



# State Transit Proactive Release of Performance Information

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

### SUMMARY

#### During the March quarter, 2011:

- State Transit operated more than 1.34 million bus services, which was 99.89% of all scheduled services;
- Of those services operated, more than 95% started their trip within five minutes after the scheduled departure time;
- More than 50.7 million passengers were carried on these services;
- The State Transit fleet increased to 2,221 buses;
- The rate of mechanical breakdowns was 6.3 per 100,000kms; and
- State Transit conducted more than 400 breath alcohol tests and 140 drug tests.

#### Compared to the same quarter last year (March quarter 2010):

- State Transit operated almost 58,000 more trips than for the same period last year, at an overall reliability rate that exceeded its target of 99.75%;
- State Transit met its on-time running target of 95% across the network;
- State Transit carried 1.3% (630,000) more passengers than for the 2010 March quarter;
- The State Transit added 100 buses to its fleet, increasing the number of wheelchair accessible and air-conditioned buses;
- The rate of mechanical breakdowns was 6.3 per 100,000km, up from 6.0 during the March 2010 quarter; and
- The number of drug and alcohol tests increased compared with the same period last year. No positive test results were recorded during the March 2011 quarter.

## Reliability

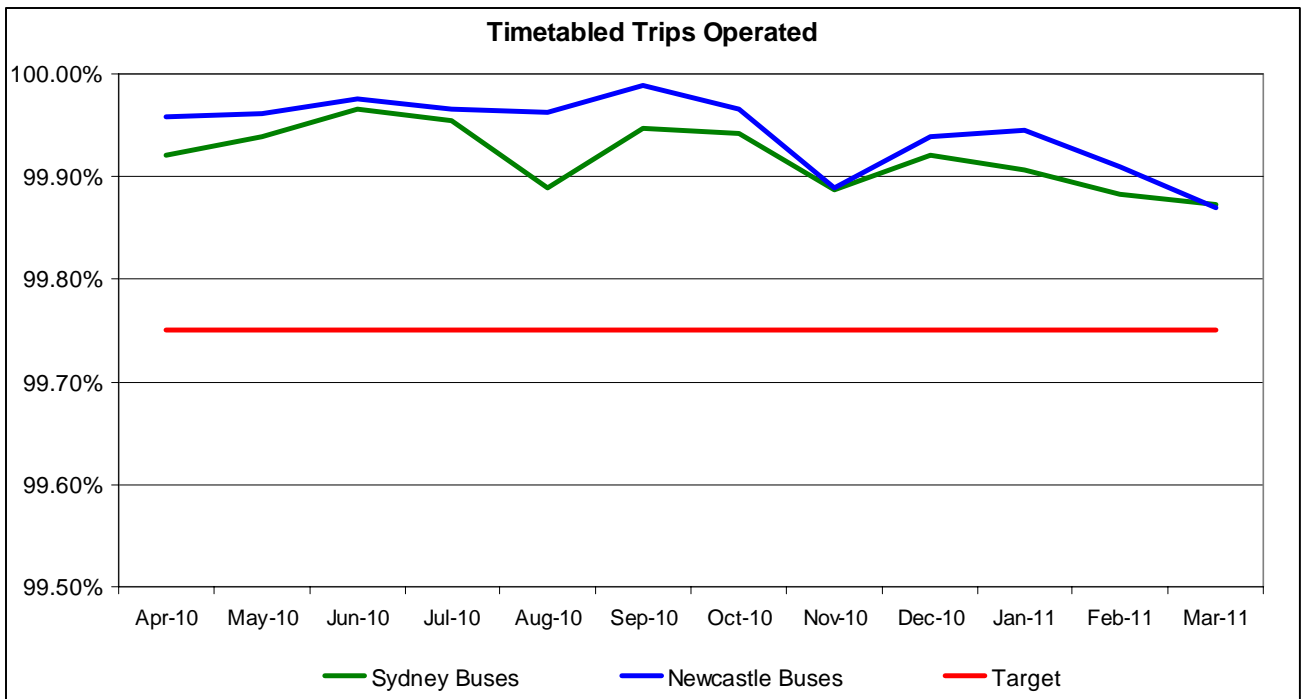
The reliability of bus services is a critical component in State Transit's objective of attracting travellers on to public transport, and hence contributing to the development of a sustainable urban environment.

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 almost 58,000 more trips than for the same period last year.

	March Quarter 2011			December Quarter 2010			March 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
<b>Region 6</b>	394,020	393,516	99.87%	386,305	385,958	99.91%	340,564	340,310	99.93%
<b>Region 7</b>	250,446	250,069	99.85%	256,701	256,407	99.89%	238,586	238,363	99.91%
<b>Region 8</b>	188,975	188,826	99.92%	194,219	194,081	99.93%	192,059	191,849	99.89%
<b>Region 9</b>	431,269	430,864	99.91%	443,967	443,678	99.93%	434,868	434,657	99.95%
<b>Sydney Buses</b>	<b>1,264,710</b>	<b>1,263,275</b>	<b>99.89%</b>	<b>1,281,192</b>	<b>1,280,124</b>	<b>99.92%</b>	<b>1,206,077</b>	<b>1,205,179</b>	<b>99.93%</b>
<b>OMBSC 5</b>	78,584	78,509	99.90%	81,672	81,615	99.93%	78,699	78,653	99.94%
<b>State Transit</b>	<b>1,343,294</b>	<b>1,341,784</b>	<b>99.89%</b>	<b>1,362,864</b>	<b>1,361,739</b>	<b>99.92%</b>	<b>1,284,776</b>	<b>1,283,832</b>	<b>99.93%</b>



## On-Time Running

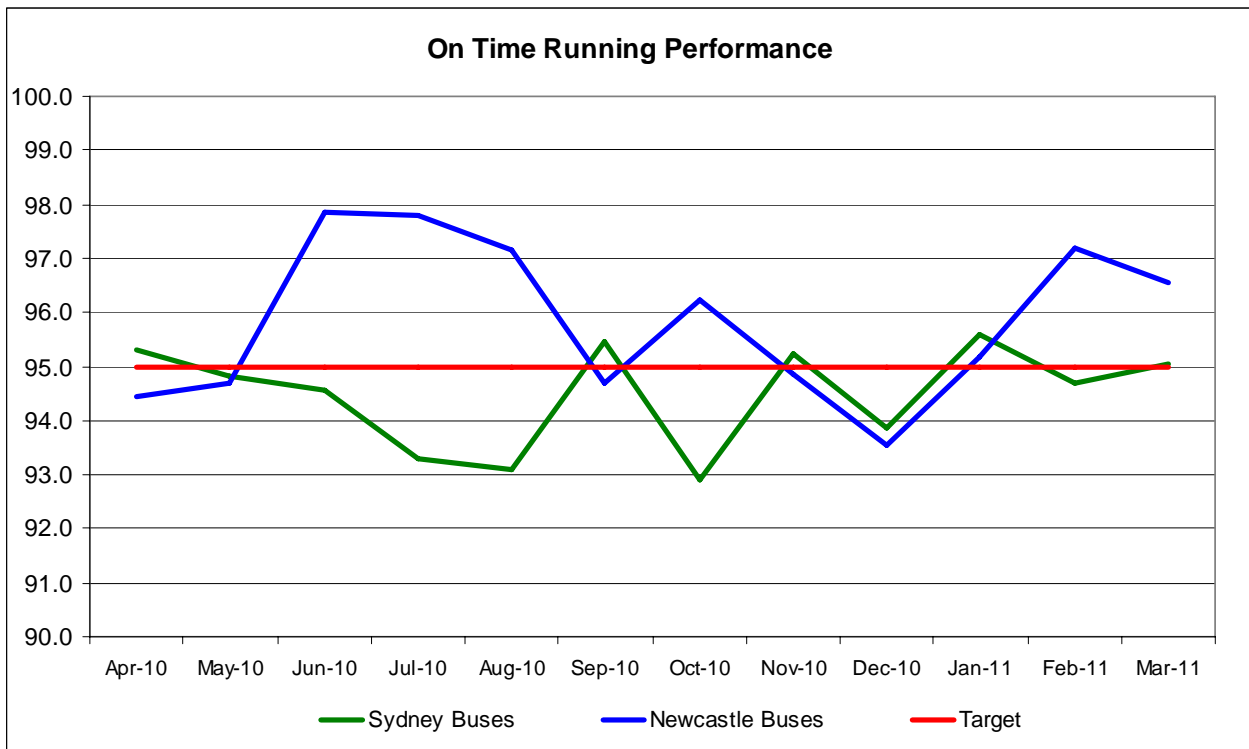
On-time running is important to everyone and many factors can affect the reliable performance of bus services including traffic accidents, special events, wet weather conditions and roadworks. Bus services are also delayed by motorists who park in bus stops, illegally use bus-only lanes, park in clearways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

	March Quarter 2011	December Quarter 2010	March Quarter 2010
	% On-Time Running	% On-Time Running	% On-Time Running
Region 6	96.1%	92.0%	94.6%
Region 7	95.8%	92.2%	94.3%
Region 8	93.1%	96.5%	94.5%
Region 9	94.8%	96.6%	97.1%
Sydney Buses	95.1%	94.0%	95.8%
OMBSC 5	96.6%	94.9%	94.2%



## 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 increased by 1.3% compared to the same period last year.

	March Quarter 2011	December Quarter 2010	March Quarter 2010
<b>Sydney Buses</b>	47,844,000	47,734,000	47,137,000
<b>Newcastle Bus and Ferry Services</b>	2,886,000	3,025,000	2,927,000
<b>State Transit</b>	50,730,000	50,759,000	50,064,000

## 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.

	March Quarter 2011 (to 26 March 2011)	December Quarter 2010	March Quarter 2010
<b>M10</b> Leichhardt – Maroubra Junction	522,951	518,754	514,763
<b>M20</b> Gore Hill – Mascot	408,693	407,154	374,141
<b>M30</b> Mosman – Sydenham	447,946	435,608	14,277
<b>M40</b> Chatswood – Bondi Junction	325,041	308,392	---
<b>M41</b> Macquarie Park – Hurstville	244,125	19,438	---
<b>M50</b> Drummoyne – Coogee	295,394	153,780	---
<b>M52</b> Parramatta – Circular Quay	626,069	645,133	---
<b>M54</b> Parramatta – Macquarie Park	249,921	212,998	---

## State Transit Fleet

The number of buses in the State Transit fleet, as of 1 April 2011, was 2,221. This is an increase year-on-year of 100 buses.

Over the same period, with the introduction of these 100 new buses and the retirement of older vehicles, the overall number of wheelchair accessible buses in the fleet has increased by 207 buses and the number of air-conditioned buses has increased by 200.

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 11.44 years.

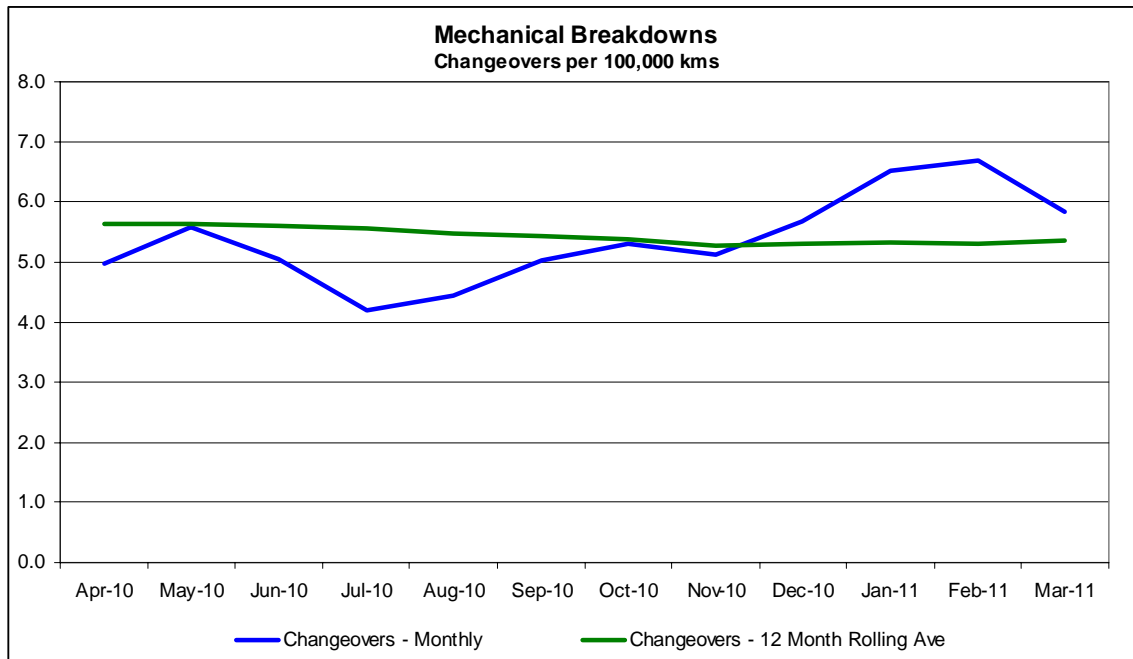
	<b>March Quarter 2011</b> (As at 01/04/2011)	<b>December Quarter 2010</b> (As at 01/01/2011)	<b>March Quarter 2010</b> (As at 01/04/2010)
<b>Total no. of buses</b>	2,221	2,204	2,121
<b>Wheelchair accessible</b>	1,409 (63.4%)	1,375 (62.9%)	1,202 (56.7%)
<b>Air-conditioned</b>	1,664 (74.9%)	1,632 (74.1%)	1,464 (69%)
<b>Average fleet age</b>	11.44	11.49	12.19

## Breakdowns

State Transit’s current fleet of 2,221 buses operate more than 15,000 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 2011		December Quarter 2010		March 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
<b>Region 6</b>	6,580,944	5.5	5,303,595	6.9	5,303,595	5.4
<b>Region 7</b>	4,955,470	7.4	5,043,320	6.1	4,578,489	7.6
<b>Region 8</b>	3,931,069	4.8	4,023,716	3.7	3,884,425	4.5
<b>Region 9</b>	6,088,298	8.8	6,362,786	6.8	6,257,254	7.6
<b>Sydney Buses</b>	<b>21,555,781</b>	<b>6.7</b>	<b>21,693,700</b>	<b>5.8</b>	<b>20,023,763</b>	<b>6.4</b>
<b>OMBSC 5</b>	2,037,690	2.3	2,062,389	1.7	1,966,507	2.2
<b>State Transit</b>	<b>23,593,471</b>	<b>6.3</b>	<b>23,756,089</b>	<b>5.4</b>	<b>21,990,270</b>	<b>6.0</b>





## 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, State Transit increased the rate of its testing compared to the same quarter last year, with zero positive tests recorded.

	Alcohol Testing								
	March Quarter 2011			December Quarter 2010			March 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	81	0	0.00%	79	0	0.00%	62	0	0.00%
Region 7	72	0	0.00%	34	0	0.00%	28	0	0.00%
Region 8	56	0	0.00%	264	2	0.75%	42	0	0.00%
Region 9	142	0	0.00%	98	0	0.00%	95	1	1.05%
Sydney Buses	351	0	0.00%	475	2	0.42%	227	1	0.44%
OMBSC 5	50	0	0.00%	16	0	0.00%	31	0	0.00%
State Transit	401	0	0.00%	491	2	0.41%	258	1	0.39%

	Drug Testing								
	March Quarter 2011			December Quarter 2010			March 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	31	0	0.00%	30	1	3.33%	27	0	0.00%
Region 7	24	0	0.00%	18	0	0.00%	15	0	0.00%
Region 8	32	0	0.00%	69	2	2.90%	14	2	14.3%
Region 9	34	0	0.00%	19	1	5.26%	39	1	2.56%
Sydney Buses	121	0	0.00%	136	0	0.00%	95	0	0.00%
OMBSC 5	22	0	0.00%	7	0	0.00%	11	1	9.09%
State Transit	143	0	0.00%	143	4	2.79%	106	4	3.77%