

Bus Industry Dashboard



Background

Transport for NSW regulate bus operators and drivers under the *Passenger Transport Act 1990* and associated regulations. In addition, we regulate buses and coaches as heavy vehicles under the Road Transport legislation.

Our vision for the bus sector is to work with the bus industry, co-regulators and other agencies to improve bus safety in NSW with the aim of safe journeys by ensuring safe bus drivers, operators and buses.

Our purpose is to work together to protect everyone on our roads. Everything we do aims to reduce deaths and serious injuries on NSW roads. Our safety commitment means a safer NSW – for every individual and the community.

As a regulator, our role is to ensure and promote safe and efficient journeys through safer drivers, safer vehicles, and safer operators.

On 1 July 2005, as part of an accreditation reform the Bus Operator Accreditation Scheme (BOAS) was introduced to achieve a number of aims.

Visit the Buses Section of our website for more information www.rms.nsw.gov.au/business-industry/buses/index.html.

From 1 November 2017, a new regulatory framework for passenger services provided by any vehicle with 12 seats or less (including the driver) was introduced and is overseen by the Point to Point Transport Commissioner. Visit their website for more information <https://www.pointtopoint.nsw.gov.au/>.

The purpose of this report is to identify how BOAS is performing and to highlight key statistics and trends about bus compliance and bus incidents.

Key Statistics

Industry Status



Current DAs
25,179

Cancelled DAs
226
Suspended DAs
322

Bus Compliance

Bus Incidents

CBUS

66.0%



RBUS/OMNI

92.5%



6,670

Industry Status



DAs and Accreditations

Current DA

25,179

DA Issued

2022 Q2	2022 Q3	2022 Q4	2023 Q1
442	630	652	737

DA Renewed

2022 Q2	2022 Q3	2022 Q4	2023 Q1
1,598	1,586	1,323	2,032

DA by Age and Gender

20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65-69		70-74		75-79		>80	
F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M
9	91	47	320	110	751	163	1,491	235	1,963	299	2,133	448	3,112	459	3,718	419	3,974	238	2,895	72	1,512	27	593	4	96

DA Cancelled

Dsr Reason	2022 Q2	2022 Q3	2022 Q4	2023 Q1
VOLUNTARY SURRENDER	247	217	257	212
DECEASED	9	18	13	11
NOT FIT & PROPER	1	2		
MEDICAL	1			
WILL NOT RENEW		1		
TENURE		1	1	2
ENTERED IN ERROR			6	1
Grand Total	258	239	277	226

DA Suspended

Dsr Reason	2022 Q2	2022 Q3	2022 Q4	2023 Q1
FAILED TO PROVIDE MEDICAL	108	120	79	115
RMS DRIVERS LIC SURRENDERED	40	40	28	54
RMS DRIVERS LICENCE SUSPENDED	35	31	49	57
MEDICAL	17	16	27	37
VISA OVERDUE	10	3	16	12
RMS DRIVERS LIC EXPIRED	10		1	15
IDL OVERDUE	9	12	9	6
CHARGES PENDING	2	1	1	3
RMS DRIVERS LIC CANCELLED	1		3	1
SHOW CAUSE			1	
RMS DRIVER'S LICENCE NOT ACTIVE		4	1	17
OTHER			2	4
DRUG TEST POSITIVE				1
Grand Total	232	227	217	322

Accreditation

LDTC	843
RPS	553
Grand Total	1,396

LDTC: Long Distance Tuorist Charter
RPS: Regular Passenger Service

Operators

968

Accreditation Issued/Renewed

	Issued	Renewed
2022 Q2	15	84
2022 Q3	10	58
2022 Q4	12	58
2023 Q1	11	65

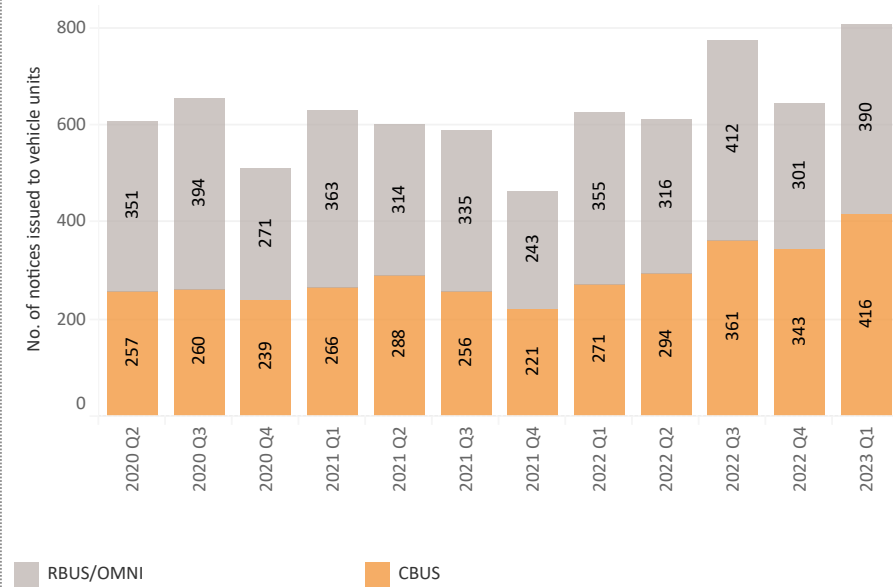
Heavy Vehicle Compliance



Transport
for NSW

Notices Issued

Notices Issued to Vehicle Units

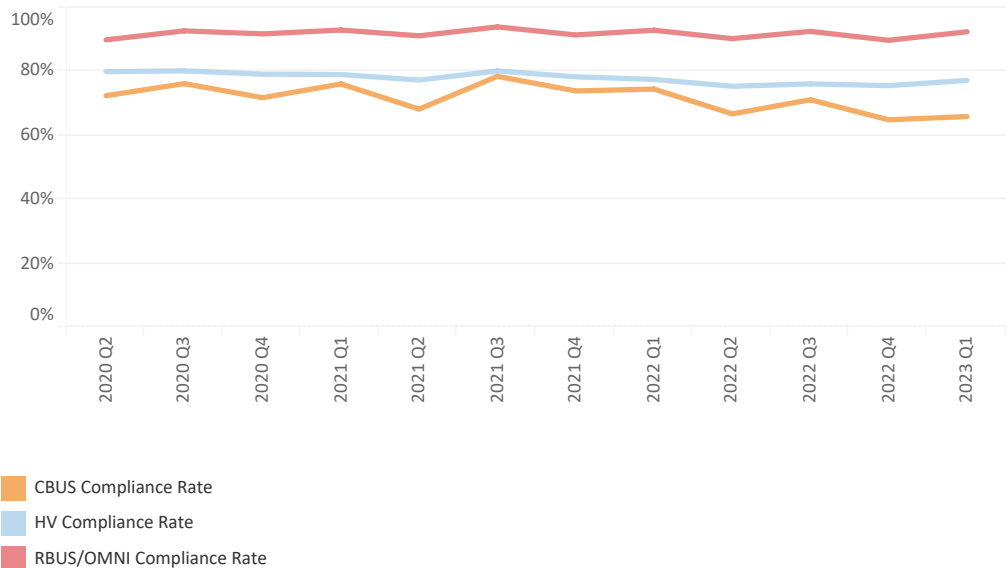


• In the last 3 year period (2020 Q2 to 2023 Q1), **7,517** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2023 Q1, only **3.0%(24)** were major and major grounded in severity and likely to cause a fatality or serious accident.

Compliance

Compliance Rate



• In the 3 year period , RBUS/OMNI registered buses remain more compliant compared to CBUS .

• OMNI and RBUS registered buses are generally more compliant with a compliance rate* of **92.5%** in Q1 2023. This is considerably higher than CBUS registered buses (**66.0%**) and the heavy vehicle industry (**77.3%**).

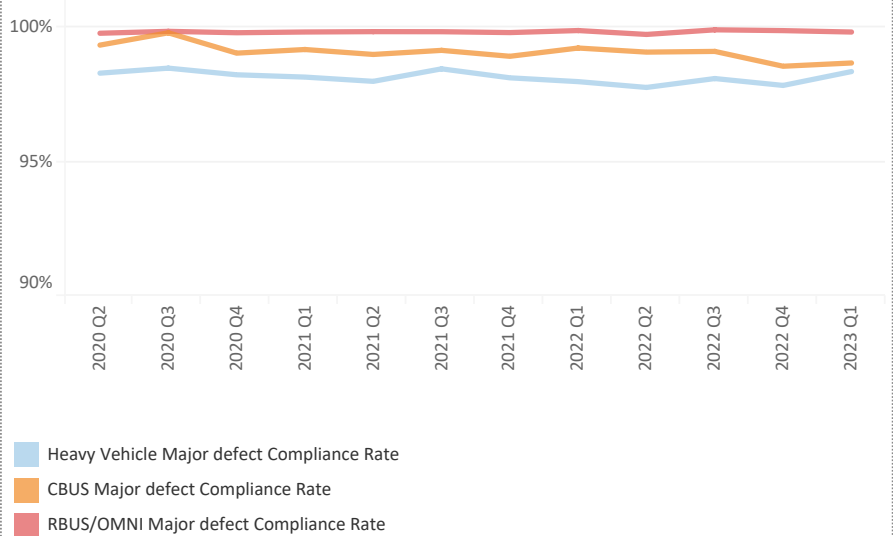
• The compliance rate remains stable across all bus registration usages and the heavy vehicle industry (includes all programs**).

**Compliance Rate: The compliance rate indicates the percentage of vehicle units not found to have any breaches against heavy vehicle legislation at the time of inspection.*

***All programs includes Heavy Vehicle Inspection Scheme(HVIS), Heavy Vehicle Safety Station(HVSS), On Road Enforcement(ORE) and Special Operations.*

Compliance Rate (Major & Major Grounded Defects)

Compliance Rate (Major & Major Grounded defects)
(All Enforcement Program)



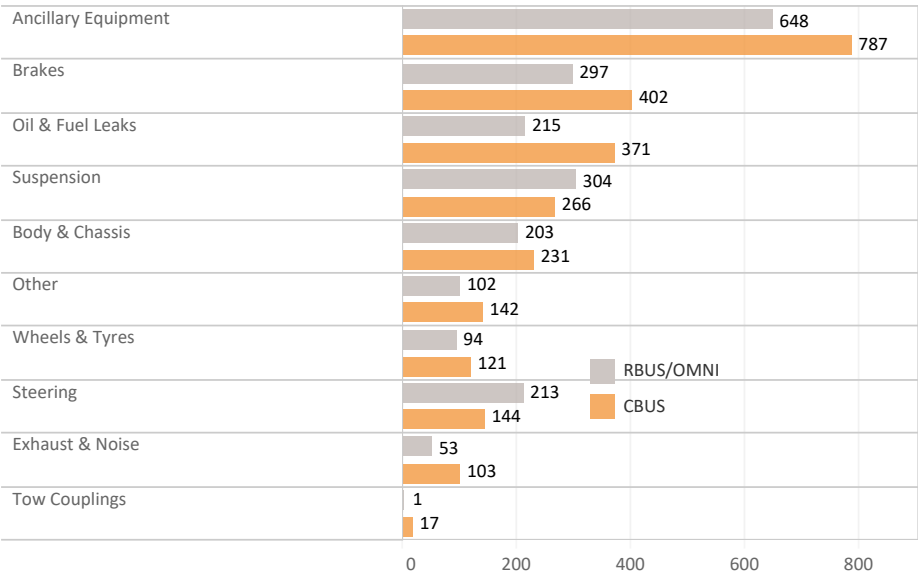
• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

• Compliance rate (major and major grounded defects) across RBUS/OMNI remains stable while CBUS fluctuates by approximately 1 percent.

• On average **99.6%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q1 2023. (Only **0.4%** of buses have been issued with Major defect notices in Q1 2023).

Defect Faults

No. of defect fault types identified (All enforcement programs)
Apr 2022 - Mar 2023

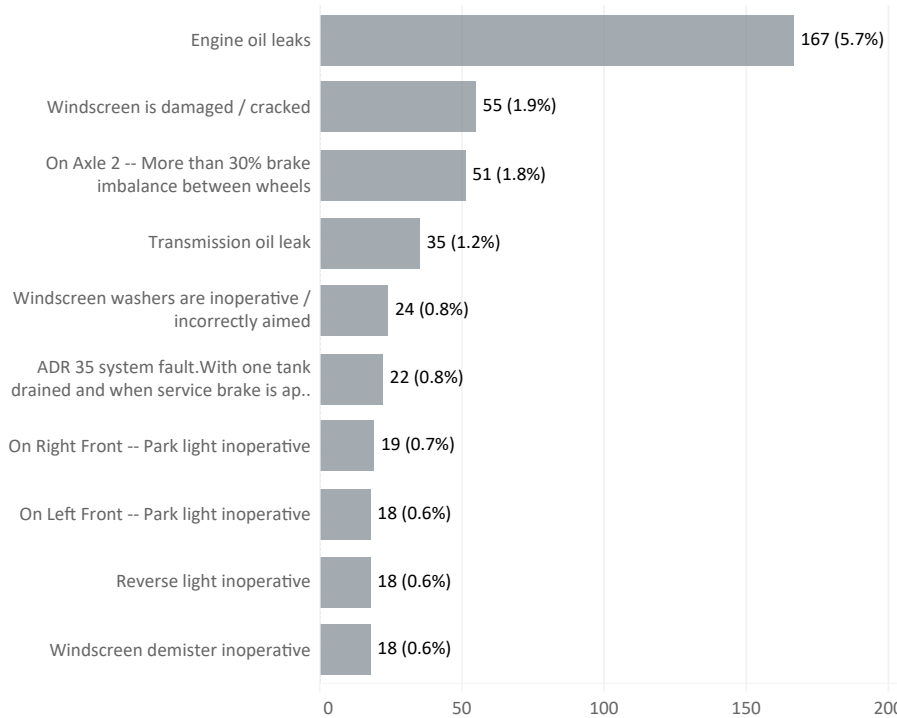


• During the last four quarters, a total of **4,714** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **0.3044** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**0.1483** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)
Apr 2022 - Mar 2023



• The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.

• The top three mechanical issues identified were engine oil leaks, on axle 2 - more than 30% brake imbalance between wheels and damaged windscreen.

CBUS - Charter / Airways bus usage - let for hire

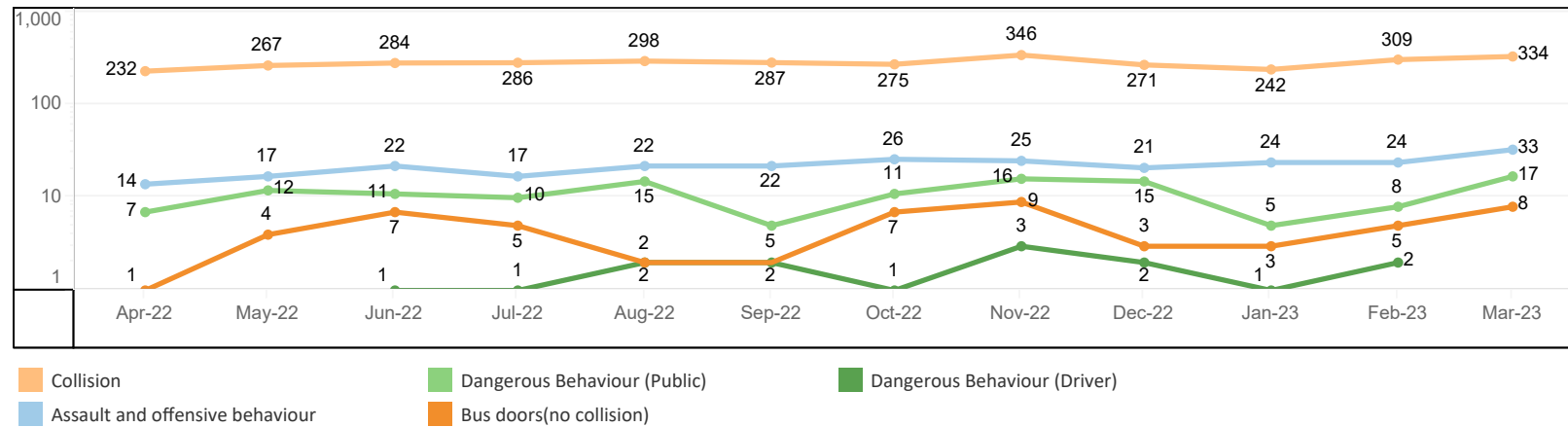
RBUS - Bus / tourist vehicles used for hire

OMNI - Bus operated by the State Transit Authority

Bus Incidents

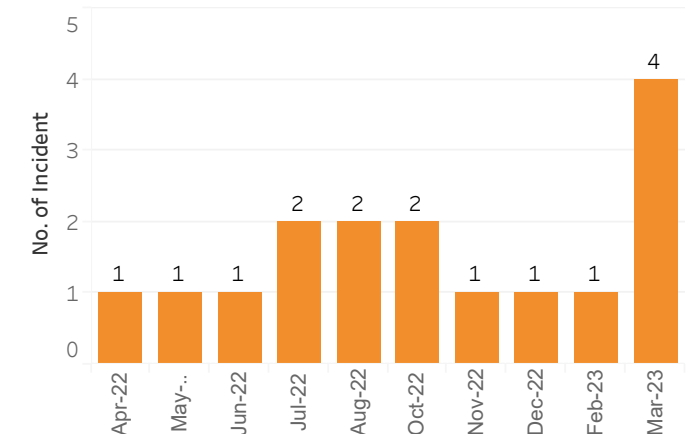
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.

Major Incident by Type

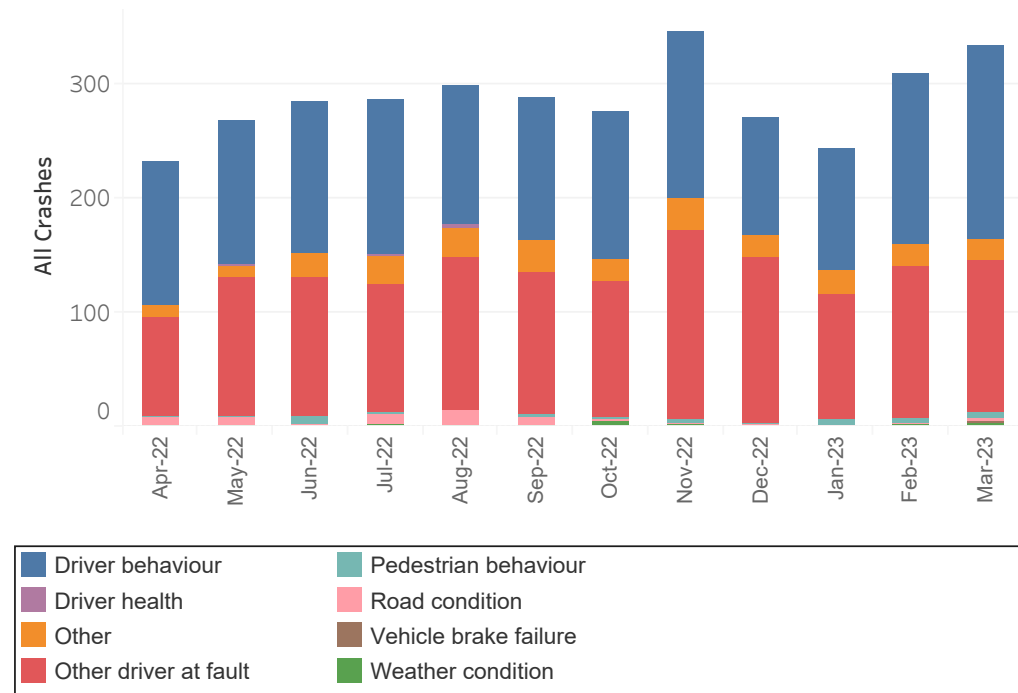


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,435	55.28%
Collision	3,431	21.97%
Slips, trips and falls	763	5.29%
Threatening/intimidating beh..	513	3.69%
Medical incident(no colli..	437	3.29%
Projectiles	444	3.11%
Assault and offensive behav..	267	1.96%
Thermal Event (No fire, smoke..	208	1.72%

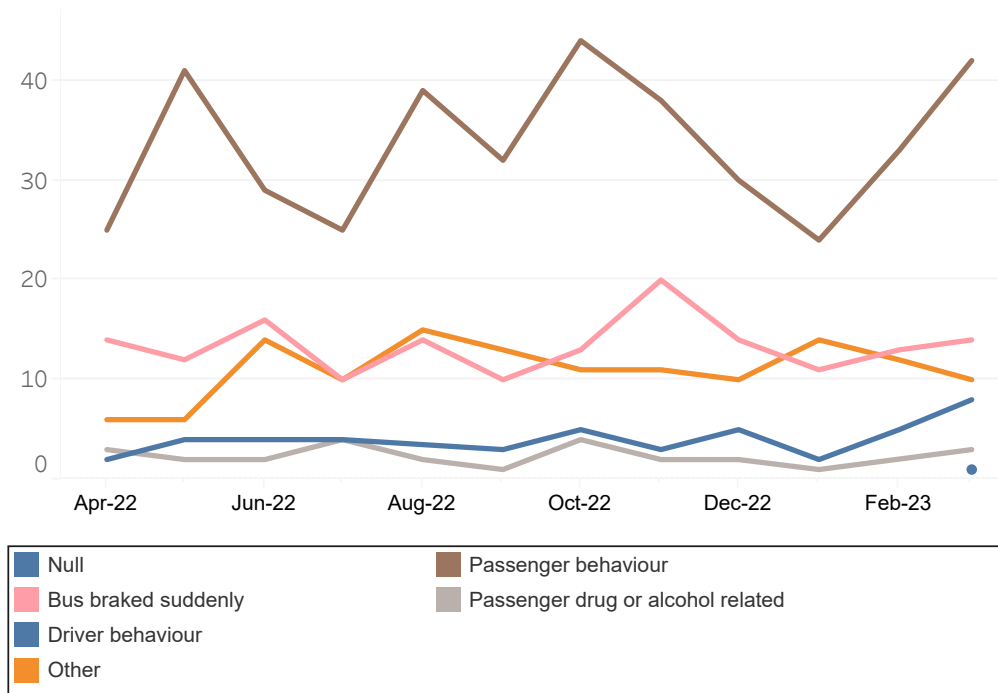
Fire on Bus



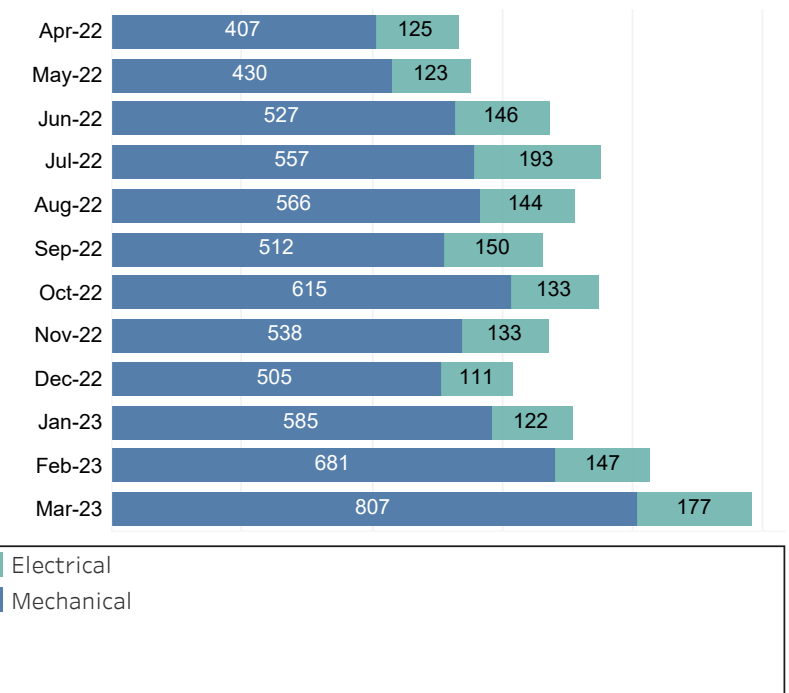
Number of Collisions by Top Causes



Slips, Trips and Falls by Cause



Vehicle Breakdown by Cause



Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Indecent exposure by a passenger	1	2		2	5	3	3	1	2			1
Indecent exposure by the driver							1					
Physical assault between passengers	3	8	10	8	4	7	12	7	11	12	14	15
Physical assault by the driver				1	1	2			2			3
Physical assault on the driver	9	7	9	6	11	10	10	13	6	10	10	10
Robbery			1							1		1
Sexual assault between passengers	1		2		1			4		1		3

Bus Fatalities

PASSENGER TYPE	Incident Period	
	2022	2023
Driver/Employee	1	
Passenger	1	
Pedestrian	1	
Public	1	1

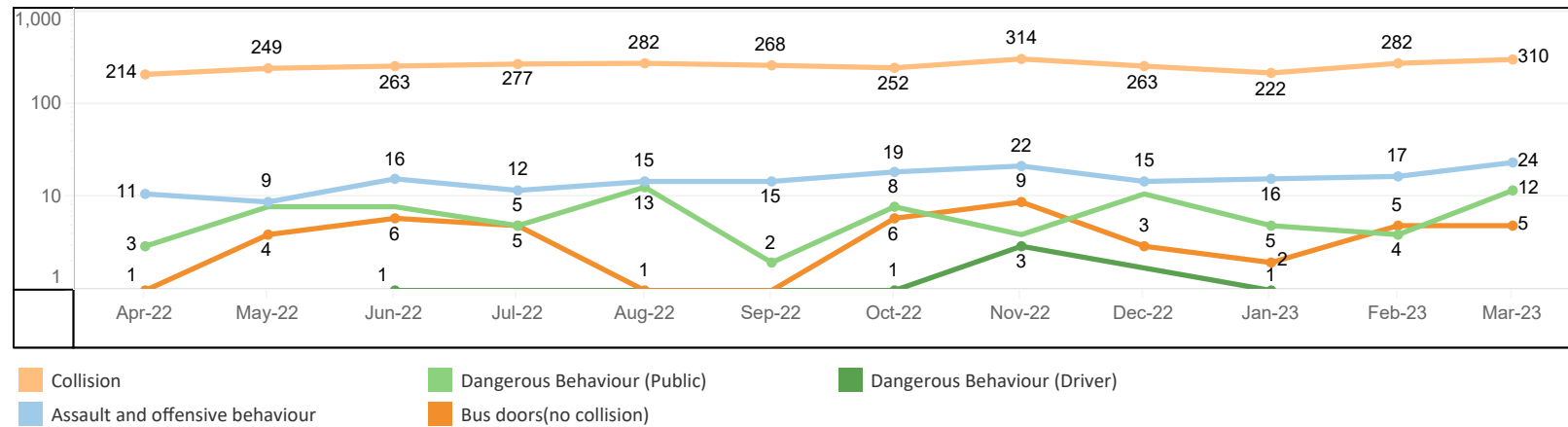
Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Verbal assault against the driver	9	18	19	18	18	20	33	22	35	31	27	21
Physical threat or intimidation against the driver	9	6	10	5	8	12	11	7	12	8	7	10
Verbal assault between passengers	8	10	6	13	4	11	3	9	6	4	6	14
Physical threat or intimidation between passengers	3	4	2	4	5	2	3	5	1	4	4	3
Physical threat or intimidation by the driver			1		1							
Verbal assault by the driver						1						

Bus Incidents - Greater Sydney

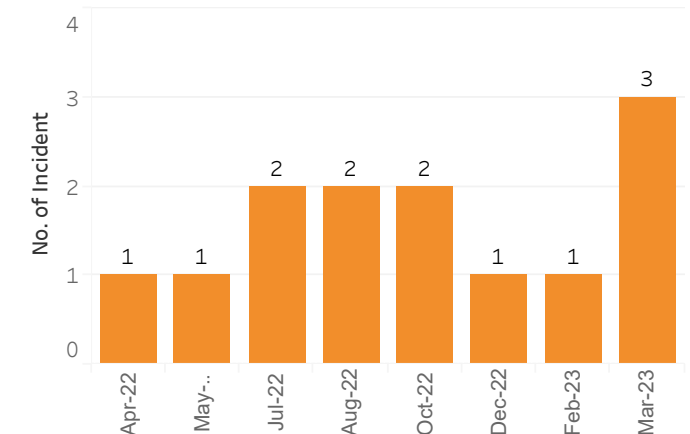
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Major Incident by Type

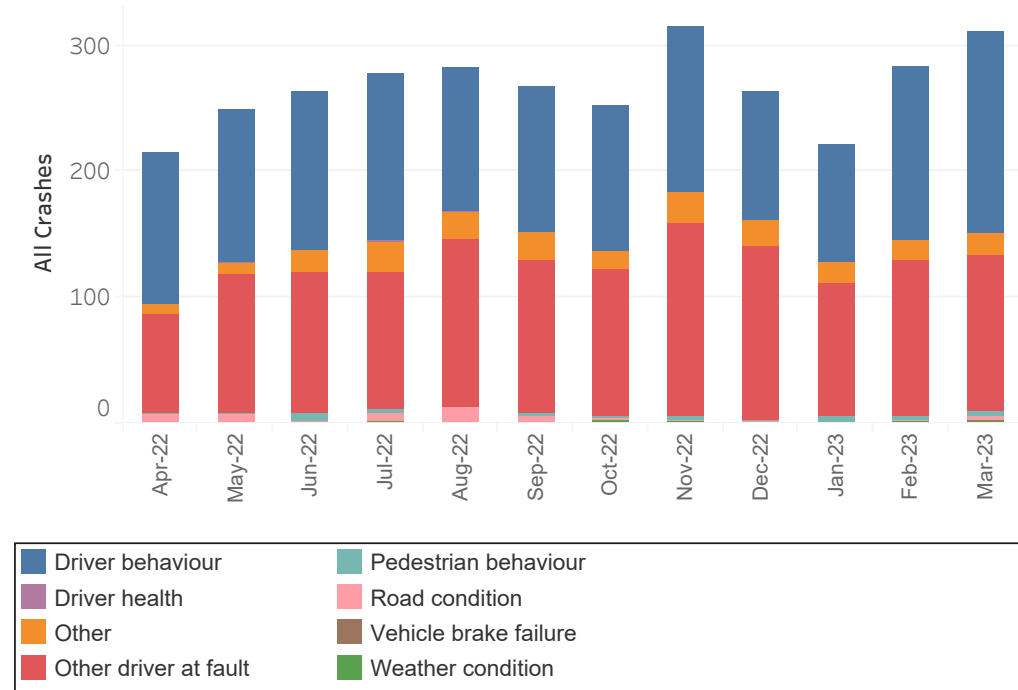


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,106	59.25%
Collision	3,196	22.55%
Slips, trips and falls	582	4.23%
Threatening/intimidating beh..	380	2.91%
Medical incident(no colli..	354	2.88%
Projectiles	314	2.27%
Thermal Event (No fire, smoke..	187	1.75%
Assault and offensive behav..	191	1.49%

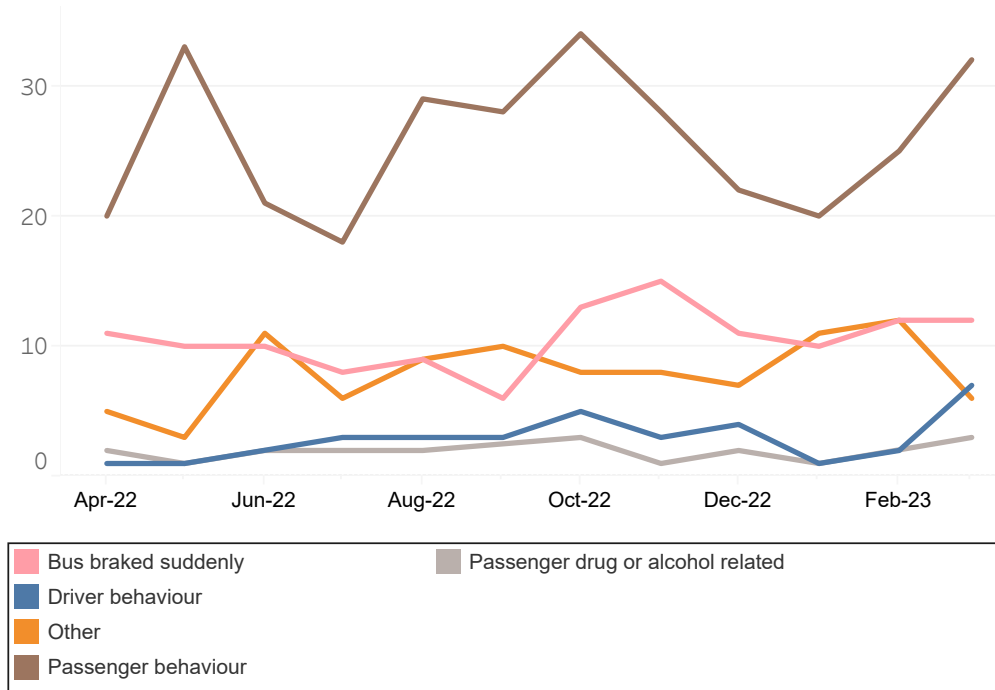
Fire on Bus



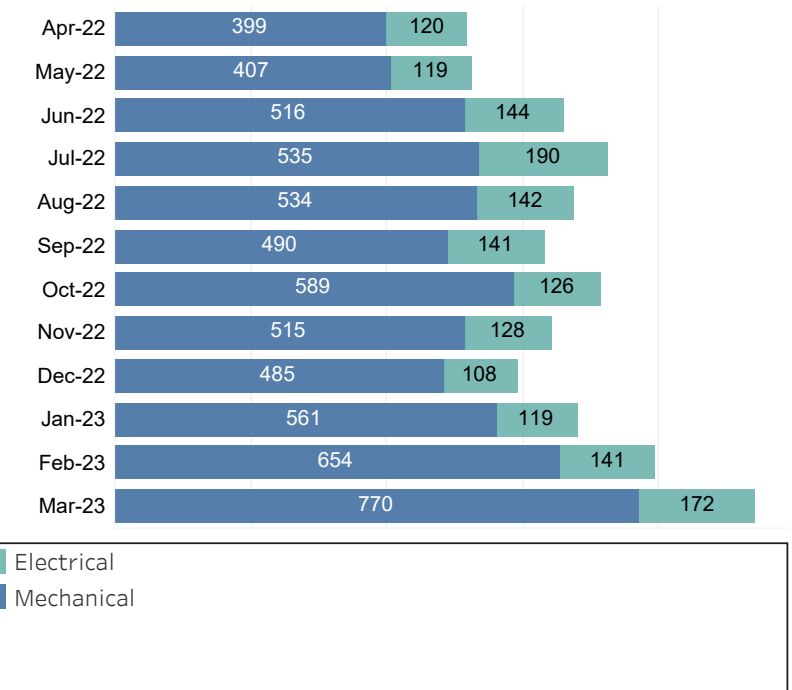
Number of Collisions by Top Causes



Slips, Trips and Falls by Cause



Vehicle Breakdown by Cause



Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Indecent exposure by a passenger		1		1	3	2	2	1	2			1
Indecent exposure by the driver							1					
Physical assault between passengers	2	5	7	5	4	6	8	6	6	5	11	10
Physical assault by the driver									2			3
Physical assault on the driver	8	3	7	6	7	7	8	12	5	9	6	8
Robbery			1							1		
Sexual assault between passengers	1		1		1			3		1		2

Bus Fatalities

PASSENGER TYPE	Incident Period	
	2022	2023
Driver/Employee	1	
Passenger	1	
Pedestrian	1	
Public		1

Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Verbal assault against the driver	7	15	11	5	13	13	28	19	30	24	22	15
Physical threat or intimidation against the driver	6	5	7	4	6	7	7	6	9	7	4	8
Verbal assault between passengers	7	6	5	10	3	10	2	9	5	2	5	10
Physical threat or intimidation between passengers	1	2		3	4	2	3	3		2	4	2
Physical threat or intimidation by the driver					1							
Verbal assault by the driver						1						

