Track Record

**Issue 74 January - March 2018
Victorian public transport services
quarterly performance bulletin**

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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.

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 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.

Punctuality - Metropolitan Bus

As of 1 April 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 reporting was based on limited samples of 5–10 per cent of services.

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

Mode	Threshold	Jan–Mar 2017	Apr–Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Metropolitan buses – average over route	punctuality	80.3	80.8	82.5	79.7	80.2

Reliability – Metropolitan Bus

Table 2: Bus reliability – percentage of timetable delivered

Mode	Measure	Jan-Mar 2017	Apr-Jun 2017	Jul-Sept 2017	Oct-Dec 2017	Jan-Mar 2018
Metropolitan buses	% services delivered	>99.9	>99.9	>99.9	>99.9	99.8

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 3: Service level thresholds for compensation (per cent)

Measure	Threshold	Trains	Trams	V/Line
Punctuality	Arrival by 4 minutes, 59 seconds	92	82	-
	Arrival by 5 minutes, 59 seconds	-	-	92*
Reliability	Percentage of timetable delivered	98.5	98.5	-
	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 January 2018 as reliability was below the applicable threshold (98.0 per cent).

Passenger compensation is **payable** for March 2018 as punctuality was below the applicable threshold (79.0 per cent).

V/Line

January 2018

Passenger compensation is **payable** on all lines as punctuality was below the applicable threshold (92.0 per cent).

Compensation is **payable** for reliability on the Albury, Ballarat, Bendigo, Geelong and Warrnambool lines as performance was below the applicable threshold (96.0 per cent).

February 2018

Passenger compensation is **payable** on all lines as punctuality was below the applicable threshold (92.0 per cent).

Compensation is **payable** for reliability on the Albury, Ballarat and Gippsland lines as performance was below the applicable threshold (96.0 per cent).

Passenger compensation is **payable** on all lines as punctuality was below the applicable threshold (92.0 per cent).

Compensation is **payable** for reliability on the Albury, Ballarat and Warrnambool lines as performance was below 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.

Payment data for this edition includes December 2017 (the commencement of MR4) as a standalone month, followed by the normal results by quarter for January to March 2018. Incentive and penalty is the only exception, reported by quarter total for the December 2017 quarter.

Table 4: Metropolitan train payments ($'000s)

Payment type	Dec 2017	Jan-Mar 2018
Base contract *Fixed sum to operate services and other miscellaneous franchise payments*	28,024	93,533
Incentive and penalty* *Payments or penalties related to operator performance against agreed metrics*	2,379*	1,179
Revenue Reset Adjustment Payment[1] *Adjustments to the franchise payment based on the difference between expected and actual farebox*	-	590
OCMS maintenance[2] *Payments for maintenance and renewal of the Operational Control Management System (OCMS)*	-	16,114
Rolling stock *Payments for rolling stock lease and other associated rolling stock costs*	6,907	24,114
Infrastructure maintenance[2] *Payments and renewal of infrastructure systems*	-	49,615
TOTAL	34,932	183,967

*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.*

[1]*Revenue Reset Adjustment Payments commenced 1 January 2018 as part of new contracts.*
[2]*As OCMS and Infrastructure maintenance payments have been introduced as part of new contracts, initial payments did not occur until after the first month of operations (December 2017)*

Table 5: Metropolitan tram payments ($'000s)

Payment type	Dec 2017	Jan-Mar 2018
Base contract *Fixed sum to operate services and other miscellaneous franchise payments*	14,507	48,682
Incentive and penalty* *Payments or penalties related to operator performance against agreed metrics*	1,545*	146
Revenue Reset Adjustment Payment[1] *Adjustments to the franchise payment based on the difference between expected and actual farebox*	-	1,547
OCMS maintenance[2] *Payments for maintenance and renewal of the Operational Control Management System (OCMS)*	-	2,889
Rolling stock *Payments for rolling stock lease and other associated rolling stock costs*	1,971	5,164
Infrastructure maintenance[2] *Payments and renewal of infrastructure systems*	-	-
TOTAL	16,478	58,282

*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.*

[1]*Revenue Reset Adjustment Payments commenced 1 January 2018 as part of new contracts.*
[2]*As OCMS and Infrastructure maintenance payments have been introduced as part of new contracts, initial payments did not occur until after the first month of operations (December 2017)*

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.

Table 6: Regional train and coach payments ($'000s)

Payment type	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Base contract	113,494	81,379	152,743	127,789	108,251
Farebox	25,623	23,876	23,229	23,192	27,084
Rolling stock	8,953	8,953	8,953	8,953	8,953
Total	148,071	114,208	184,925	159,934	144,289

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 7: Metropolitan, regional and school bus payments ($'000s)

Payment type	Jan- Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Metropolitan	155,331	153,429	157,842	157,728	161,532
Regional	30,707	31,633	32,538	32,519	32,767
School	39,159	58,220	59,436	59,722	40,430
Total	225,198	243,282	249,816	249,968	234,729

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 provides a more granular response.

Overall public transport satisfaction

Table 8: Metropolitan public transport modes overall satisfaction (six-point scale)

Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
68.8	67.7	67.7	68.3	68.5

Overall satisfaction across metropolitan public transport modes increased slightly compared with last quarter, up from 68.3 in the December 2017 quarter to 68.5 in the March 2018 quarter.

Table 9: Overall customer satisfaction by mode (ten-point scale)

	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Metropolitan trains	73.5	72.7	73.3	74.1	72.9
Metropolitan trams	76.2	76.4	76.8	76.1	77.5
Metropolitan buses	76.7	75.9	76.9	76.6	76.8
Regional trains	77.1	74.3	75.0	77.2	74.6
Regional coaches	82.9	82.8	79.4	82.2	85.5

Overall satisfaction with metropolitan trains decreased compared with last quarter, down from a score of 74.1 in the December 2017 quarter to 72.9 in the March 2018 quarter.

Overall satisfaction with metropolitan trams increased compared to the last quarter, from a score of 76.1 for the December 2017 quarter to 77.5 for March 2018 quarter.

Overall satisfaction with metropolitan buses increased slightly compared with last quarter, from a score of 76.6 for the December 2017 quarter to 76.8 for the March 2018 quarter.

Overall customer satisfaction with regional trains decreased from a score of 77.2 for the December 2017 quarter to 74.6 for the March 2018 quarter.

Overall customer satisfaction increased for V/Line coaches, from a score of 82.2 in the December 2017 quarter to 85.5 for the March 2018 quarter.

Customer satisfaction by mode

Table 10: Detailed satisfaction – Metropolitan Trains

METROPOLITAN TRAINS	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
N=	**850**	**850**	**850**	**850**	**850**
Overall satisfaction	73.5	72.7	73.3	74.1	72.9
Running of services	74.1	74.0	74.1	74.4	73.9
Personal security	71.0	70.0	71.1	70.9	70.3
Design, space & comfort	70.1	69.0	70.2	71.3	70.3
Information	74.4	75.5	74.8	75.4	74.3
Train stations	70.5	70.4	70.9	71.1	70.8
myki ticketing	68.9	70.2	71.2	72.7	71.8
Price	68.5	69.4	70.6	72.0	71.2
Train drivers	81.7	81.7	81.9	83.5	81.7
Other train staff	80.3	79.9	81.2	81.7	80.0
Authorised officers	75.2	74.3	77.4	77.7	77.5

Customer satisfaction by mode

Table 11: Detailed satisfaction – Metropolitan Trams

METROPOLITAN TRAMS	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
N=	**850**	**850**	**850**	**850**	**850**
Overall satisfaction	76.2	76.4	76.8	76.1	77.5
Running of services	75.8	75.2	75.7	75.3	77.1
Personal security	74.5	74.8	75.8	76.0	76.5
Design, space & comfort	70.8	71.1	71.0	71.8	71.7
Information	75.5	75.5	76.4	75.8	76.3
Tram stops	75.8	75.2	75.7	75.9	76.8
myki ticketing	66.7	66.7	68.4	67.8	69.0
Price	68.6	69.1	71.3	71.6	71.3
Tram drivers	77.0	77.4	78.6	78.2	78.4
Other tram staff	83.1	83.9	83.5	85.2	85.6
Authorised officers	71.0	71.4	71.7	73.1	74.4

Table 12: Detailed satisfaction – Metropolitan Buses

METROPOLITAN BUSES	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
N=	**425**	**425**	**425**	**425**	**425**
Overall satisfaction	76.7	75.9	76.9	76.6	76.8
Running of services	73.3	72.9	74.2	74.4	73.3
Personal security	78.0	77.6	76.9	78.6	77.7
Design, space & comfort	77.3	77.2	78.6	77.6	78.7
Information	73.7	72.2	73.1	73.4	73.0
Bus stops	74.5	74.1	74.1	75.5	73.8
myki ticketing	73.2	71.8	73.7	73.1	73.2
Price	73.4	73.4	74.3	73.8	74.1
Bus drivers	81.2	81.8	80.6	81.0	81.4
Authorised officers	79.5	81.3	78.7	79.4	79.1

Table 13: Detailed satisfaction – Regional Trains

REGIONAL TRAINS	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
N=	**355**	**360**	**357**	**361**	**360**
Overall satisfaction	77.1	74.3	75.0	77.2	74.6
Running of services	71.8	71.8	72.6	75.0	72.1
Personal security	79.7	77.7	77.8	79.8	79.8
Design, space & comfort	76.2	73.1	73.1	75.2	73.7
Information	78.5	75.7	76.9	78.9	76.1
Seat reservation service	84.9	84.1	83.6	85.2	84.6
Paper ticketing	83.5	79.5	81.1	84.0	81.9
myki ticketing	75.4	72.5	71.5	76.1	74.8
Price	77.6	77.5	78.3	78.1	78.5
V/Line stations	78.1	75.6	75.6	78.1	77.1
Refreshment service	68.8	72.4	65.2	68.5	64.4
Station staff	88.2	86.5	87.9	88.1	87.2
Conductors	86.5	86.1	87.0	87.7	87.4

Table 14: Detailed satisfaction – Regional Coaches

REGIONAL COACHES	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
N=	**70**	**65**	**68**	**64**	**65**
Overall satisfaction	82.9	82.8	79.4	82.2	85.5
Running of services	79.4	81.8	76.6	76.5	80.2
Personal security	85.6	84.2	84.0	82.5	88.5
Design, space & comfort	81.6	81.5	82.4	81.9	83.5
Information	81.3	81.9	75.1	81.1	82.8
Coach stops	79.1	76.6	75.5	77.9	79.2
Coach drivers	89.4	89.8	88.4	88.9	90.8
Price	86.5	83.8	84.0	82.8	83.3
V/Line ticketing	81.9	79.2	76.6	77.1	83.0
Seat reservation service	84.0	83.2	84.3	85.6	84.3

Travel behaviour and ticketing

Travel behaviour
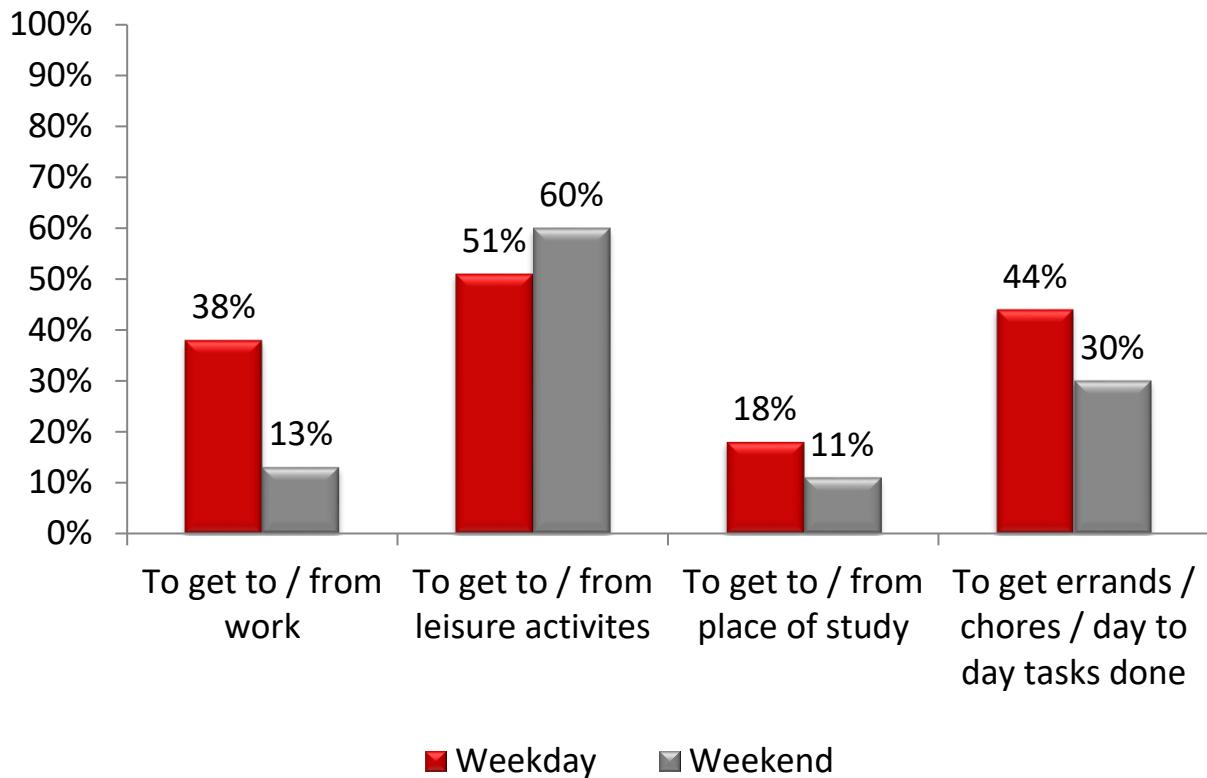
Figure 1: Main purpose of trip on weekday and weekend

Table 15: Main purpose of trip on weekday and weekend

Purpose of trip	Weekday (Jan-Mar 2018)	Weekend (Jan-Mar 2018)
To get to / from work	38%	13%
To get to / from leisure activities	51%	60%
To get to / from place of study	18%	11%
To get errands / chores/ day to day tasks done	44%	30%

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, more than a third used public transport for work and almost half used it for running errands or day-to-day tasks.

myki device availability

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 16: Month-by-month NTT Data Key Performance Indicator calculated availability (per cent)

Equipment	January 2018	February 2018	March 2018
myki gate	99.55%	99.35%	99.64%
myki reader (mobile)	99.72%	99.7%	99.71%
myki reader (stationary)	99.42%	99.56%	99.56%
Myki card vending machine (CVM)	99.17%	99.07%	99.16%

Authorised Officers

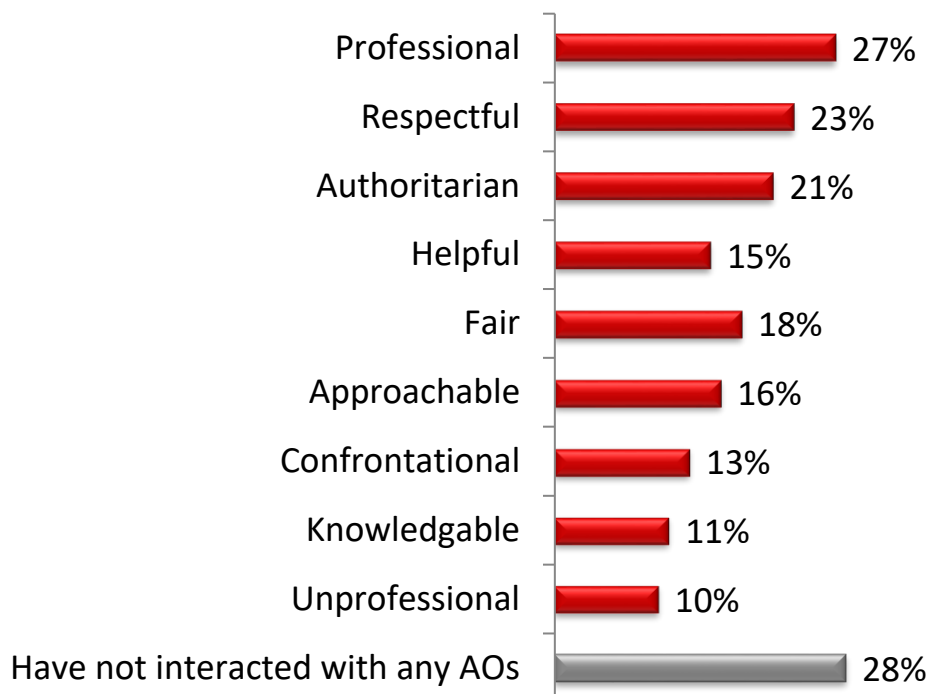**Figure 2: Attitudes toward Authorised Officers (per cent)**

Table 17: Attitudes toward Authorised Officers (per cent)

Attitudes towards authorised officers on Public Transport	Jul - Sep 2017	Oct - Dec 2017	Jan - Mar 2018
Professional	27%	25%	27%
Respectful	22%	22%	23%
Authoritarian	19%	20%	21%
Helpful	17%	14%	15%
Fair	16%	17%	18%
Approachable	15%	16%	16%
Confrontational	13%	13%	13%
Knowledgeable	9%	9%	11%
Unprofessional	8%	7%	10%
Have not interacted with any AOs	32%	35%	28%
Sample size	513	522	527

Source: Quantum Research PTV Tracker

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

	January 2018	February 2018	March 2018	Quarter total	Quarter on quarter change	Year on year change
Website sessions	3.8m	3.7m	4.2m	11.6m	+4.5%	-3.9%
App sessions	6.5m	7.2m	8.8m	22.5m	+8.6%	+28.5%

PTV website

The PTV website received 11.6 million sessions from customers in the March 2018 quarter; up 4.5 per cent from the previous quarter, and down 3.9 per cent year-on-year.

Usage increased across the quarter to the seasonal peak around the start of the university year in late February and early March.

Journey planner

Customers planned a record 45.8 million journeys using PTV's journey planner across our website, mobile phone apps and call centre during the March 2018 quarter. This is a 9.5 per cent increase on the previous quarter, and up 13.7 per cent on the same period last year.

News and service alterations

Planned works throughout the March 2018 quarter resulted in increased customer activity on the website's live travel updates section. The main drivers of this were closures on the Cranbourne, Pakenham and Frankston lines in January and February, and on the Hurstbridge line from mid-March.

Mobile apps

Customers used PTV's mobile apps in 22.5 million sessions during the March 2018 quarter, an 8.6 per cent increase on the previous record of the December 2017 quarter, and up 28.5 per cent year-on-year.

Figure 3: Website and app sessions

PTV website and app sessions
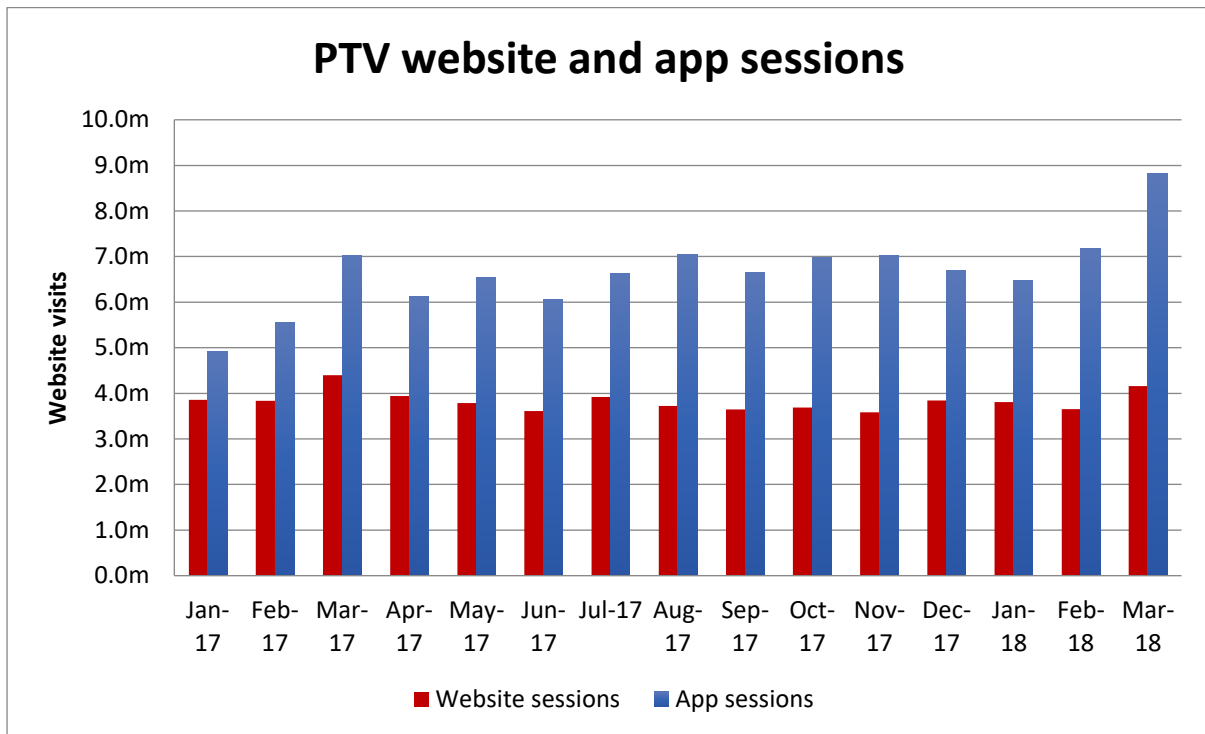
Source: Google analytics

Table 21: Website and app sessions

Month	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017
Website sessions	4,334,701	4,446,234	4,686,265	4,378,338	4,387,262
App sessions	4,921,646	5,543,405	7,018,876	6,114,219	6,532,869

Month	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017
Website sessions	4,094,648	4,249,936	4,089,246	3,935,269	4,234,285
App sessions	6,063,905	6,620,577	7,038,673	6,646,525	6,943,820

Month	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Website sessions	4,271,935	4,818,929	4,737,073	4,254,900	4,165,225
App sessions	6,985,863	6,647,988	6,444,463	7,141,797	8,773,505

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

	Jan-18	Feb-18	Mar-18	Quarter Total	Quarter on quarter change	Year on year change
Calls received	104,130	92,190	105,436	301,756	0.8%	-7%

Call volumes increased 0.8 per cent this quarter and decreased 7 per cent against the same period last year.

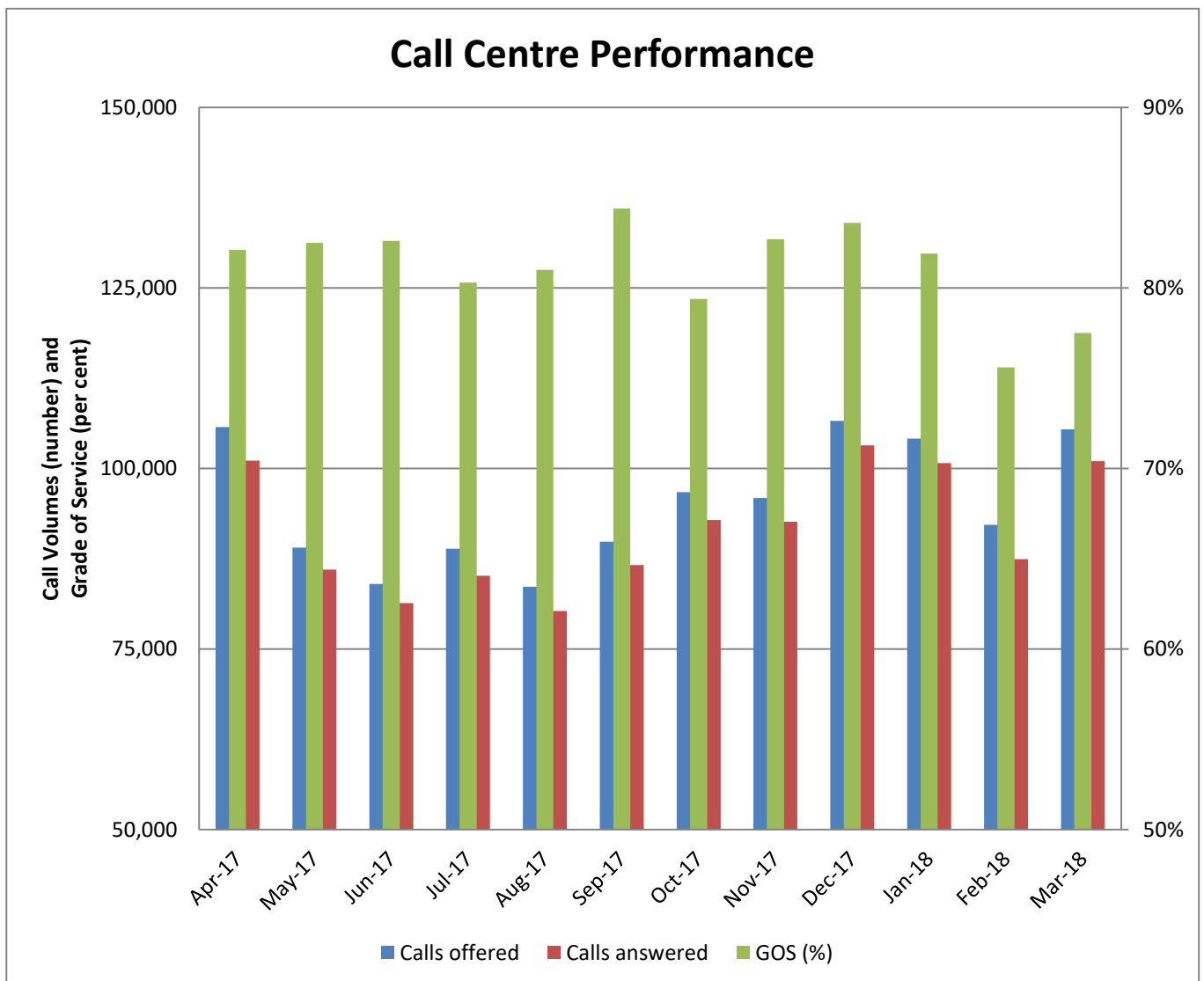**Figure 4: Call Volumes and Grade of Service (per cent)**

Call Centre Performance

Table 23: Call Volumes and Grade of Service (per cent)

Calls	Offered	Answered	GOS%
April 2017	105,754	101,105	82%
May 2017	89,051	85,988	83%
June 2017	84,003	81,350	83%
July 2017	88,893	85,157	80%
August 2017	83,633	80,271	81%
September 2017	89,876	86,612	84%
October 2017	96,727	92,866	79%
November 2017	95,928	92,644	83%
December 2017	106,592	103,191	84%
January 2018	104,130	100,749	83%
February 2018	92,190	87,444	76%
March 2018	105,436	101,011	78%

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

Industry-wide feedback

About industry feedback

Feedback data from Metro Trains, 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 March 2018 quarter, stakeholders reported receiving 43,261 cases – a more than 102 per cent increase on the previous quarter, and a 35 per cent increase year-on-year.

PTV received 7,023 primary cases during the quarter; a 79 per cent increase on the previous quarter, and an increase of 35 per cent year-on-year.

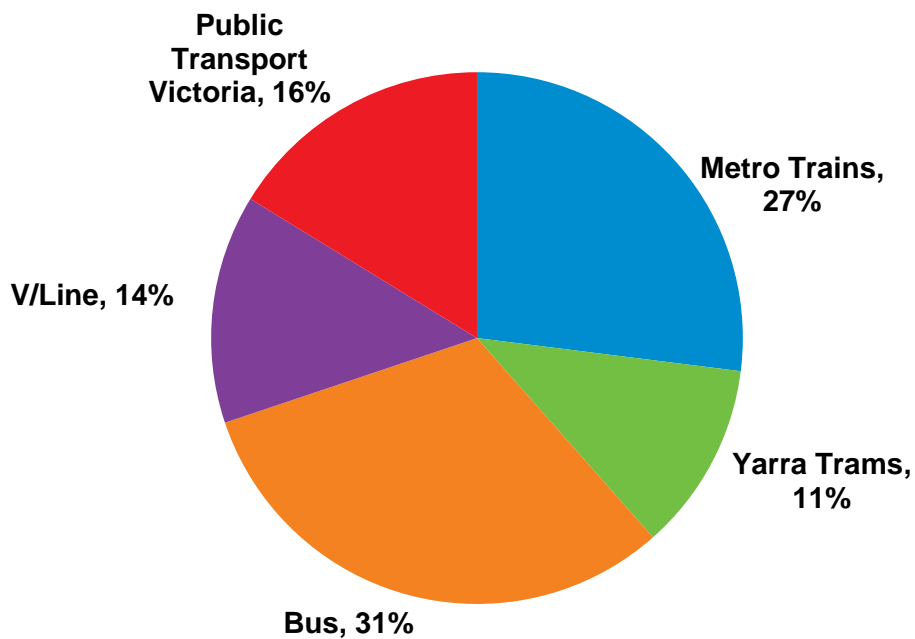**Figure 5: Resolve – Stakeholder share**

Table 24: Resolve – Stakeholder share

Operator	Total number of cases	Share of all cases (%)	Quarter-on-quarter change	% Change year-on-year
Metro Trains	11,675	27%	123%	98%
Yarra Trams	4,973	11%	45%	54%
Bus	13,568	31%	124%	75%
V/Line	6,022	14%	118%	58%
Public Transport Victoria	7,023	16%	79%	35%
Total	**43,261**	100%	102%	67%

Types of feedback

Figure 6: Types of feedback
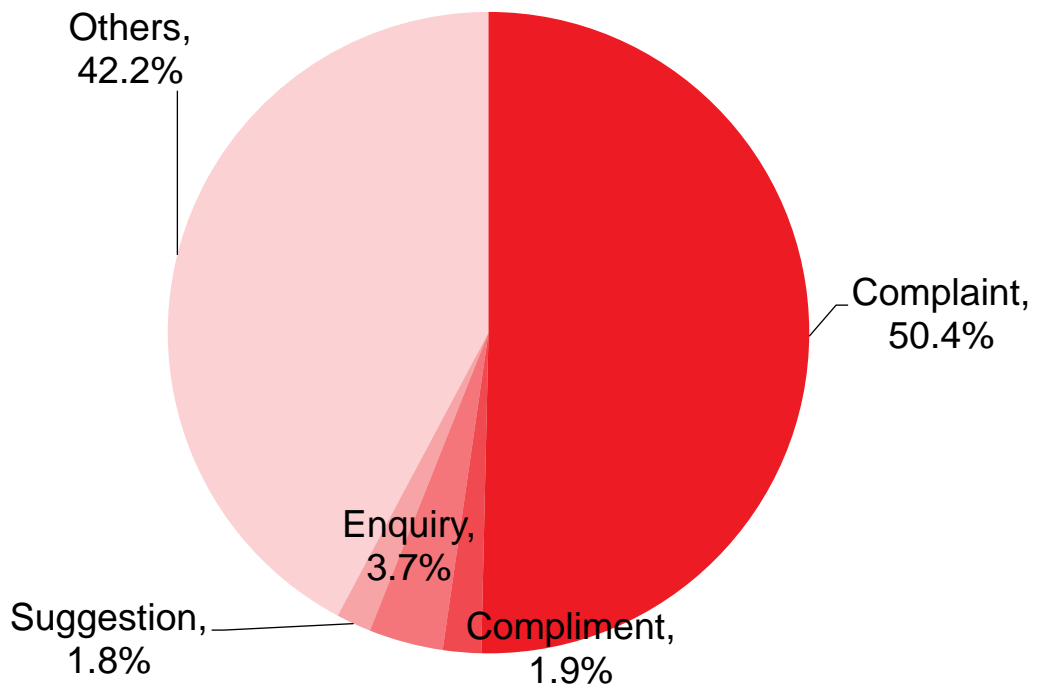
Table 25: Types of feedback

Feedback type	Percentage
Complaint	50.4
Compliment	1.9
Enquiry	3.7
Suggestion	1.8
Others	42.2

Industry feedback

Figure 7: Top five feedback issues across the industry
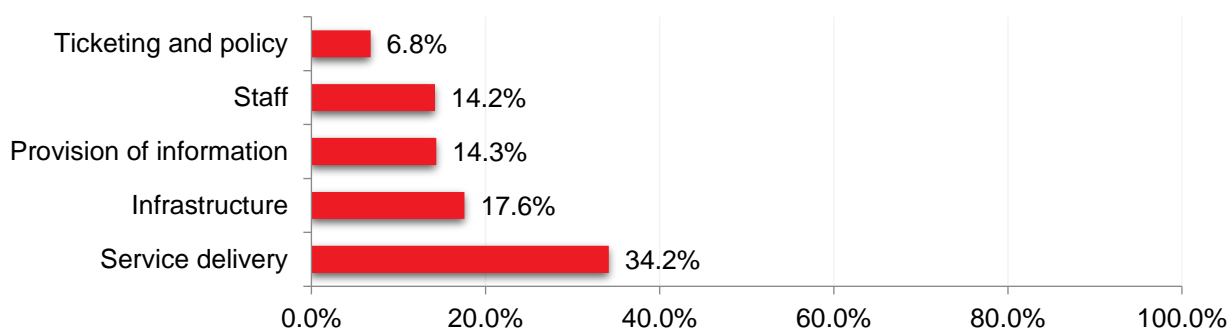
Note: Top issues for cases entered into the Resolve database (excluding performance-based compensation claims and compliments).

Table 26: Top five feedback issues across the industry

Issue	Percentage
Service delivery	34.2
Infrastructure	17.6
Provision of information	14.3
Staff	14.2
Ticketing and policy	6.8

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	25.4
Service Disruption	10.9
Cancellation	10.8
Service Change Needed	12.0
System improvement	8.2

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 29 per cent of PTV cases.

Mobile Products accounted for 43 per cent of the feedback received under 'Provision of information'.

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

> Bus real time

> Accuracy

> Future enhancement

Service delivery accounted for 27 per cent of all PTV Cases. Requests include:

> Modal coordination

> Service change needed

> System improvement

Some 2.28 per cent of cases received during the quarter were compliments. The top compliments were Staff and Ticketing and policy (accounting for 82 per cent of compliments).

> 87 per cent of the compliments from Staff related to Call Centre

> 60 per cent of the compliments from Ticketing and policy related to myki - product

Figure 8: PTV top five feedback issues
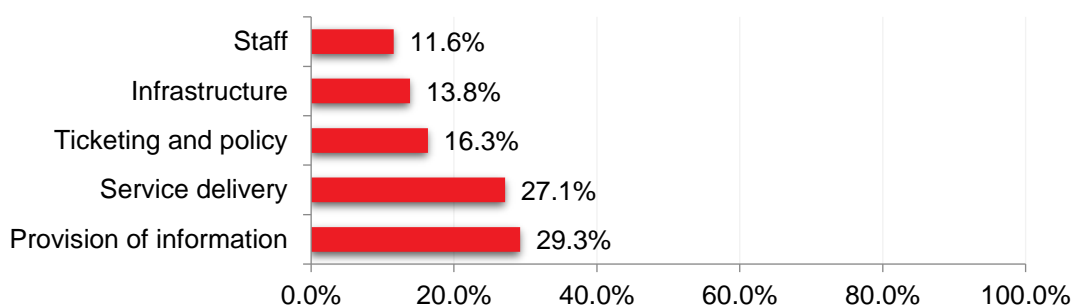
Note: Bus industry feedback categorisation does not currently allow for analysis beyond the top PTV issues feedback.

Table 28: PTV top five feedback issues

Issue	Percentage
Provision of information	29.3
Service delivery	27.1
Infrastructure	13.8
Ticketing and policy	16.3
Staff	11.6

Note: Top issues for cases entered into the Resolve database (excluding performance-based compensation claims and compliments).

Table 29: Breakdown of top PTV issue: *Provision of Information*

Issue	Percentage
Mobile Products	42.7
Timetable	15.7
Website	15.6
Journey Planner	9.4
Information Request	6.1

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