

# 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](http://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 Transpo..

## Key Statistics

### Industry Status



Current DAs  
25,064

Cancelled DAs  
279

Suspended DAs  
267

### Bus Compliance

CBUS

73.0%



RBUS/OMNI



92.3%



### Bus Incidents



5,999

Industry Status



DAs and Accreditations

Current DA

25,064

DA Issued

2022 Q1	2022 Q2	2022 Q3	2022 Q4
397	442	630	652

DA Renewed

2022 Q1	2022 Q2	2022 Q3	2022 Q4
1,561	1,598	1,586	1,323

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
7	77	48	326	105	752	167	1,487	227	1,956	302	2,152	447	3,084	445	3,737	421	3,955	232	2,864	72	1,486	27	589	4	95

DA Cancelled

Dsr Reason	2022 Q1	2022 Q2	2022 Q3	2022 Q4
VOLUNTARY SURRENDER	233	247	218	259
DECEASED	8	9	18	13
NOT FIT & PROPER	1	1	2	
MEDICAL	6	1		
WILL NOT RENEW	1		1	
TENURE			1	1
ENTERED IN ERROR	2			6
Grand Total	251	258	240	279

DA Suspended

Dsr Reason	2022 Q1	2022 Q2	2022 Q3	2022 Q4
FAILED TO PROVIDE MEDICAL	85	132	141	99
RMS DRIVERS LIC SURRENDER..	43	46	42	32
RMS DRIVERS LICENCE SUSPE..	40	39	38	62
MEDICAL	21	23	24	34
RMS DRIVERS LIC EXPIRED	5	11	1	1
IDL OVERDUE	10	11	12	10
VISA OVERDUE	8	10	3	17
CHARGES PENDING		2	1	1
RMS DRIVERS LIC CANCELLED		1		5
SHOW CAUSE				1
RMS DRIVER'S LICENCE NOT A..			6	1
OTHER				4
FAILED TO PROVIDE SPECIALIS..	1		1	
Grand Total	213	275	269	267

Accreditation

LDTC	845
RPS	551
Grand Total	1,396

LDTC: Long Distance Tuorist Charter  
RPS: Regular Passenger Service

Operators

970

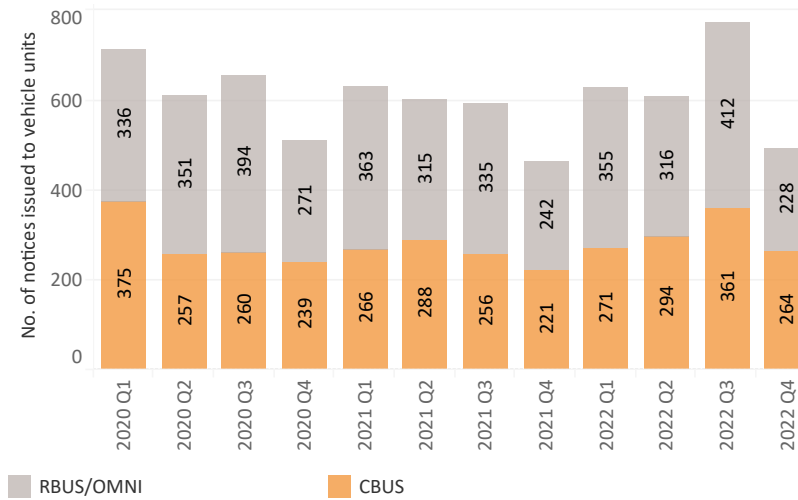
Accreditation Issued/Renewed

	Issued	Renewed
2022 Q1	8	178
2022 Q2	15	84
2022 Q3	10	58
2022 Q4	12	58

# Heavy Vehicle Compliance

## Notices Issued

### Notices Issued to Vehicle Units

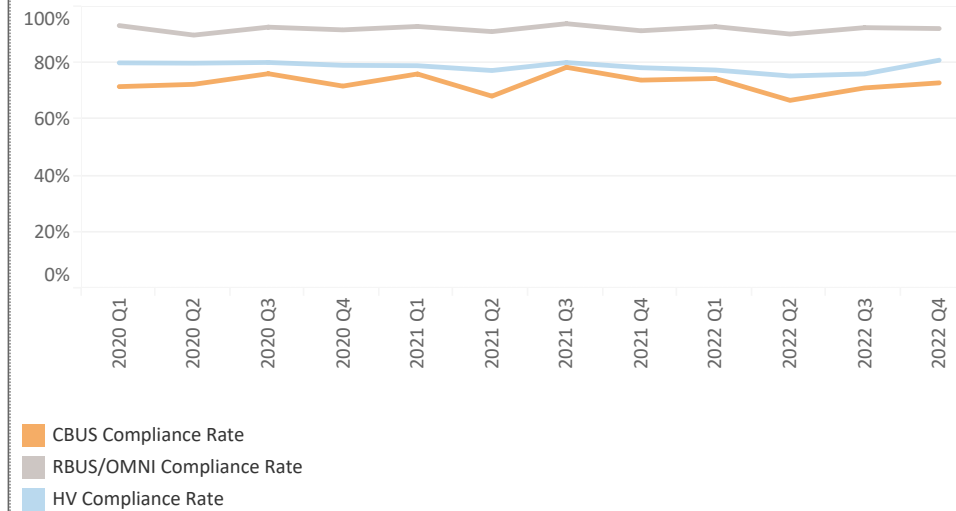


• In the last 3 year period (2020 Q1 to 2022 Q4), **7,270** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2022 Q4, only **3.0%(15)** were major and major grounded in severity and likely to cause a fatality or serious accident.

## Compliance

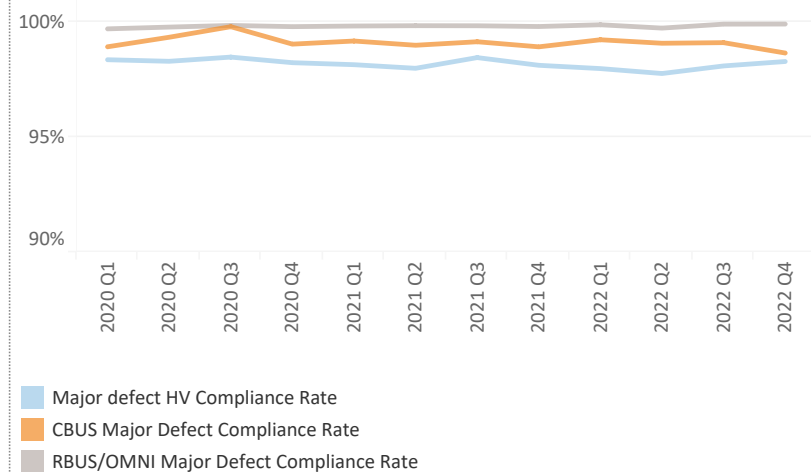
### Compliance Rate



- 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 **92.3%** in Q4 2022. This is considerably higher than CBUS registered buses (**73.0%**) and the heavy vehicle industry (**81.1%**).
  - 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.*

## 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 Q4 2022. (Only 0.4% of buses have been issued with Major defect notices in Q4 2022).

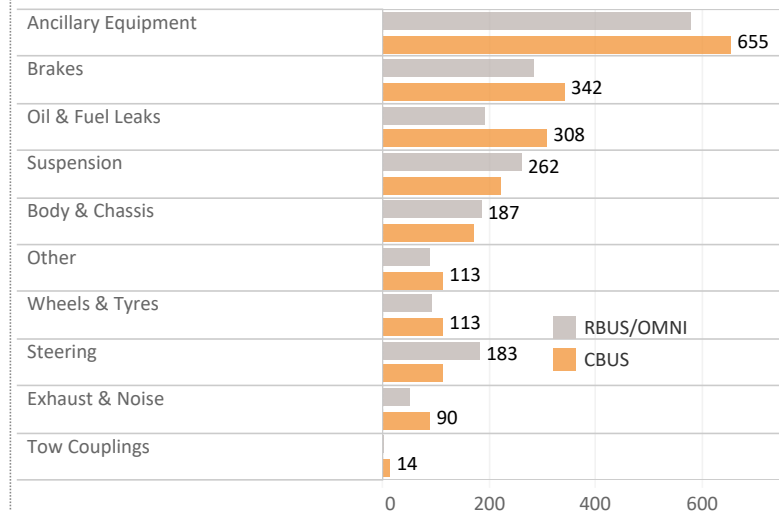
CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

OMNI - Bus operated by the State Transit Authority

## Defect Faults

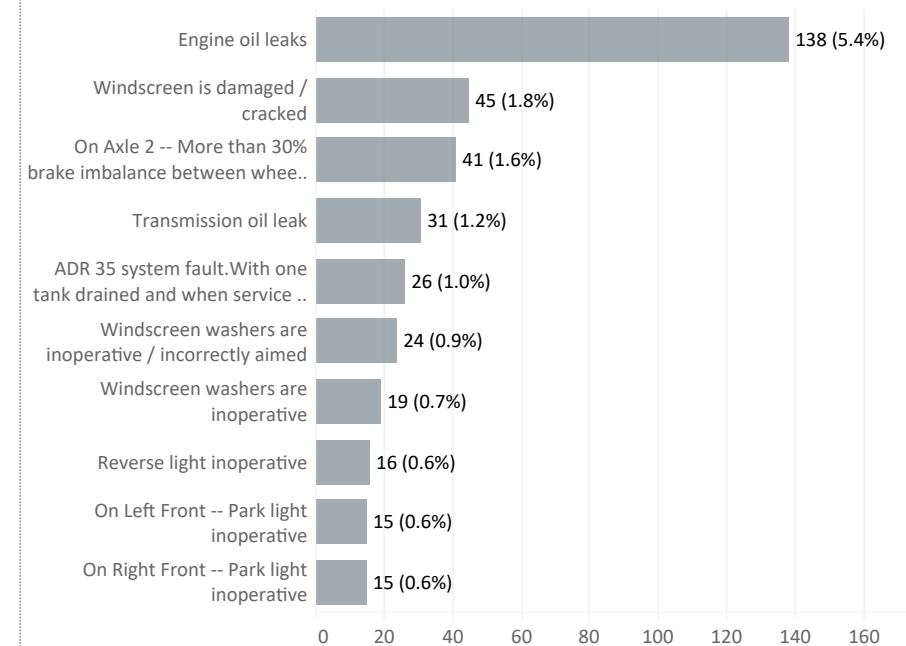
### No. of defect fault types identified (All enforcement programs) Jan 2022 - Dec 2022



- During the last four quarters, a total of **4,066** defect fault types were identified for RBUS/OMNI and CBUS registered buses.
- **30.4%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. **15.4%** were brake related.

## Top Identified Mechanical Maintenance Issues

### Top mechanical maintenance issues identified (CBUS and RBUS/OMNI) Jan 2022 - Dec 2022



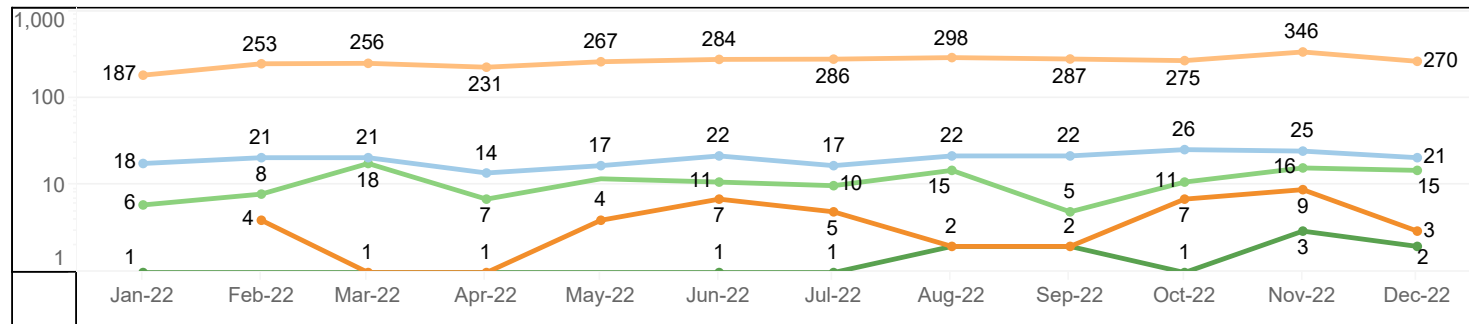
- The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.



## 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.

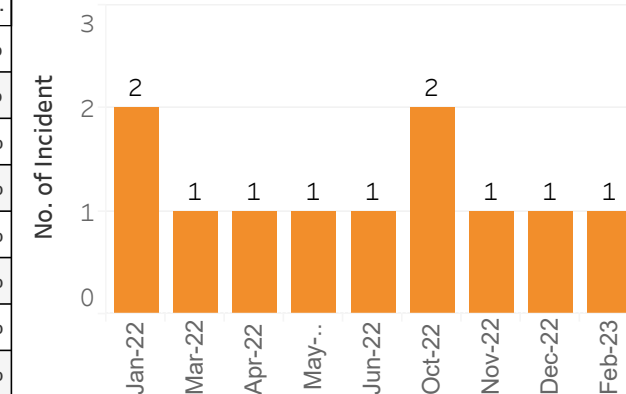
### Major Incident by Type



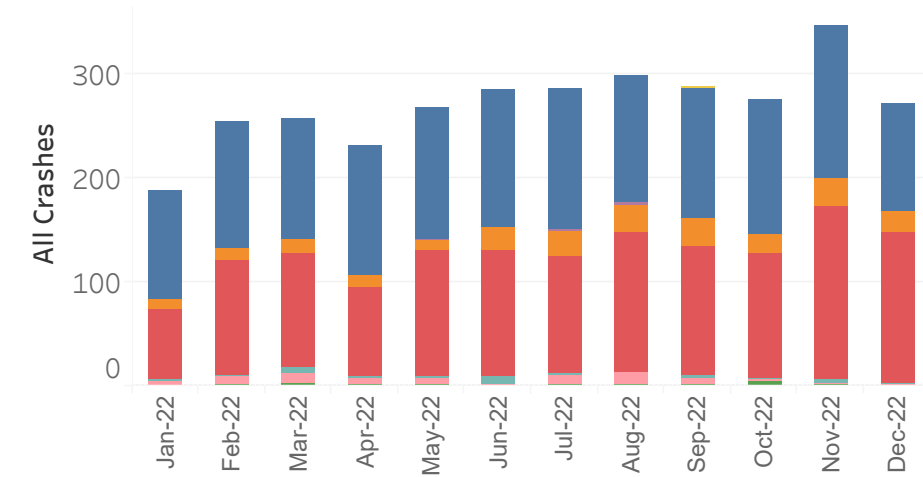
Collision Assault and offensive behaviour Dangerous Behaviour (Public) Dangerous Behaviour (Driver) Bus doors(no collision)

INCIDENT TY..	No. of Incide..	% of total inci..
Vehicle bre..	7,883	54.43%
Collision	3,240	22.61%
Slips, trips a..	724	5.46%
Threatening..	453	3.52%
Medical inci..	409	3.41%
Projectiles	419	3.21%
Assault and ..	246	1.99%
Thermal Ev..	188	1.71%

### Fire on Bus

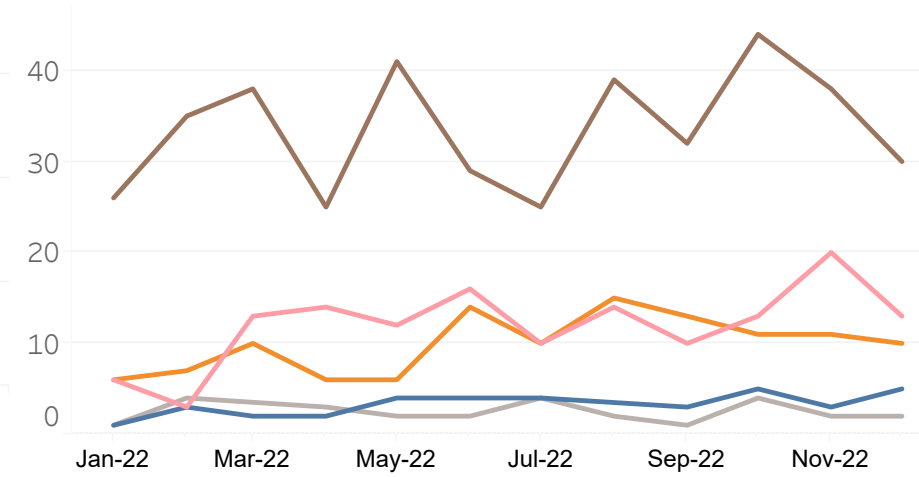


### Number of Collisions by Top Causes



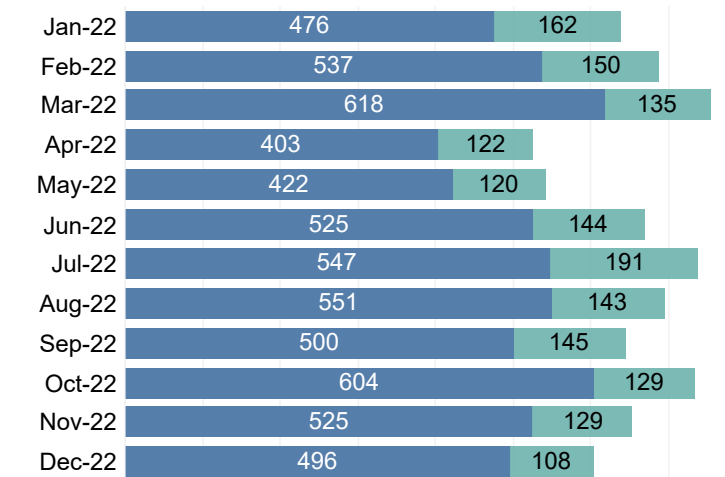
Bias, racial or religi. Driver behaviour Driver health Other Other driver at fault Pedestrian behavio. Road condition Weather condition

### Slips, Trips and Falls by Cause



Bus braked suddenly Driver behaviour Other Passenger behaviour Passenger drug or alcohol relat..

### Vehicle Breakdown by Cause



Electrical Mechanical

### Assault and Offensive Behaviour by Incident Description

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

### Bus Fatalities

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

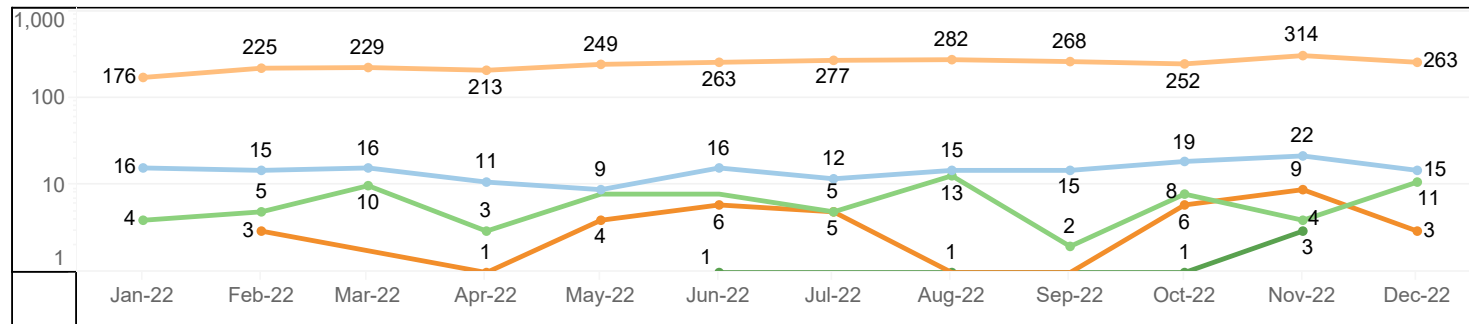
### Threatening/Intimating Behaviour by Incident Description

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

## Bus Incidents - Greater Sydney

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.

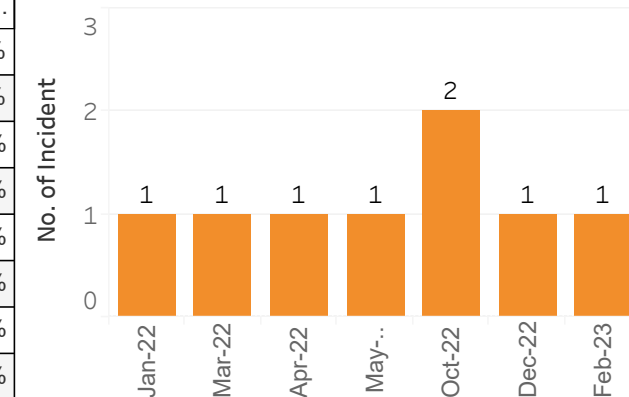
### Major Incident by Type



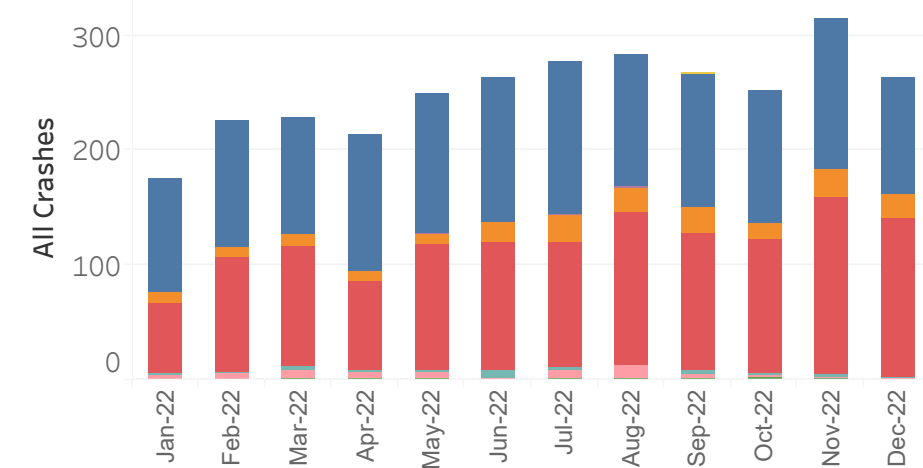
Collision Assault and offensive behaviour Dangerous Behaviour (Public) Dangerous Behaviour (Driver) Bus doors(no collision)

INCIDENT TY..	No. of Incide..	% of total inci..
Vehicle bre..	7,705	59.10%
Collision	3,011	22.91%
Slips, trips a..	546	4.27%
Medical inci..	332	2.96%
Threatening..	331	2.69%
Projectiles	295	2.31%
Thermal Ev..	168	1.71%
Assault and ..	181	1.55%

### Fire on Bus

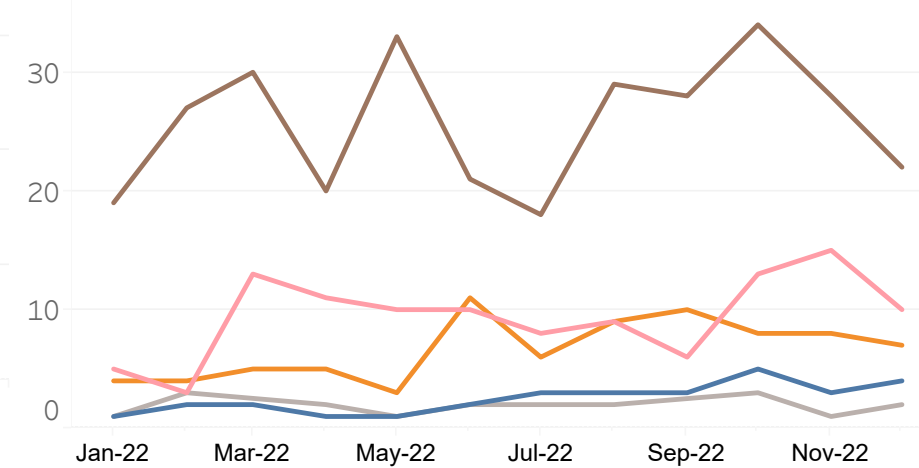


### Number of Collisions by Top Causes



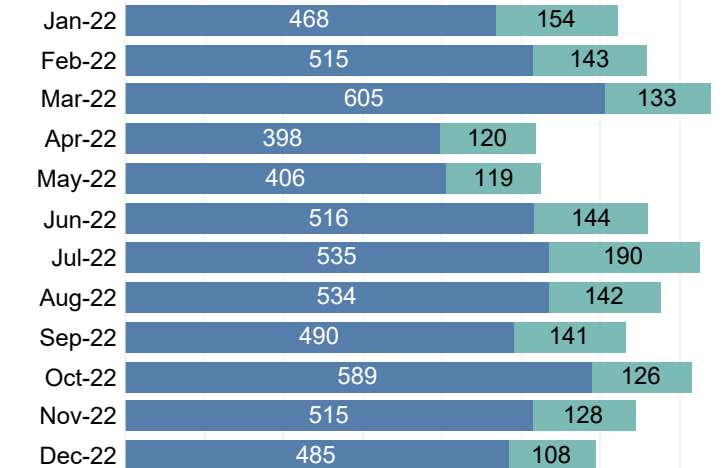
Bias, racial or religi.. Driver behaviour Driver health Other Other driver at fault Pedestrian behavior.. Road condition Weather condition

### Slips, Trips and Falls by Cause



Bus braked suddenly Driver behaviour Other Passenger behaviour Passenger drug or alcohol relat..

### Vehicle Breakdown by Cause



Electrical Mechanical

### Assault and Offensive Behaviour by Incident Description

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

### Bus Fatalities

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

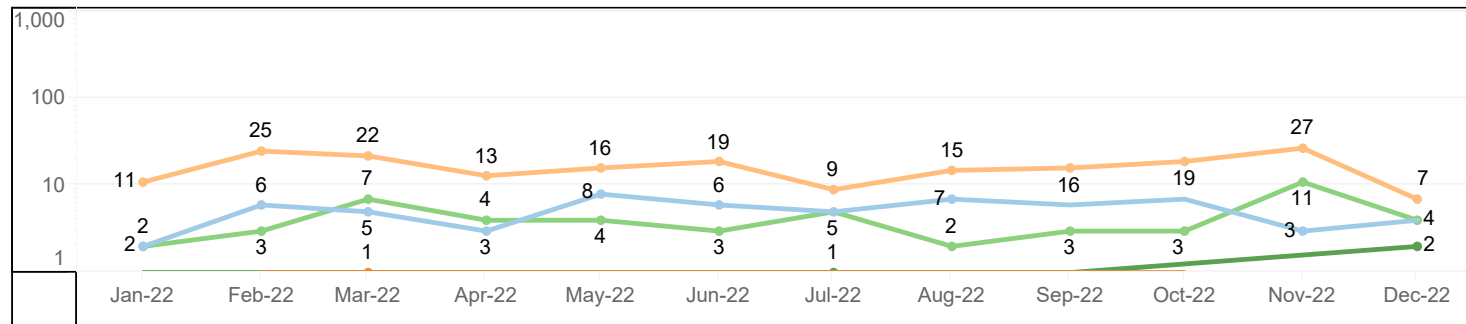
### Threatening/Intimating Behaviour by Incident Description

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

## Bus Incidents - ROM

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.

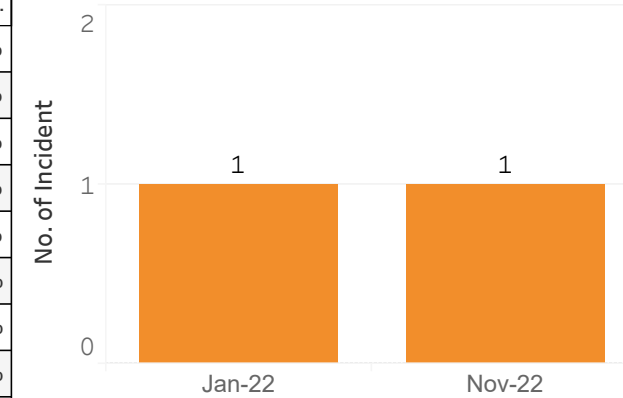
### Major Incident by Type



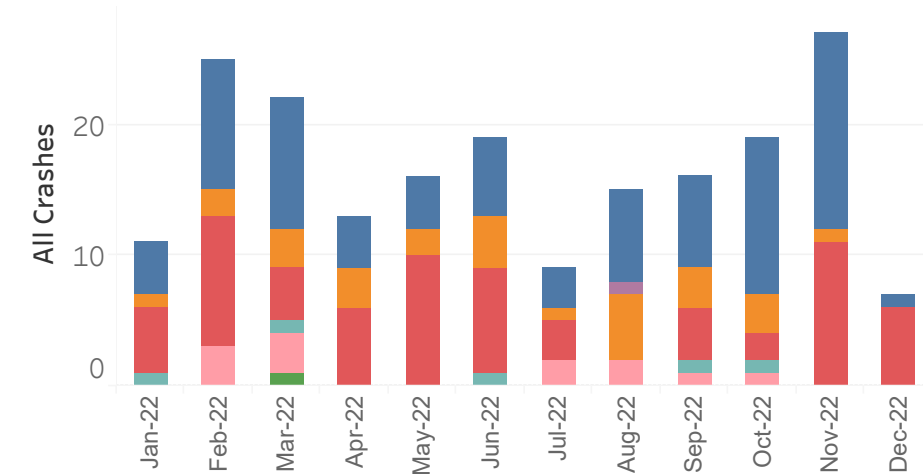
Collision  
Assault and offensive behaviour  
Dangerous Behaviour (Public)  
Dangerous Behaviour (Driver)  
Bus doors(no collision)

INCIDENT TY..	No. of Incide..	% of total inci..
Collision	199.0	19.19%
Vehicle bre..	176.0	15.75%
Slips, trips a..	174.0	15.71%
Projectiles	124.0	11.23%
Threatening..	122.0	10.91%
Medical inci..	69.0	6.79%
Assault and ..	62.0	5.70%
Dangerous ..	51.0	4.75%

### Fire on Bus

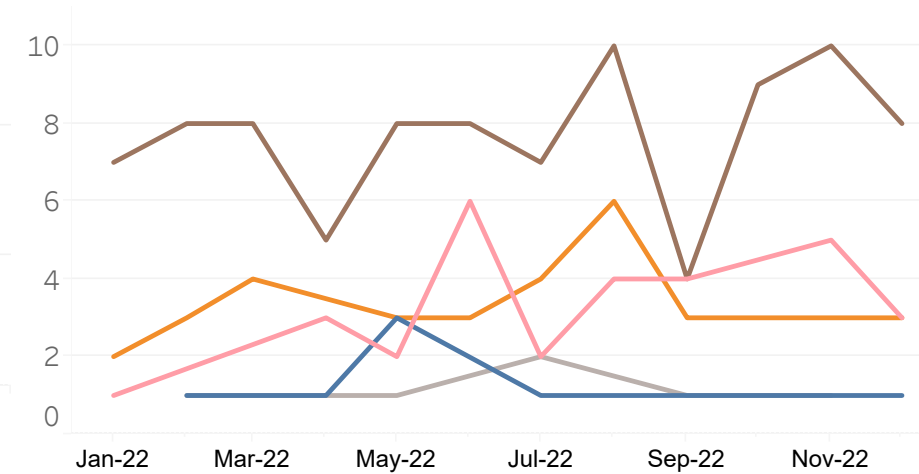


### Number of Collisions by Top Causes



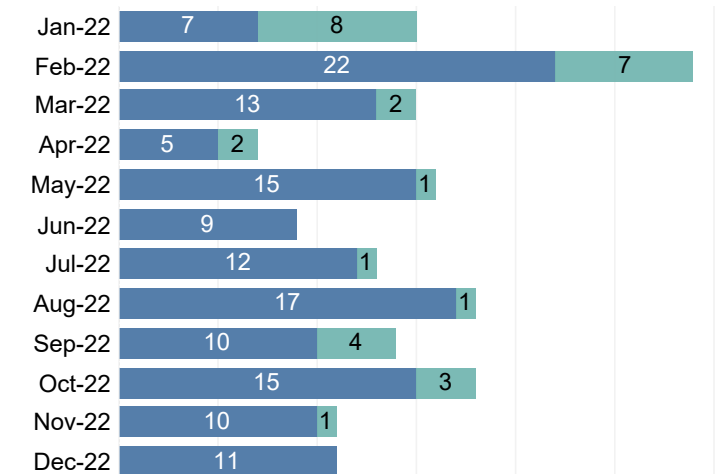
Driver behaviour  
Driver health  
Other  
Other driver at fault  
Pedestrian behavior..  
Road condition  
Weather condition

### Slips, Trips and Falls by Cause



Bus braked suddenly  
Driver behaviour  
Other  
Passenger behaviour  
Passenger drug or alcohol relat..

### Vehicle Breakdown by Cause



Electrical  
Mechanical

### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Indecent exposure by a passenger				1	1		1	2		1		
Physical assault between passengers	1	1	4	1	3	3	3		1	4	1	3
Physical assault by the driver							1	1	2			
Physical assault on the driver	1	4	1	1	4	2		4	3	2	1	1
Sexual assault between passengers		1				1					1	

### Bus Fatalities

PASSENGER TYPE	Incident Period 2022
Pedestrian	1
Public	1

### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Verbal assault against the driv..	3	3	3	2	3	8	13	5	7	5	3	5
Physical threat or intimidation ..	2	1	4	3	1	3	1	2	5	4	1	3
Verbal assault between passe..	1	1	2	1	4	1	3	1	1	1		1
Physical threat or intimidation ..	2	1		2	2	2	1	1			2	1
Physical threat or intimidation ..						1						