

Complaints - Private Bus Operators - Metropolitan Contracts

	Contract										
	Contract 01	Contract 02	Contract 03	Contract 04	Contract 05	Contract 10	Contract 12	Contract 13	Contract 14	Contract 15	Overall PBO
July 2015 to June 2016 ^{2,3}	1,786	679	1,836	4,595	139	1,766	922	1,977	562	752	15,014
July 2016 to May 2017 (11 months)	1,892	580	1,897	4,132	147	1,700	752	1,700	895	743	14,438

Notes:

1. Complaint categories were revised in January 2015
2. Contract definition for complaint modified from **July 2015 for PBO** with 'treated' complaints only used for KPI reporting
3. 'Treated' complaints are not reported by complaint category

Complaints - State Transit Authority - Metropolitan Contracts

	Contract 06	Contract 07	Contract 08	Contract 09	Overall STA
July 2015 to June 2016 ^{2,3}	11,241	8,862	6,896	11,879	38,878
July 2016 to August 2016 (2 months) ⁴	No data reported				
September 2016 to May 2017 (9 months)	7,243	6,260	3,741	7,227	24,471

Notes:

1. Complaint categories were revised in January 2015
2. Contract definition for complaint modified from **November 2015 for STA** with 'treated' complaints only used for KPI reporting
3. 'Treated' complaints are not reported by complaint category
4. Data not reported for complaints by STA for July and August 2016

Sydney Metropolitan Bus Contracts - Patronage

	PRIVATE BUS OPERATORS										
Month	Metro 1	Metro 2	Metro 3	Metro 4	Metro 5	Metro 10	Metro 12	Metro 13	Metro 14	Metro 15	PBO TOTAL
Jul-15	1,309,917	355,296	993,902	1,918,536	310,461	682,754	302,480	775,337	381,644	360,989	7,391,316
Aug-15	1,505,643	418,915	1,090,791	2,146,552	351,636	851,173	374,463	885,851	443,151	413,740	8,481,915
Sep-15	1,285,608	351,153	983,406	1,926,151	315,864	729,575	300,765	799,626	396,998	343,319	7,432,465
Oct-15	1,473,212	413,446	1,077,076	2,041,791	350,092	840,439	356,837	869,660	434,447	399,506	8,256,506
Nov-15	1,472,548	415,721	1,067,628	2,021,471	354,743	852,266	365,351	882,754	443,861	398,609	8,274,952
Dec-15	1,048,198	308,235	885,669	1,562,647	281,928	615,763	236,920	719,196	333,325	279,072	6,270,953
Jan-16	674,345	211,422	682,413	1,272,572	217,978	418,212	141,076	569,954	273,779	176,945	4,638,696
Feb-16	1,119,650	409,270	1,109,478	2,091,689	356,417	867,622	386,234	875,861	530,752	397,609	8,144,582
Mar-16	1,234,255	351,159	1,137,355	2,148,748	407,451	921,308	396,221	918,234	465,403	398,022	8,378,156
Apr-16	962,133	273,979	914,333	1,794,559	313,441	658,969	255,354	744,493	358,420	281,322	6,557,003
May-16	1,220,544	339,864	1,127,129	2,193,298	420,478	920,503	412,578	918,972	454,872	309,261	8,317,499
Jun-16	1,076,780	302,464	1,025,423	1,980,183	377,500	842,684	362,895	813,295	412,424	258,149	7,451,797
Jul-16	936,700	262,690	861,733	1,636,264	261,294	534,563	212,562	699,470	339,578	227,973	5,972,827
Aug-16	1,119,809	336,454	1,036,725	1,970,299	303,058	746,552	340,293	756,784	432,913	283,539	7,326,426
Sep-16	987,666	303,278	960,572	1,794,134	286,590	661,660	288,441	682,930	389,317	250,439	6,605,027
Oct-16	1,006,614	295,218	957,199	1,719,558	278,398	645,483	275,370	671,062	380,098	248,331	6,477,331
Nov-16	1,087,831	331,471	1,048,227	1,849,499	315,112	715,764	312,529	733,332	425,611	263,589	7,082,965
Dec-16	854,870	256,670	871,894	1,454,808	264,464	538,444	203,237	595,642	332,448	208,516	5,580,993
Jan-17	738,615	217,093	765,030	1,368,323	236,738	441,268	150,060	516,857	299,435	177,293	4,910,712
Feb-17	1,028,878	306,873	956,335	1,732,815	283,940	666,460	304,091	679,549	393,266	251,958	6,604,165
Mar-17	1,190,408	357,435	1,036,258	2,116,881	334,318	791,450	360,725	813,988	468,545	308,171	7,778,179
Apr-17	847,453	256,777	878,101	1,539,462	253,065	542,953	203,723	594,903	337,053	214,338	5,667,828
May-17	1,175,745	358,654	1,186,767	2,132,796	338,573	793,371	359,706	816,544	472,814	295,416	7,930,386
Jun-17	1,025,877	310,295	1,049,935	1,870,303	300,090	673,965	309,379	705,548	406,096	251,132	6,902,620
FY 2015-16	14,382,833	4,150,924	12,094,603	23,098,197	4,057,989	9,201,268	3,891,174	9,773,233	4,929,076	4,016,543	89,595,840
FY 2016-17	12,000,466	3,592,908	11,608,776	21,185,142	3,455,640	7,751,933	3,320,116	8,266,609	4,677,174	2,980,695	78,839,459

	STA				
Month	Metro 6	Metro 7	Metro 8	Metro 9	STA TOTAL
Jul-15	3,755,744	2,615,110	2,040,919	5,200,663	13,612,436
Aug-15	3,916,139	2,716,124	2,082,574	5,419,672	14,134,509
Sep-15	3,797,842	2,550,548	2,015,765	5,433,082	13,797,237
Oct-15	3,899,701	2,575,334	2,113,585	5,631,524	14,220,144
Nov-15	3,750,420	2,469,085	2,071,652	5,383,284	13,674,441
Dec-15	3,520,537	2,216,851	1,941,873	5,241,264	12,920,525
Jan-16	3,274,384	1,985,665	1,794,363	4,977,048	12,031,460
Feb-16	3,455,687	2,362,898	2,157,782	6,008,951	13,985,318
Mar-16	3,816,579	2,525,090	2,218,154	6,638,697	15,198,520
Apr-16	3,625,804	2,328,375	2,040,858	6,213,097	14,208,134
May-16	3,839,766	2,574,365	2,224,524	6,431,202	15,069,857
Jun-16	3,445,222	2,340,945	2,045,779	5,586,498	13,418,444
Jul-16	3,492,486	2,327,730	1,971,240	5,863,339	13,654,795
Aug-16	3,975,348	2,682,999	2,255,328	6,664,885	15,578,560
Sep-16	3,687,314	2,436,130	2,112,683	6,243,680	14,479,807
Oct-16	3,700,869	2,415,878	2,129,236	6,434,029	14,680,012
Nov-16	3,795,092	2,578,530	2,277,297	6,505,085	15,156,004
Dec-16	3,434,336	2,219,526	2,055,664	6,024,240	13,733,766
Jan-17	3,313,502	2,097,008	1,994,034	5,988,333	13,392,877
Feb-17	3,465,442	2,387,126	2,147,796	5,977,727	13,978,091
Mar-17	4,613,119	2,803,313	2,446,606	6,823,316	16,686,354
Apr-17	3,800,601	2,193,455	1,956,147	5,573,403	13,523,606
May-17	4,335,279	2,757,394	2,388,219	6,361,550	15,842,442
Jun-17	3,854,718	2,393,491	2,068,795	5,336,143	13,653,147
FY 2015-16	44,097,825	29,260,390	24,747,828	68,164,982	166,271,025
FY 2016-17	45,468,106	29,292,580	25,803,045	73,795,730	174,359,461

NOTES

1. Up until **June 2016**, bus patronage comprised operator self-reported boardings on all timetabled contract services, including route and school services. From January 2015, official patronage comprised **Regular**, **SSTS** (School Student Transport Scheme) and **Free Shuttle** boardings.

2. Boardings for **Metropolitan STA** contract areas are estimated from **July 2015** to **January 2016**. Estimates are based on boardings for the same month prior to Opal introduction, which are adjusted for annual growth (0.1%) and day of week factors.

Boardings from **February 2016** to **June 2016** are based on Opal usage and Bus Cash data from Transport Performance and Analytics.

3. The School Opal card was introduced in January 2016 and there are inconsistencies between private operators in how school student boardings are recorded and reported. As a result, data may not be comparable with the previous year.

4. Patronage from July 2016 is based on Opal usage and single ride ticket sales only, sourced from Transport Performance and Analytics. This includes SSTS where taps occur. Non-tapped Opal trips and boardings on free-shuttle services are not included, nor any adjustment for Fare Compliance

5. Does not include night ride services nor unallocated trips.

6. Patronage figures extracted on 09 August 2017 from TPA Bus Patronage live visualisation, Opal data may be subject to minor revision for the two months following upload (with the exception of unallocated trips, which may be revised at a later date).