



State Transit Proactive Release of Performance Information

Quarterly Report
July – September 2011

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 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.
- **OMBSC 5 Services for the Newcastle and Lake Macquarie areas**

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 2011	Reliability	% of timetable trips commenced their route	Page 4
	On-time Running	% of buses starting their trip within 5 minutes of the scheduled timetable	Page 5
	Patronage	Total patronage	Page 6
	State Transit Fleet	<ul style="list-style-type: none"> • Total fleet • Air-conditioned and wheelchair-accessible buses • Average age 	Page 7
	Mechanical Breakdowns	Number of mechanical breakdowns per 100,000 kms	Page 8
	Drug & Alcohol Testing	<ul style="list-style-type: none"> • Total tests conducted • Total positive tests recorded 	Page 9

SUMMARY

During the September quarter, 2011:

- State Transit operated more than 1.32 million bus services, which was 99.94% of all scheduled services;
- Of those services operated, more than 96% started their trip within five minutes after the scheduled departure time;
- More than 48 million passengers were carried on these services;
- The State Transit fleet increased year-on-year to 2,199 buses;
- The rate of mechanical breakdowns was 5.4 per 100,000kms; and
- State Transit conducted 270 breath alcohol tests and 102 drug tests.

Compared to the same quarter last year (September quarter 2010):

- State Transit operated more than 30,000 more trips than for the same period last year, at an overall reliability rate that exceeded its target of 99.75%;
- State Transit exceed it's on-time running target of 95% across the network;
- State Transit carried 0.6% (292,000) less passengers than for the September 2010 quarter;
- The State Transit added 34 buses to its fleet, increasing the number of wheelchair accessible and air-conditioned buses;
- The rate of mechanical breakdowns was 5.4 per 100,000km, up from 4.9 during the September 2010 quarter; and
- The number of drug and alcohol tests decreased compared with the same period last year. There were three positive drug test results recorded during the September 2011 quarter.

Reliability

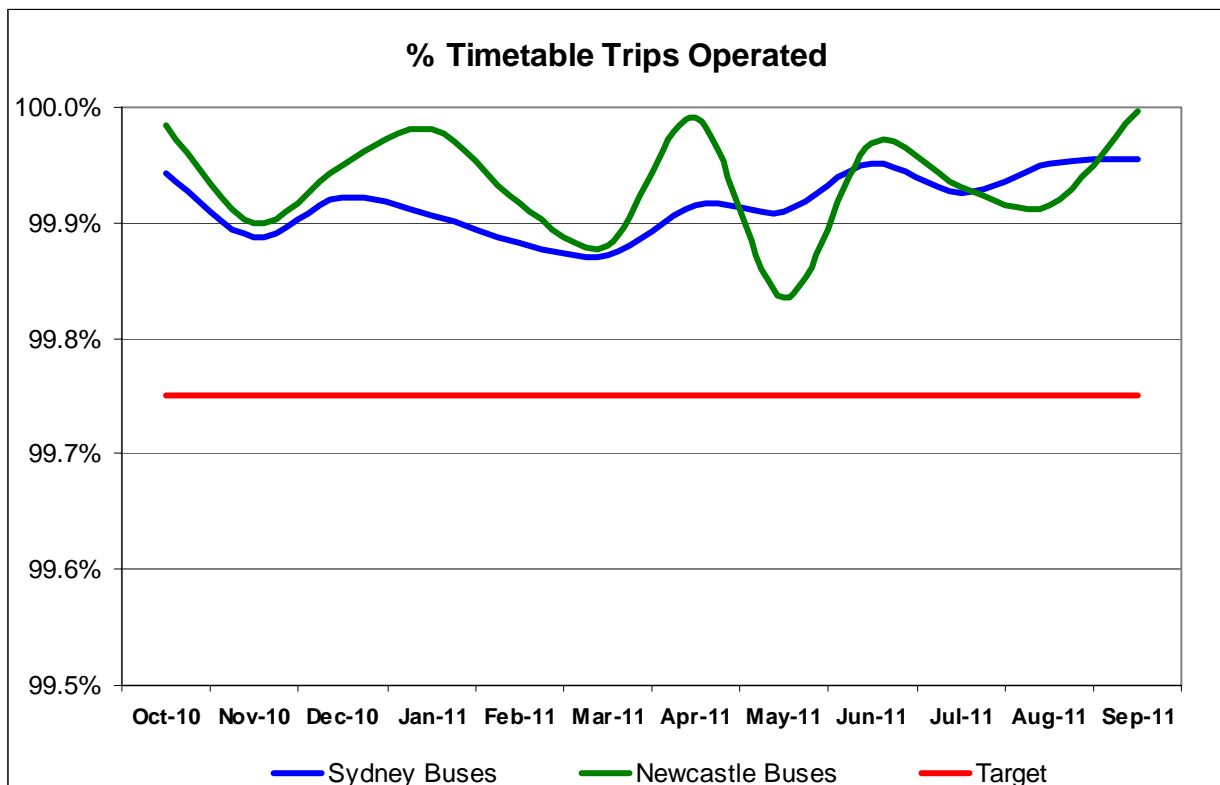
The reliability of bus services is a critical component in State Transit's objective of attracting travellers on to public transport, and hence contributing to the development of a sustainable urban environment.

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

The reliability target for State Transit across all its services is 99.75%.

State Transit continued to exceed this service delivery target while operating 30,405 more trips than for the same period last year.

	September Quarter 2011			June Quarter 2011			September Quarter 2010		
	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	414,170	413,938	99.94%	400,767	400,410	99.91%	384,760	384,520	99.94%
Region 7	263,574	263,490	99.97%	253,458	253,325	99.95%	256,844	256,589	99.90%
Region 8	200,168	200,058	99.95%	194,545	194,406	99.93%	200,332	200,194	99.93%
Region 9	445,861	445,546	99.93%	436,590	436,266	99.93%	452,798	452,525	99.94%
Sydney Buses	1,323,773	1,323,032	99.94%	1,285,360	1,284,407	99.93%	1,294,734	1,293,828	99.93%
OMBSC 5	84,548	84,503	99.95%	82,845	8,2785	99.93%	83,327	83,302	99.97%



On-Time Running

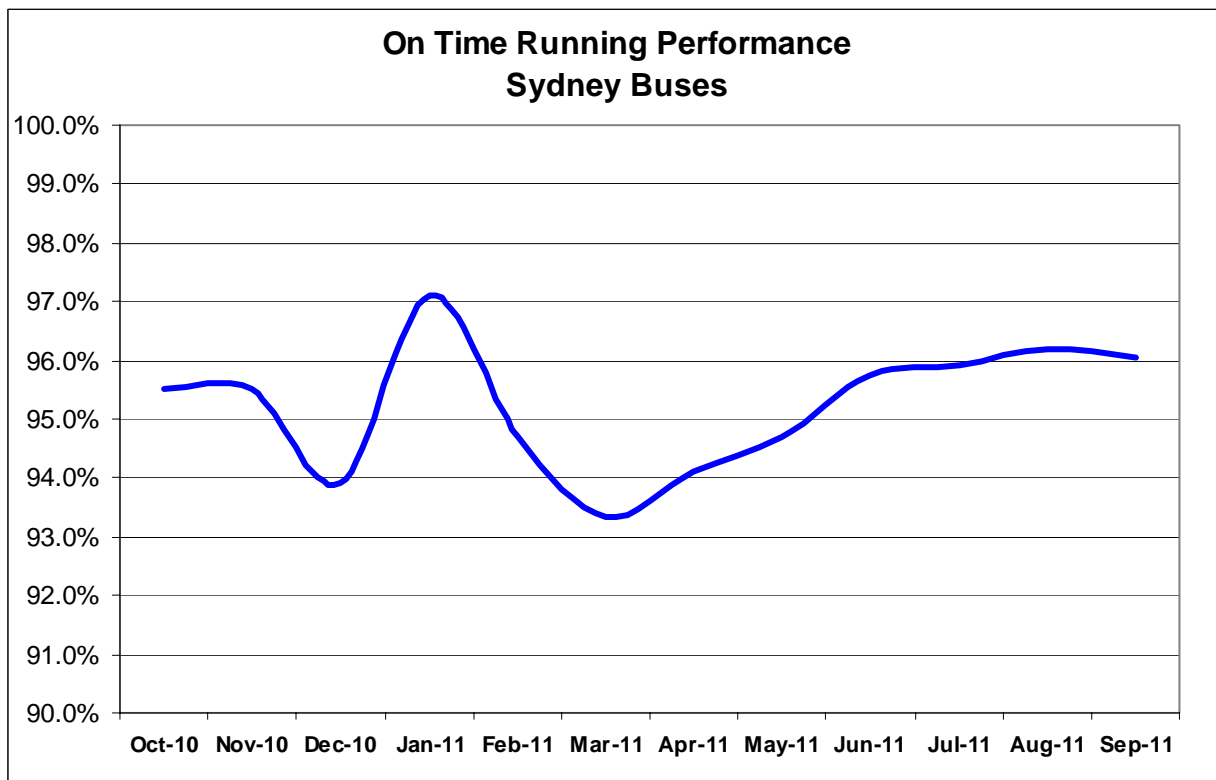
On-time running is important to everyone and many factors can affect the reliable performance of bus services including traffic accidents, special events, wet weather conditions and roadworks. Bus services are also delayed by motorists who park in bus stops, illegally use bus-only lanes, park in clearways 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, that are out of State Transit’s control.

State Transit continued to meet it’s on-time running target of 95% across the network.

State Transit checks the on-time running of its services in each region, across different periods of the day.

	September Quarter 2011	June Quarter 2011	September Quarter 2010
	% On-Time Running	% On-Time Running	% On-Time Running
Region 6	93.4%	92.5%	94.7%
Region 7	95.2%	94.7%	94.4%
Region 8	96.5%	96.6%	96.2%
Region 9	97.6%	96.2%	97.5%
Sydney Buses	96.1%	95.0%	96.3%
OMBSC 5	97.7%	97.2%	96.5%



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 decreased by 0.6% compared to the same period last year.

	September Quarter 2011	June Quarter 2011	September Quarter 2010
Sydney Buses	48,011,000	47,974,000	48,303,000
Newcastle Bus and Ferry Services	3,040,000	3,062,000	3,096,000

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. Since then, State Transit has continued to expand and extend these services.

	September Quarter 2011	June Quarter 2011	September Quarter 2010
M10 Leichhardt – Maroubra Junction	596,455	589,336	585,122
M20 Gore Hill – Mascot	464,545	444,872	431,565
M30 Mosman – Sydenham	533,217	510,835	440,176
M40 Chatswood – Bondi Junction	373,891	358,878	215,027
M41 Macquarie Park – Hurstville	368,022	327,649	---
M50 Drummoyne – Coogee	379,594	339,636	---
M52 Parramatta – Circular Quay	735,929	714,778	395,778
M54 Parramatta – Macquarie Park	331,146	313,204	---

State Transit Fleet

The number of buses in the State Transit fleet, as of 1 October 2011, was 2,199. This is an increase year-on-year of 34 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 187 buses and the number of air-conditioned buses has increased by 180.

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 10.77 years.

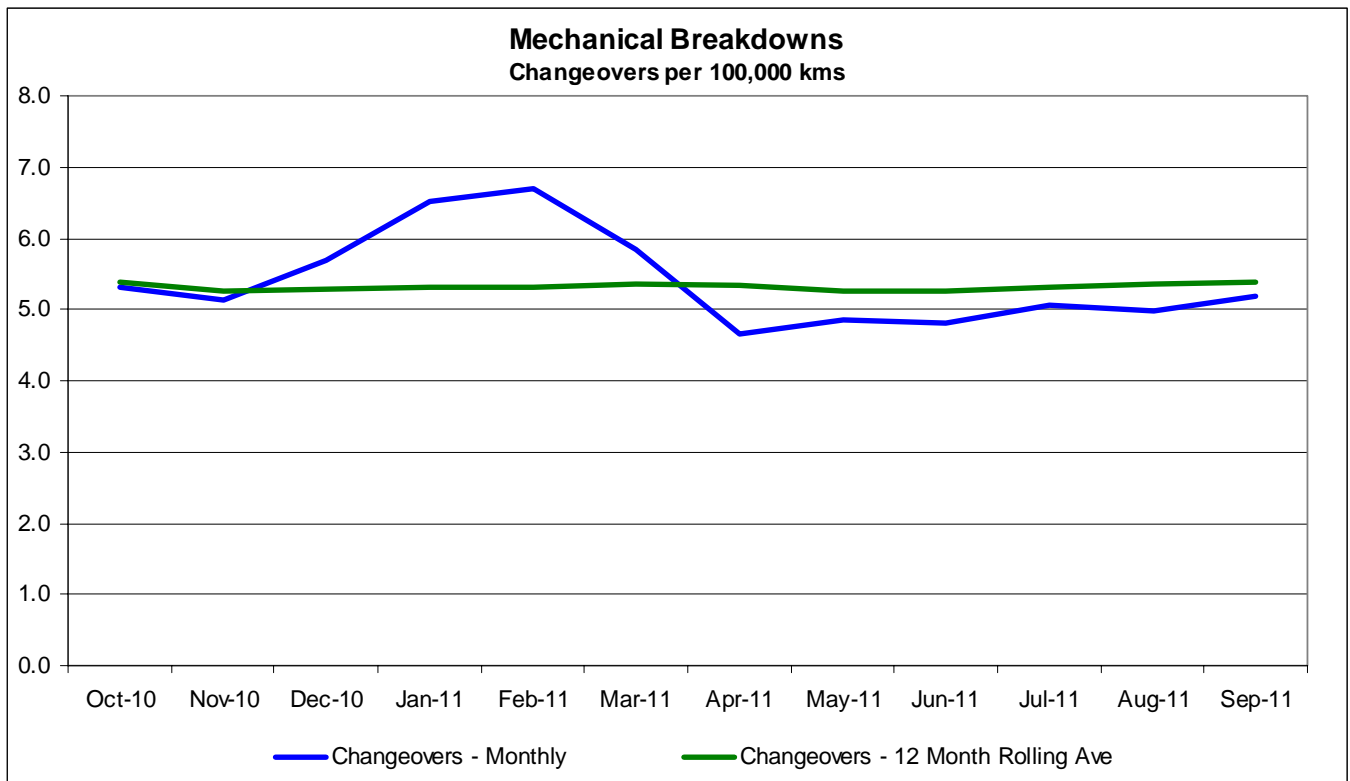
	September Quarter 2011	June Quarter 2011	September Quarter 2010
Total no. of buses	2,199	2,252	2,165
Wheelchair accessible	1,499 (68.2% of fleet)	1,412 (63% of fleet)	1,312 (60.6% of fleet)
Air-conditioned	1,754 (79.8% of fleet)	1,754 (78% of fleet)	1,574 (72.7% of fleet)
Average fleet age	10.77 years	10.89 years	11.69 years

Breakdowns

State Transit's current fleet of 2,199 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.

	September Quarter 2011		June Quarter 2011		September Quarter 2010	
	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	6,905,709	4.8	6,669,225	4.2	6,135,438	4.4
Region 7	5,207,635	5.7	4,998,329	5.9	5,109,129	5.3
Region 8	4,131,664	4.0	4,050,963	3.3	4,163,944	3.6
Region 9	6,278,057	6.8	6,134,480	6.3	6,526,944	5.9
Sydney Buses	22,523,065	5.4	21,852,997	5.0	21,935,455	4.9
OMBSC 5	2,168,377	1.2	2,103,879	2.0	2,080,797	1.6



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 September quarter, the rate of its testing decreased compared to the same quarter last year, with zero positive alcohol tests recorded and three (3) positive drug test recorded in the period.

	Alcohol Testing								
	September Quarter 2011			June Quarter 2011			September Quarter 2010		
	Tests Conducted	Positive Test Recorded	% Positive Results	Tests Conducted	Positive Test Recorded	% Positive Results	Tests Conducted	Positive Test Recorded	% Positive Results
Region 6	142	0	0.0%	124	0	0.0%	109	0	0.0%
Region 7	37	0	0.0%	100	0	0.0%	38	0	0.0%
Region 8	57	0	0.0%	96	0	0.0%	59	0	0.0%
Region 9	34	0	0.0%	102	0	0.0%	109	0	0.0%
Sydney Buses	270	0	0.0%	422	0	0.0%	315	0	0.0%
OMBSC 5	32	0	0.0%	36	0	0.0%	44	0	0.0%

	Drug Testing								
	September Quarter 2011			June Quarter 2011			September Quarter 2010		
	Tests Conducted	Positive Test Recorded	% Positive Results	Tests Conducted	Positive Test Recorded	% Positive Results	Tests Conducted	Positive Test Recorded	% Positive Results
Region 6	48	2	4.2%	41	0	0.0%	41	0	0.0%
Region 7	19	0	0.0%	41	0	0.0%	21	0	0.0%
Region 8	15	0	0.0%	36	0	0.0%	27	1	3.7%
Region 9	20	0	0.0%	40	0	0.0%	54	1	1.9%
Sydney Buses	102	2	2.0%	158	0	0.0%	143	2	1.4%
OMBSC 5	11	1	9.1%	17	0	0.0%	20	1	5.0%