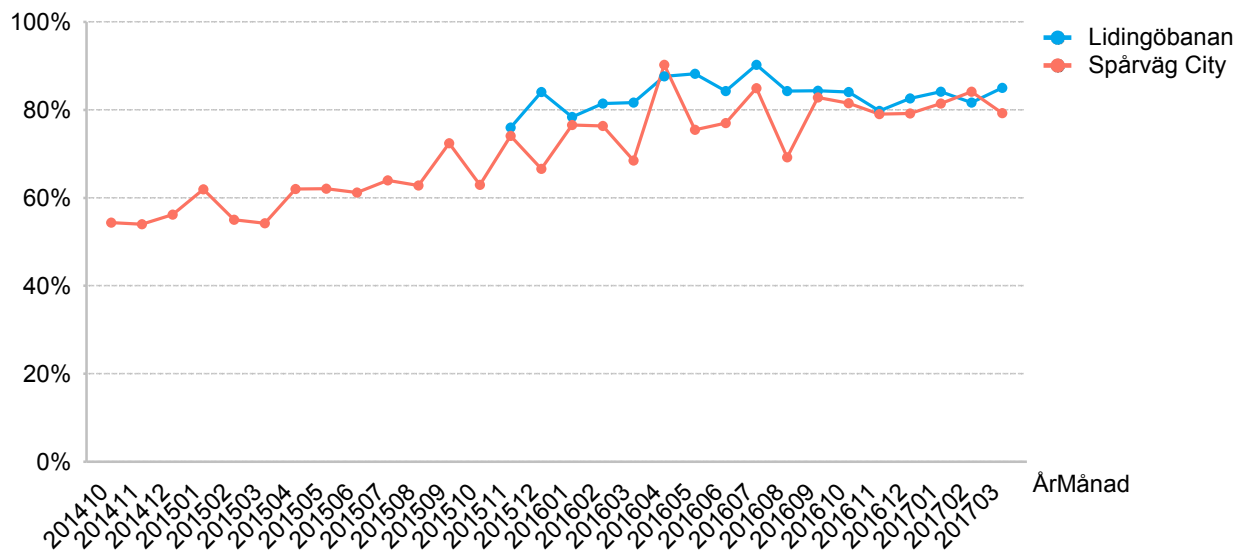
## 7. Valideringsgrad

Valideringsgrad i % per avtalsområde för Arriva



| Avtalsområde | 201410 | 201411 | 201412 | 201501 | 201502 | 201503 | 201504 | 201505 | 201506 | 201507 | 201508 | 201509 | 201510 | 201511 | 201512 | 201601 | 201602 | 201603 | 201604 | 201605 | 201606 | 201607 | 201608 | 201609 | 201610 | 201611 | 201612 |  |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| Nockebybanan | 68,9%  | 59,4%  | 48,5%  | 47,6%  | 46,4%  | 42,6%  | 44,8%  | 46,1%  | 42,3%  | 50,2%  | 46,7%  | 46,2%  | 50,2%  | 44,3%  | 43,7%  | 40,9%  | 44,4%  | 44,9%  | 42,6%  | 43,0%  |        |        |        |        |        |        |        |  |
| Roslagsbanan | 60,4%  | 58,6%  | 54,4%  | 48,8%  | 44,6%  | 44,1%  | 42,8%  | 39,3%  | 40,4%  | 43,5%  | 40,2%  | 33,4%  | 35,2%  | 35,9%  | 33,3%  | 35,9%  | 42,1%  | 45,0%  | 46,6%  | 46,6%  | 53,4%  | 58,5%  | 51,6%  | 45,7%  | 45,7%  | 41,6%  | 45,3%  |  |
| Saltsjöbanan | 43,9%  | 31,9%  | 29,6%  | 28,7%  | 27,4%  | 27,9%  | 31,5%  | 32,9%  | 15,1%  | 5,6%   | 26,1%  | 31,7%  | 32,0%  | 32,9%  | 32,3%  | 29,8%  | 31,4%  | 33,3%  | 35,5%  | 35,8%  |        |        |        |        |        |        |        |  |
| Tvärbanan    |        |        |        |        |        |        |        |        |        |        |        |        | 36,5%  | 33,4%  | 29,9%  | 32,2%  | 33,8%  | 31,1%  | 31,6%  | 33,2%  |        |        |        |        |        |        |        |  |

Valideringsgrad i % för Stockholms spårvägar



| Avtalsområde | 201410 | 201411 | 201412 | 201501 | 201502 | 201503 | 201504 | 201505 | 201506 | 201507 | 201508 | 201509 | 201510 | 201511 | 201512 | 201601 | 201602 | 201603 | 201604 | 201605 | 201606 | 201607 | 201608 | 201609 | 201610 | 201611 | 201612 | 201701 | 201702 | 201703 |       |       |       |       |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|-------|-------|-------|
| Lidingöbanan |        |        |        |        |        |        |        |        |        |        |        |        |        | 76,0%  | 84,1%  | 78,4%  | 81,5%  | 81,7%  | 87,6%  | 76,3%  | 76,3%  | 68,5%  | 90,2%  | 75,5%  | 77,0%  | 84,9%  | 69,2%  | 62,8%  | 81,5%  | 79,0%  | 79,2% | 81,4% | 84,1% | 79,3% |
| Spårväg City | 54,3%  | 54,0%  | 56,2%  | 61,9%  | 55,0%  | 54,2%  | 62,0%  | 62,1%  | 61,2%  | 64,0%  | 62,8%  | 72,4%  | 63,0%  | 74,1%  | 66,6%  | 76,6%  | 76,3%  | 68,5%  | 90,2%  | 75,5%  | 77,0%  | 84,9%  | 69,2%  | 62,8%  | 81,5%  | 79,0%  | 79,2%  | 81,4%  | 84,1%  | 79,3%  |       |       |       |       |