



Quarterly Performance Report



State Transit



Quarterly Performance Information

January – March 2012



Transport
State Transit



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.

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

Quarterly Report – March 2012	Reliability	% of timetable trips commenced their route	Page 5
	On-time Running	% of buses starting their trip within 5 minutes of the scheduled timetable	Page 6
	Patronage	Total patronage	Page 7
	State Transit Fleet	<ul style="list-style-type: none"> Total fleet Air-conditioned and wheelchair-accessible buses Average age 	Page 8
	Mechanical Breakdowns	Number of mechanical breakdowns per 100,000 kilometres	Page 9
	Drug & Alcohol Testing	<ul style="list-style-type: none"> Total tests conducted Total positive tests recorded 	Page 10

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.



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Proactive Release Information *(continued)*

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.

OMBS 5 Services for the Newcastle and Lake Macquarie areas



Newcastle

Sydney





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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 March quarter, 2012:

- more than 50.68 million passengers were carried on State Transit bus services
- the State Transit fleet consisted of 2,202 buses
- State Transit operated more than 1.36 million bus services, which was 99.93% of all timetabled services
- the rate of mechanical breakdowns for Sydney Buses was 5.3 per 100,000kms
- State Transit conducted 1,048 breath alcohol tests and 213 drug tests

Compared to the same quarter last year (March quarter, 2011):

- State Transit patronage remained static – 50.68 million (March 2012) v 50.73 million (March 2011)
- the overall State Transit fleet decreased by 19 buses, but increased the number of wheelchair accessible and air-conditioned buses
- State Transit operated over 23,000 more bus services
- State Transit exceeded its reliability target of 99.75% across all five regions that it is contracted to operate in
- the rate of mechanical breakdowns was down – 5.3 per 100,000km in 2012 v 6.7 per 100,000km in 2011
- the number of drug and alcohol tests dramatically increased compared with the same period last year. There were two positive alcohol test results and three positive drug test results recorded during the March 2012 quarter



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Reliability

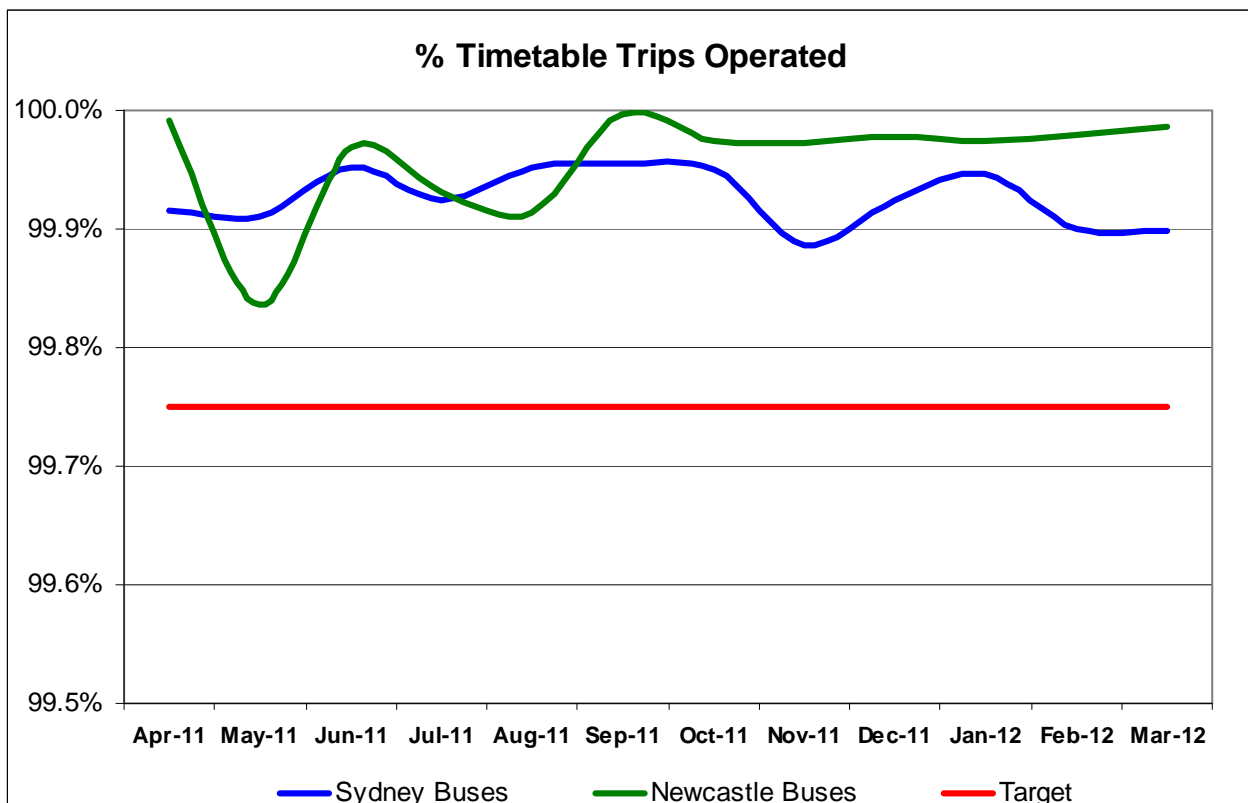
The reliability of bus services is a critical component in State Transit's objective of attracting travellers to public transport.

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

State Transit's reliability target across all its services is 99.75%.

State Transit continued to exceed this service delivery target while operating over 23,000 more trips than for the same quarter last year.

	March Quarter 2012			December Quarter 2011			March Quarter 2011		
	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)
Region 6	400,650	400,265	99.90%	404,521	404,253	99.93%	394,020	393,516	99.87%
Region 7	255,026	254,864	99.94%	256,933	256,825	99.96%	250,446	250,069	99.85%
Region 8	195,342	195,232	99.94%	194,346	194,239	99.94%	188,975	188,826	99.92%
Region 9	433,574	433,228	99.92%	437,002	436,453	99.87%	431,269	430,864	99.91%
Sydney Buses	1,284,592	1,283,589	99.92%	1,292,802	1,291,770	99.92%	1,264,710	1,263,275	99.89%
OMBSC 5		81,272	99.98%	83,037	83,016	99.97%	78,584	78,509	99.90%





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On-Time Running

On-time running is important to everyone and many factors 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.

The on-time running for State Transit is defined as a bus that starts its trip between zero to 5 minutes after the scheduled departure time. This allows for circumstances, such as those listed above, which are out of State Transit's control.

From 2012, a different regime is in place to measure the on-time running of bus services. This regime has been determined by Transport for NSW. It measures the on-time running of bus services between the hours of 6am and 10am, on three separate days each month, across 11 different locations in State Transit's operating areas.

For the March quarter, Transport for NSW provided figures for February and March.

	January 2012	February 2012	March 2012
	% On-Time Running	% On-Time Running	% On-Time Running
Region 6	-	87.78%	89.27%
Region 7	-	84.79%	86.53%
Region 8	-	92.52%	93.04%
Region 9	-	88.87%	88.77%



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Patronage

State Transit is committed to increasing the share of commute trips by public transport. Patronage on State Transit bus services passed 200 million passenger trips for the seventh consecutive financial year.

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 passengers in ensuring that services go to where they need them to go.

Patronage on State Transit services has remained static compared to the same period last year.

	March Quarter 2012	December Quarter 2011	March Quarter 2011
Sydney Buses	47,758,000	47,816,000	47,844,000
Newcastle Bus & Ferry Services		3,022,000	2,886,000

Metrobus services operated by State Transit

State Transit commenced Metrobus services in October 2008 with the introduction of the M10 service between Leichhardt and Kingsford.

These Metrobus services provide high-frequency, high-capacity links between key employment and growth centres across Sydney. State Transit now operates eight Metrobus routes.

	March Quarter 2012	December Quarter 2011	March Quarter 2011
M10 Leichhardt Maroubra Jn	575,070	537,700	522,951
M20 Gore Hill Mascot	468,373	438,389	408,693
M30 Mosman Sydenham	544,943	495,223	447,946
M40 Chatswood Bondi Jn	406,771	373,964	325,041
M41 Macquarie Park Hurstville	377,321	372,539	244,125
M50 Drummoyne Coogee	419,118	364,155	295,394
M52 Parramatta Circular Quay	715,716	696,131	626,069
M54 Parramatta Macquarie Pk	307,747	310,208	249,921



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State Transit Fleet

The number of buses in the State Transit fleet, as of 31 March 2012, was 2,202. This is a decrease year-on-year of 19 buses.

Over the same period, with the introduction of new buses and the retirement of older vehicles, the overall number of wheelchair accessible buses in the fleet has increased by 130 buses and the number of air-conditioned buses has also increased by 130.

Under the Metropolitan and Outer Metropolitan Bus System Contracts, the average age of the State Transit bus fleet should be no more than 12 years. Over the last 12 months, the average age of the State Transit bus fleet has decreased to 10.83 years.

	March Quarter 2012	December Quarter 2011	March Quarter 2011
Total number of buses	2,202	2,194	2,221
Wheelchair-accessible	1,539 (69.9% of fleet)	1,528 (69.6% of fleet)	1,409 (63.4%)
Air conditioned	1,794 (81.5% of fleet)	1,783 (81.3% of fleet)	1,664 (74.9%)
Average fleet age	10.83 years	10.49 years	11.44



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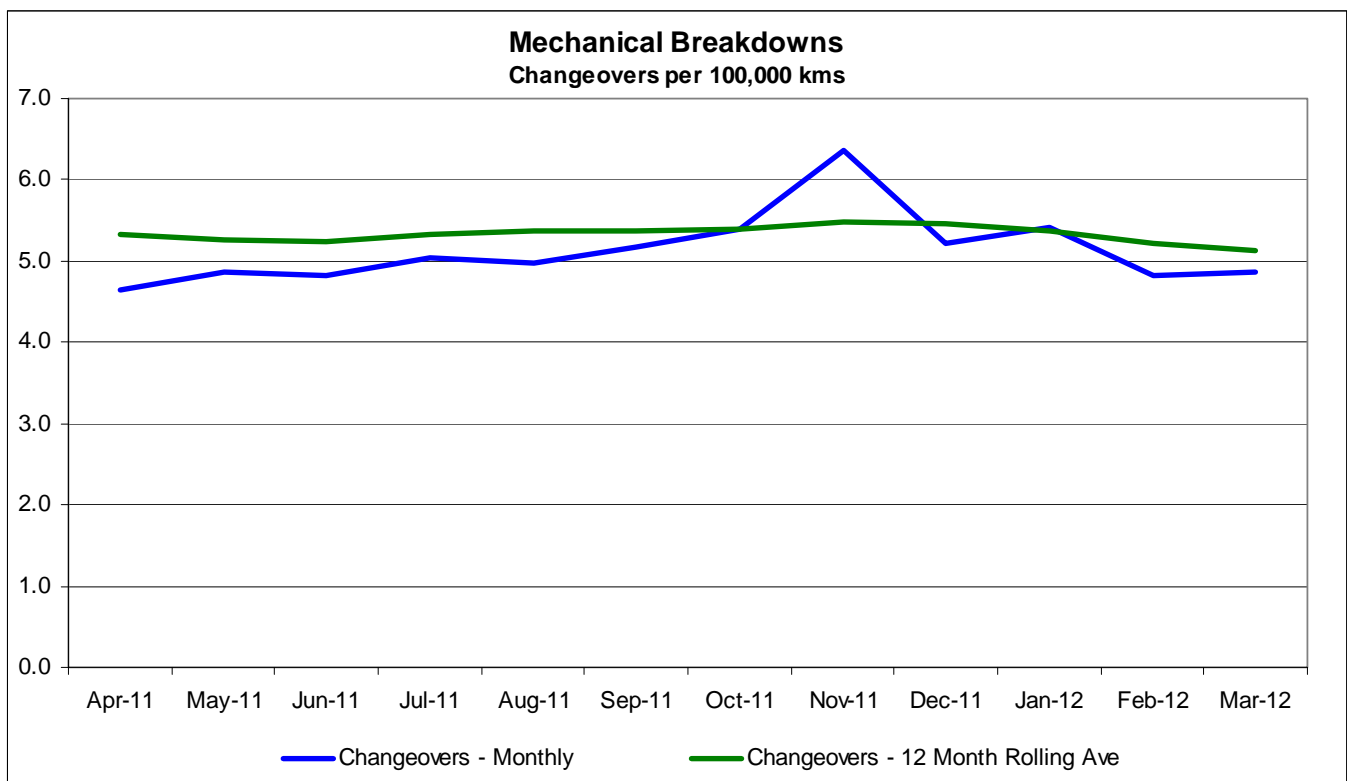
State Transit

Mechanical Breakdowns

State Transit's current fleet of 2,202 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 breakdowns are to be expected in any vehicle industry, and State Transit works hard to drive repairs down.

Mechanical breakdowns constitute any incident involving engine, transmission, overheating or braking problems that prevent a bus from safely continuing its journey. 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.

	March Quarter 2012		December Quarter 2011		March Quarter 2011	
	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms
Region 6	6,738,339	4.3	6,787,683	5.3	6,580,944	5.5
Region 7	5,039,211	5.9	5,054,254	7.2	4,955,470	7.4
Region 8	4,014,330	3.4	4,001,901	3.8	3,931,069	4.8
Region 9	6,089,114	7.1	6,148,755	7.3	6,088,298	8.8
Sydney Buses	21,880,994	5.3	21,992,593	6.0	21,555,781	6.7
OMBSC 5	2,093,472	2.3	2,127,249	2.3	2,037,690	2.3





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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.

During the March quarter, the rate of its testing increased compared to the same quarter last year, with two positive alcohol tests recorded and three positive drug test recorded in the period.

**Please note, additional drug and alcohol programs were implemented in January 2012 which has increased the number of tests conducted.*

	Alcohol Testing								
	March Quarter 2012			December Quarter 2011			March Quarter 2011		
	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)
Region 6	243	0	0.0%	125	0	0.0%	81	0	0.00
Region 7	407	2	0.5%	44	0	0.0%	72	0	0.00
Region 8	140	0	0.0%	81	0	0.0%	56	0	0.00
Region 9	247	0	0.0%	67	1	1.5%	142	0	0.00
Sydney Buses	1037	2	0.2%	317	1	0.3%	351	0	0.00
OMBSC 5	11	0	0.0%	14	0	0.0%	50	0	0.00

	Drug Testing								
	March Quarter 2012			December Quarter 2011			March Quarter 2011		
	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)
Region 6	109	2	1.8%	31	2	6.5%	31	0	0.00
Region 7	51	0	0.0%	23	0	0.0%	24	0	0.00
Region 8	16	0	0.0%	28	1	3.6%	32	0	0.00
Region 9	29	1	3.4%	21	0	0.0%	34	0	0.00
Sydney Buses	205	3	1.5%	103	3	2.9%	121	0	0.00
OMBSC 5	8	0	0.0%	12	0	0.0%	22	0	0.00