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# Proactive Release Information

Under the Government Information (Public Access) Act 2009 (‘GIPA Act’), government services are encouraged to release information about their operations proactively, unless there is an overriding public interest against disclosure.

The Quarterly Report is intended as a snapshot of our recent performance, providing a focus on key performance areas. The report provides updates for the recent quarterly period, and comparisons to the previous quarter, and for the same period for the previous year.

The Sydney Buses information is a combination of the performance information for Regions 6, 7, 8 and 9. The State Transit information is a combination of information for Sydney Buses and Newcastle Buses and Ferries.

The information that is provided in this report includes the following:

| **Measure** | **Description** | **Page Number** |
| --- | --- | --- |
| **On-time Running** | % of buses starting their trip within 1 minute before and 5 minutes after their scheduled departure time | Page [5](#_On-time_Running) |
| **Reliability** | % of timetable trips commenced their route | [Page](#_On-time_Running) 6 |
| **Patronage** | Total patronage | [Page 7](#_Patronage_1) |
| **State Transit Fleet** | Total fleetAir-conditioned and wheelchair-accessible busesAverage age | [Page 8](#_State_Transit_Fleet) |
| **Mechanical Changeovers** | Number of mechanical changeovers per 100,000 kilometres | [Page 9](#_Mechanical_Changeovers) |
| **Drug & Alcohol Testing** | Total tests conductedTotal positive tests recorded | [Page 1](#_Drug_and_Alcohol_1)1 |

The report also provides a further breakdown of the data that is provided in the annual reports.

The information presented in this report is provided by the following contract regions:

Region 6 - Services for the Inner Western and South Western suburbs

Provides services for the regional centres of Lidcombe, Strathfield, Burwood, Five Dock, Ashfield, Marrickville, Kogarah, Leichhardt, Newtown, Balmain, Glebe, Pyrmont and the CBD.

Region 7 - Services for the North Western, Northern Harbour and Riverside suburbs

Provides services for the regional centres of Crows Nest, Chatswood, Ryde, Epping, Macquarie Park, Eastwood and Artarmon.

Region 8 - Services for the Northern Beaches and Lower North Shore

Provides services for the regional centres of North Sydney, Neutral Bay, Mosman, Manly, Dee Why, Brookvale, Mona Vale and Palm Beach.

Region 9 - Services for the Eastern and South Eastern suburbs

Provides services for the regional centres of Kings Cross, Paddington, the Airport, Botany, Maroubra, Coogee, Bondi Beach, Bondi Junction, Randwick, Double Bay and Redfern.

OSMBSC 5 - Services for the Newcastle and Lake Macquarie areas

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# Summary

Boasting the biggest bus fleet in Australia and also one of the most modern, State Transit manages one of the largest bus networks in the world.

During the September quarter, 2014:

* 46.824 million passengers were carried on State Transit services;
* The State Transit fleet consisted of 2,159 buses;
* More than 1.32 million Sydney Buses services operated during the September quarter and more than 83,000 Newcastle Buses services operated over the same period;
* The rate of mechanical breakdowns for Sydney Buses was 9.9 per 100,000kms; and
* State Transit conducted 603 breath tests and 127 drug tests across its staff.

Compared to the same quarter last year (September quarter, 2013):

* Combined patronage on Sydney Buses and Newcastle Buses and Ferries services decreased by 2.46 per cent: 46.824 million (Sept quarter, 2014) v 48.005 million (Sept quarter, 2013).
* State Transit increased the number of wheelchair-accessible buses in its fleet to 1,792 (83 per cent of the fleet v 79.5 per cent in the September quarter, 2013).
* State Transit increased the number of air-conditioned buses in its fleet to 2,045 (94.7 per cent of the fleet v 91.2 per cent in the September quarter, 2013).
* State Transit’s average fleet age was 10.04 years, well below the average age of 12 years required under its contracts with Transport for NSW.
* The average reliability for Sydney Buses during the September quarter was 99.71 per cent, with Newcastle Buses and Ferries average reliability 99.94 per cent, both exceeding the target set in State Transit’s Outer/Sydney Metropolitan Bus Service Contracts.
* The rate of mechanical changeovers for Sydney Buses services decreased from 11.0 to 9.9.

# On-time Running

On-time running is important to everyone and State Transit is working with Transport for NSW, the Transport Management Centre and the Roads and Maritime Services to address factors that can delay timetabled bus services.

Following a successful pilot program at Kingsgrove Depot, which has seen considerable improvements to the on-time running of Kingsgrove bus services of between 5 and 10 per cent, State Transit began rolling out the Four Disciplines of Execution (4DX) methodologies across its organisation from January 2014 with the program officially launched across all depots in April 2014.

The program focuses on a number of factors within State Transit’s control, that can improve on-time running including:

* Bus drivers departing the depot and terminus on time;
* Improving bus availability with a focus on refining maintenance processes;
* Improving berthing and despatch; and
* Reviewing on-time running performance to improving bus schedules.

There are however, many factors outside of State Transit’s control that can affect the reliable performance of bus services including traffic accidents, special events, wet weather conditions and road works. Bus services are also delayed by motorists who park in bus stops, illegally use bus-only lanes, park in clearways and those who refuse to give way to buses when pulling out from bus stops, all of which are driving infringements that are enforced by NSW Police.

State Transit’s on-time running is measured by Transport for NSW as part of its operating contracts. **On-time running data is collected in the morning peak only, between 6am and 10am, over three separate days each month, across 11 different locations within State Transit’s operating areas.** These on-time running figures are not an accurate representation of State Transit’s on-time running performance for all services across its operating network.

A bus service is deemed as having operated on-time if it starts its trip between one minute before and five minutes after its scheduled departure time.

Table: Percentage on-time running

|  | **July 2014** | **Aug 2014** | **Sept 2014** |
| --- | --- | --- | --- |
| **Region 6** | 96.5% | 94.93% | 95.39% |
| **Region 7** | 97.69% | 93.5% | 91.38% |
| **Region 8** | 95.06% | 93.71% | 96.15% |
| **Region 9** | 95.16% | 92.99% | 93.39% |
| **OSMBSC 5** | 95.72% | 95.02% | 94.66% |

# Reliability

The reliability of bus services is a critical component in State Transit’s objective of attracting customers to public transport.

The reliability of State Transit services is measured by the number of timetabled services that are operated.

State Transit is required to achieve a reliability of >99.0 per cent of timetabled trips operated, as part of its Outer Sydney Metropolitan and Sydney Metropolitan Bus Service Contracts with Transport for NSW.

Table: Reliability September Quarter 2014

|  | Total timetabled trips | Total trips operated | Timetabled trips operated (%) |
| --- | --- | --- | --- |
| Region 6 | 396,644 | 395,269 | **99.65%** |
| Region 7 | 263,449 | 262,692 | **99.71%** |
| Region 8 | 209,286 | 208,927 | **99.83%** |
| Region 9 | 445,687 | 444,350 | **99.70%** |
| Sydney Buses | **1,315,066** | **1,311,238** | **99.71%** |
| OSMBSC 5 | 83,348 | 83,302 | **99.94%** |

Table: Reliability June Quarter 2014

|  | Total timetabled trips | Total trips operated | Timetabled trips operated (%) |
| --- | --- | --- | --- |
| Region 6 | 384,615 | 383,522 | **99.72%** |
| Region 7 | 253,606 | 253,019 | **99.77%** |
| Region 8 | 204,475 | 204,157 | **99.84%** |
| Region 9 | 436,981 | 435,911 | **99.76%** |
| Sydney Buses | **1,279,677** | **1,276,609** | **99.76%** |
| OSMBSC 5 | 82,336 | 82,327 | **99.99%** |

Table: Reliability September Quarter 2013

|  | Total timetabled trips | Total trips operated | Timetabled trips operated (%) |
| --- | --- | --- | --- |
| Region 6 | 391,741 | 390,924 | **99.79%** |
| Region 7 | 265,464 | 264,804 | **99.75%** |
| Region 8 | 208,385 | 208,188 | **99.91%** |
| Region 9 | 447,510 | 446,500 | **99.77%** |
| Sydney Buses | **1,313,100** | **1,310,416** | **99.80%** |
| OSMBSC 5 | 85,138 | 85,128 | **99.99%** |

# Patronage

State Transit is committed to increasing the share of commute trips by public transport.

To attract customers to bus services, State Transit works hard to maintain a high level of service reliability, a high level of comfort on board the buses and a high level of convenience for passenger in ensuring that services go to where they need them to go.

Table: Patronage

|  | **Sept Quarter 2014** | **Jun Quarter 2014** | **Sept Quarter 2013** |
| --- | --- | --- | --- |
| **Sydney Buses** | 46,824,000 | 47,436,000 | 48,005,000 |
| **Newcastle Buses & Ferries** | 2,854,000 | 2,911,000 | 2,942,000 |

# State Transit Fleet

The number of buses in the State Transit fleet, as of 30 September 2014 was 2,159.

Over the past 12 months, with the introduction of new buses and the retirement of older vehicles, the overall number of wheelchair-accessible and air-conditioned buses in the fleet increased by 69.

Under the Sydney Metropolitan and Outer Metropolitan Bus Service Contracts, the average age of the State Transit fleet should be no more than 12 years. As of the 30 September 2014, the average age of the State Transit bus fleet was 10.04 years.

Table: State Transit fleet

|  | Sept Quarter 2014 | June Quarter 2014 | Sept Quarter 2013 |
| --- | --- | --- | --- |
| Total number of buses | 2,159 | 2,162 | 2,166 |
| Wheelchair accessible | 1,792 (83% of fleet) | 1,785 (82.6% of fleet) | 1,723 (79.5% of fleet) |
| Air-conditioned | 2, 045 (94.7% of fleet) | 2, 038 (94.3% of fleet) | 1,976 (91.2% of fleet) |
| Average fleet age | 10.04 years | 9.89 years | 9.93 years |

# Mechanical Changeovers

State Transit’s current fleet of 2,159 buses operate more than 16,000 services a day, travelling more than 90 million kilometres every year. Travelling such distances means significant amounts of wear and tear on buses, engines and fittings.

Mechanical failures are to be expected in any vehicle industry, and State Transit works hard to drive repairs down.

State Transit arranges for a changeover of a bus for a number of different types of incidents, in order to maintain service delivery. These incidents may include engine, transmission, overheating or braking problems that may prevent a bus from safely continuing its journey, as well as incidents where an electrical, bus body or air-conditioning fault may impact on customer comfort.

In all of these cases, the bus may still be operable, but State Transit has withdrawn the bus from service in the interests of customer comfort or safety. These changeovers are measured against the number of kilometres that the fleet travels.

State Transit has changed the way it reports the number of mechanical changeovers to include those incidents where a bus has been withdrawn from service as a result of a fault that affects customer comfort, despite the bus being able to continue on its journey safely. Such instances may include an electrical, bus body or air conditioning fault. These instances were previously excluded from the reporting of mechanical changeovers. Therefore, the figures for the June 2013 and March 2014 quarters differ from those figures previously published.

Table: Changeovers September Quarter 2014

|  | Total Kilometres Operated | Mechanical Changeovers per 100,000kms |
| --- | --- | --- |
| Region 6 | 6,202,236 | 9.1 |
| Region 7 | 5,215,129 | 9.7 |
| Region 8 | 4,295,564 | 7.8 |
| Region 9 | 6,344,374 | 12.4 |
| **Sydney Buses** | **22,057,303** | **9.9** |
| OSMBSC 5 | 2,198,196 | 3.4 |

Table: Changeovers June Quarter 2014

|  | Total Kilometres Operated | Mechanical Changeovers per 100,000kms |
| --- | --- | --- |
| Region 6 | 6,118,117 | 9.3 |
| Region 7 | 4,991,672 | 9.5 |
| Region 8 | 4,217,096 | 8.1 |
| Region 9 | 6,200,676 | 13.0 |
| **Sydney Buses** | **21,527,561** | **10.2** |
| OSMBSC 5 | 2,121,564 | 2.5 |

Table: Changeovers September Quarter 2013

|  | Total Kilometres Operated | Mechanical Changeovers per 100,000kms |
| --- | --- | --- |
| Region 6 | 6,045,789 | 10.3 |
| Region 7 | 5,195,489 | 10.7 |
| Region 8 | 4,290,392 | 7.7 |
| Region 9 | 6,291,394 | 14.0 |
| **Sydney Buses** | **21,823,064** | **11.0** |
| OSMBSC 5 | 2,166,412 | 7.7 |

# Drug and Alcohol Testing

State Transit introduced an alcohol and drugs program in 2004 with a commitment to a safe and clean environment. The organisation has taken steps to ensure that all employees are aware of their obligations under its stringent alcohol and drug testing policy.

All Transport Safety Employees are subject to random drug and alcohol testing, 24 hours a day, seven days a week, and all State Transit employees are subject to testing as a result of an incident, or if there is reasonable cause that the employee may be under the influence of alcohol or other drugs while at work.

Table: Alcohol Testing September Quarter 2014

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 110 | 0 | 0.00% |
| Region 7 | 168 | 0 | 0.00% |
| Region 8 | 108 | 0 | 0.00% |
| Region 9 | 147 | 0 | 0.00% |
| **Sydney Buses** | **533** | **0** | **0.00%** |
| OSMBSC 5 | 70 | 0 | 0.00% |

Table: Alcohol Testing June Quarter 2014

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 176 | 0 | 0.00% |
| Region 7 | 58 | 0 | 0.00% |
| Region 8 | 145 | 0 | 0.00% |
| Region 9 | 51 | 0 | 0.00% |
| **Sydney Buses** | **430** | **0** | **0.00%** |
| OSMBSC 5 | 56 | 0 | 0.00% |

Table: Alcohol Testing September Quarter 2013

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 115 | 0 | 0.00% |
| Region 7 | 49 | 0 | 0.00% |
| Region 8 | 51 | 0 | 0.00% |
| Region 9 | 60 | 0 | 0.00% |
| **Sydney Buses** | **275** | **0** | 0.00% |
| OSMBSC 5 | 40 | 0 | 0.00% |

Table: Drug Testing September Quarter 2014

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 14 | 0 | 0.00% |
| Region 7 | 51 | 3 | 5.88% |
| Region 8 | 19 | 0 | 0.00% |
| Region 9 | 31 | 0 | 0.00% |
| Sydney Buses | **115** | **3** | **2.61%** |
| OSMBSC 5 | 12 | 0 | 0.00% |

Table: Drug Testing June Quarter 2014

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 48 | 2 | 4.17% |
| Region 7 | 34 | 0 | 0.00% |
| Region 8 | 33 | 0 | 0.00% |
| Region 9 | 10 | 0 | 0.00% |
| **Sydney Buses** | **125** | **2** | **1.60%** |
| OSMBSC 5 | 21 | 1 | 4.76% |

Table: Drug Testing September Quarter 2013

|  | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| --- | --- | --- | --- |
| Region 6 | 20 | 0 | 0.00% |
| Region 7 | 12 | 0 | 0.00% |
| Region 8 | 18 | 0 | 0.00% |
| Region 9 | 27 | 0 | 0.00% |
| Sydney Buses | **77** | **0** | 0.00% |
| OSMBSC 5 | 16 | 0 | 0.00% |