



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.

Bus Industry Quarter 1 2021 Dashboard



Key Findings

- Bus Driver Authority numbers slightly decreased (721) in Quarter 1 (26,446) 2021 compared to previous quarter (27,167).
- 91 out of 160 audits (56.9%) in Q1 2021 resulted in zero deficiency.
- RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses (based on April 2018 - March 2021).
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.
- 30.6 percent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 15.5 percent were brake related.
- Analysis of Assault and Offensive behavior incidents indicate physical assault on drivers continue to be the most common incidents.

* This report represents data as at 31 March 2021 unless otherwise stated. Quarter 1 (Q1) 2021 refers to the period of 1 January 2021 – 31 March 2021.

Data Sources:

- TIMS
- DRIVES
- Independent Audit Deficiencies Spreadsheet
- ASAR Results Database
- VROP
- Bus Incident Management System

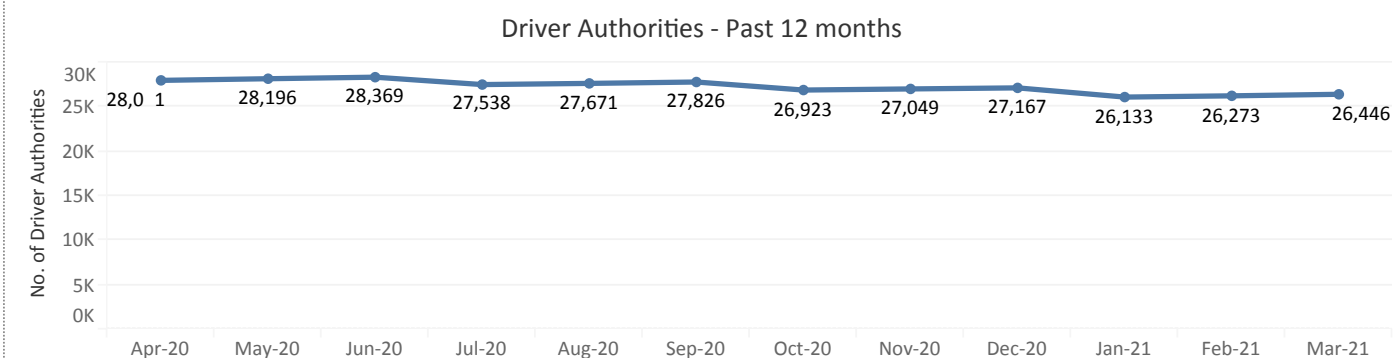
Industry Status

Operators		Bus Drivers	
No. of bus operators	1,031	Driver Authorities	26,446
Current bus accreditations	1,473	Driver authorities issued	426
		Driver authorities renewed	1,924

Bus a creditations		Driver Authorities Suspended		Driver Authorities Cancelled	
LDTC	904	Failed To Provide Medical	92	120	
RPS	569	RMS Drivers Licence Suspended	84	Voluntary Surrender	10
		Medical	72	Deceased	7
		RMS Drivers Lic Surrendered	48	Not Fit & Proper	2
		RMS Drivers Lic Expired	18	Will Not Renew	1
		International Driving Licence Overdue	13		
		RMS Driver's Licence Not Active	9		
		Visa Overdue	9		
		Failed to Provide Specialist Medical	5		
		Charges Pending	3		
		Drug Test Positive	1		

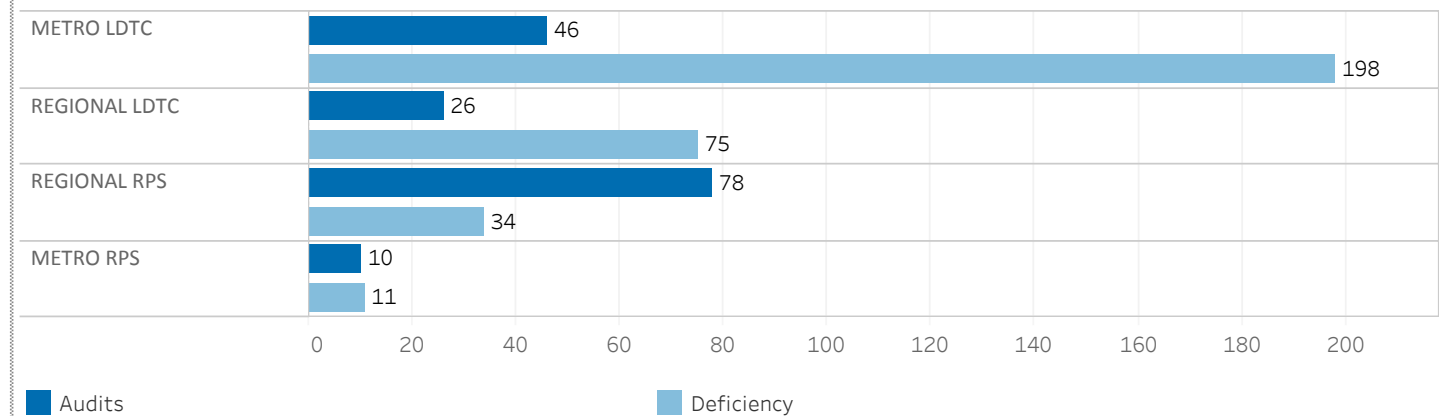
Accreditations issued/renewed/suspended	
Accreditations issued	13
Accreditations renewed	463
Accreditations suspended	101

Driver Authorities

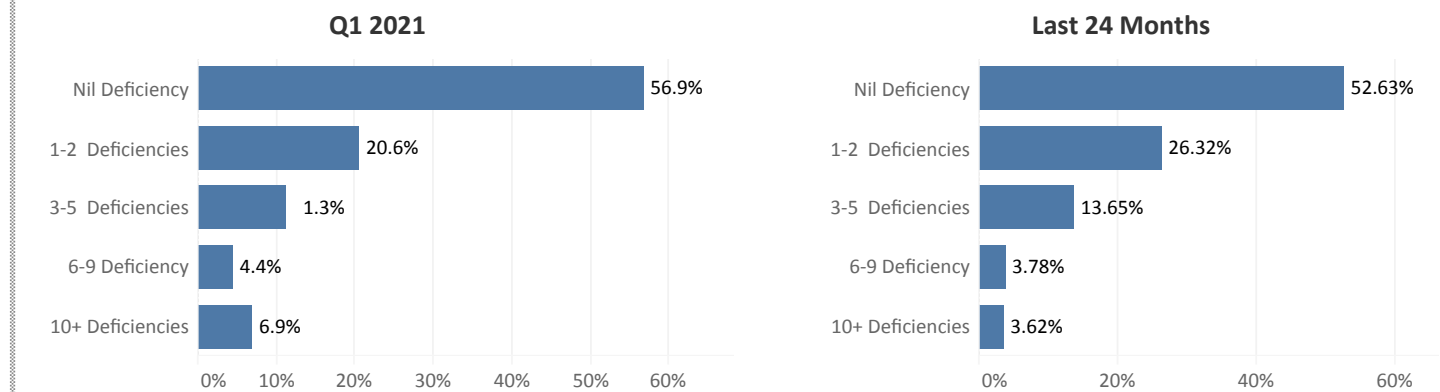


Audit Results

Independent Audits - Q1 2021



Breakdown of operator result



- In Q1 2021, 160 independent audits were completed with 318 deficiencies detected at an average of 2.0 deficiencies per audit .
- 91 audits in Q1 2021 resulted in nil deficiencies being detected.

Top Detected Deficiencies

Deficiency Type	Count	Percentage
Implementation of maintenance plan	25	15.6%
Reported notifiable incident	24	15.0%
Records Management	21	13.1%
Registration usage	20	12.5%
DA and licence currency check	14	8.8%

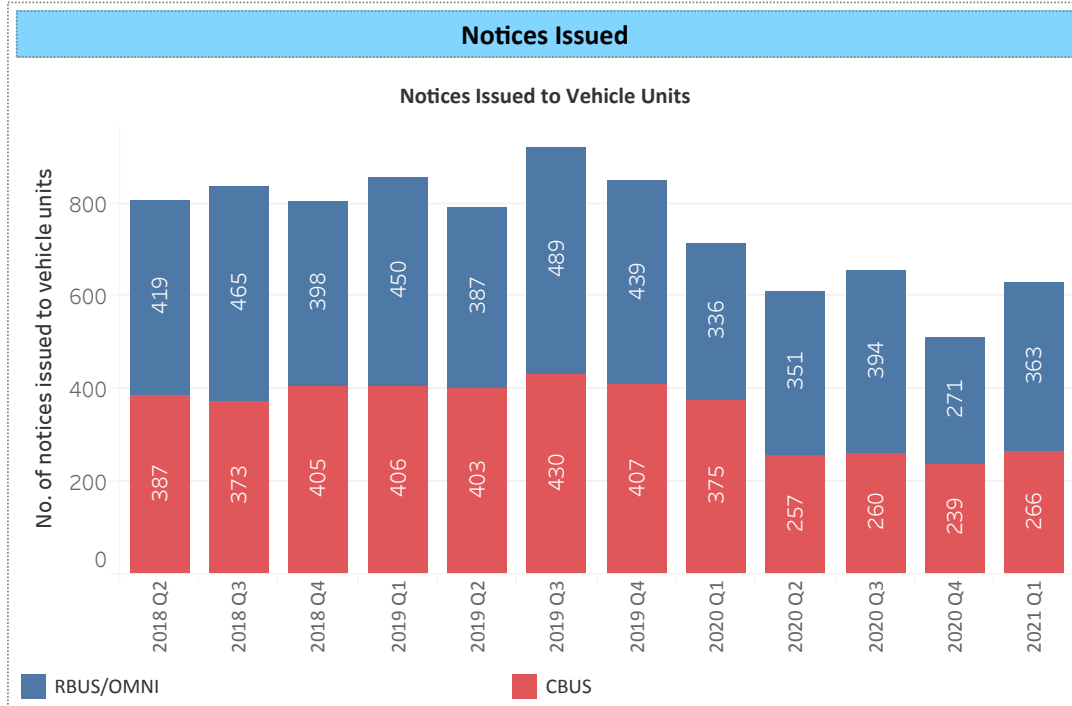
This table shows the five most common deficiencies detected at independent audits and the percentage of audited operators where the deficiency was found.

Annual Self-Assessment Report

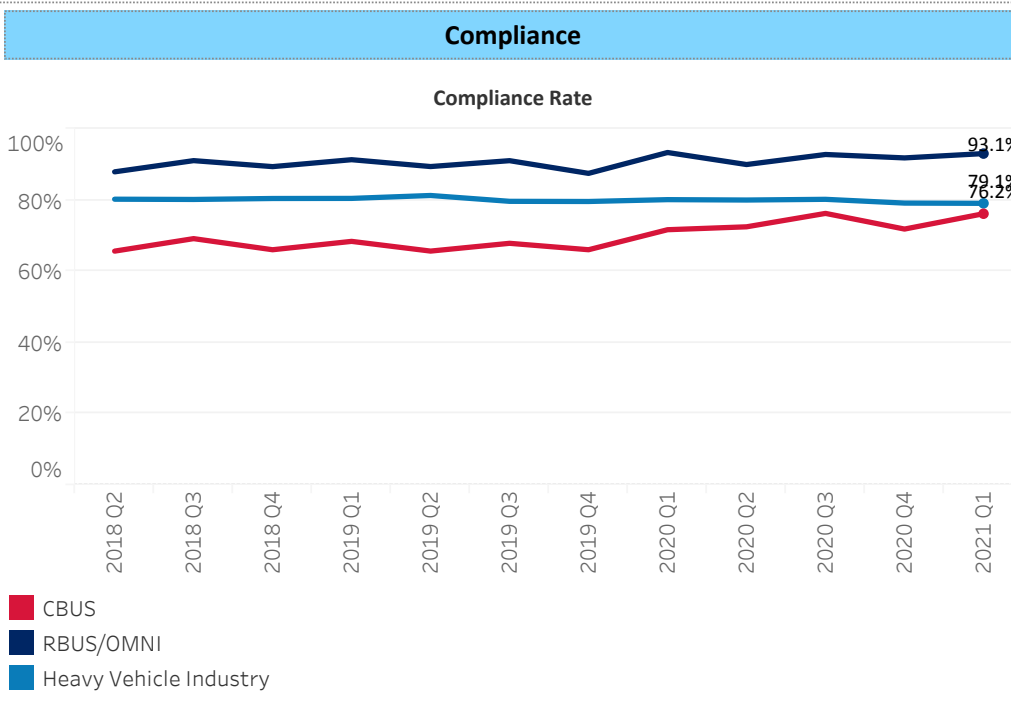
	Drug Test	Alcohol Test
Test conducted	7,678	108,432
Confirm positive	851	14
Transport Safety workers	3,813	5,454

One test can have more than one driver. One driver can be tested more than once.

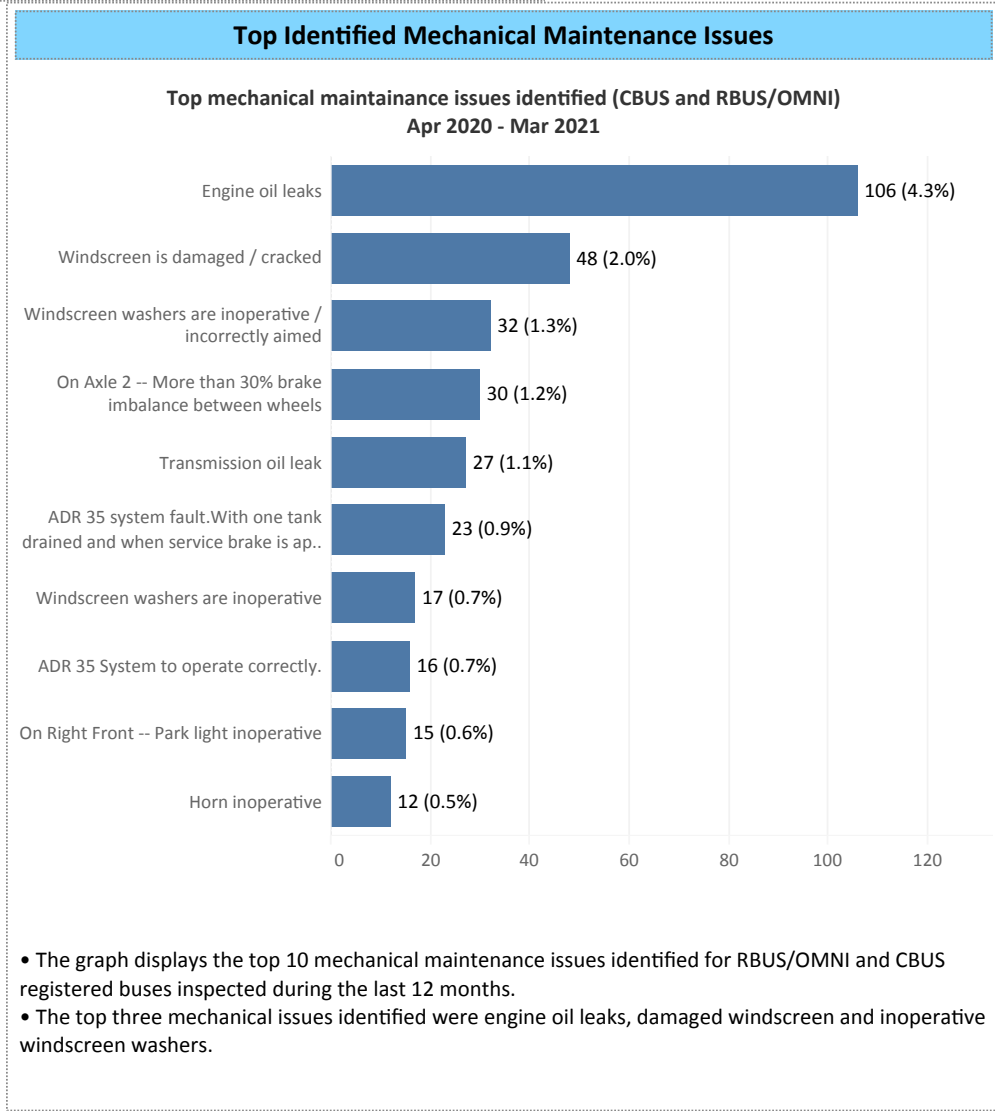
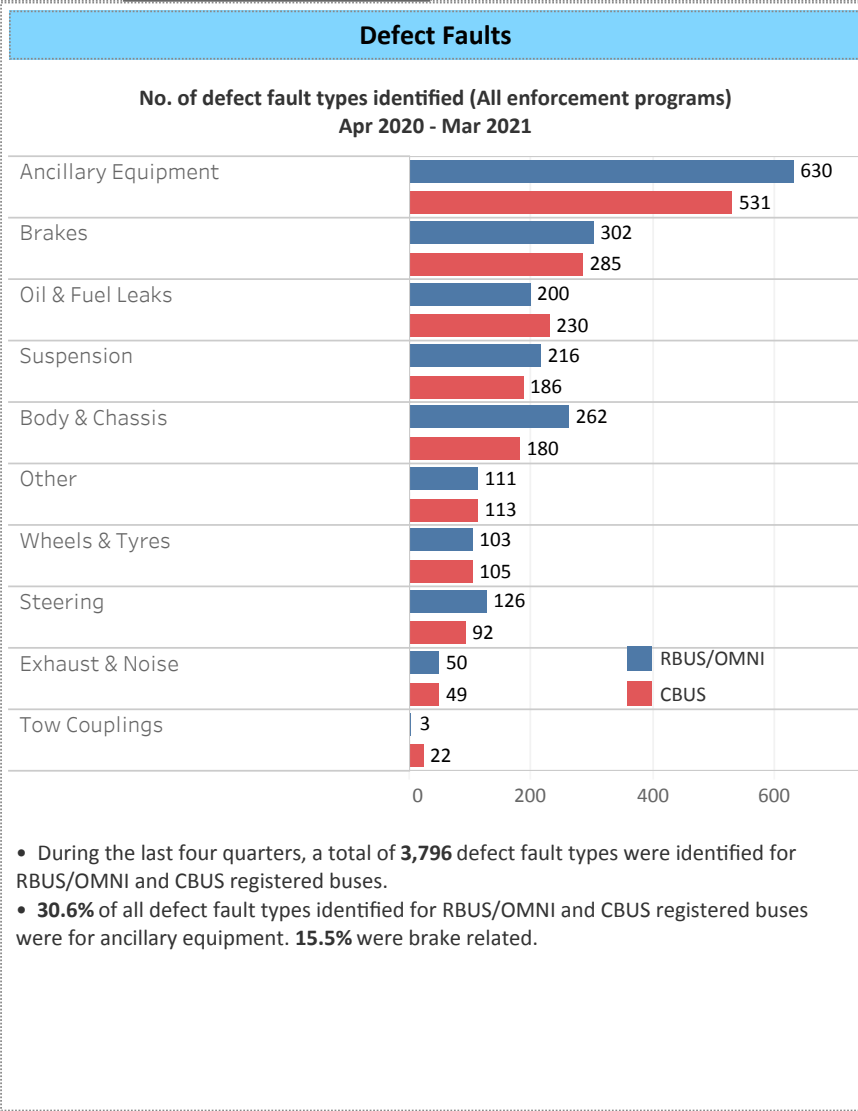
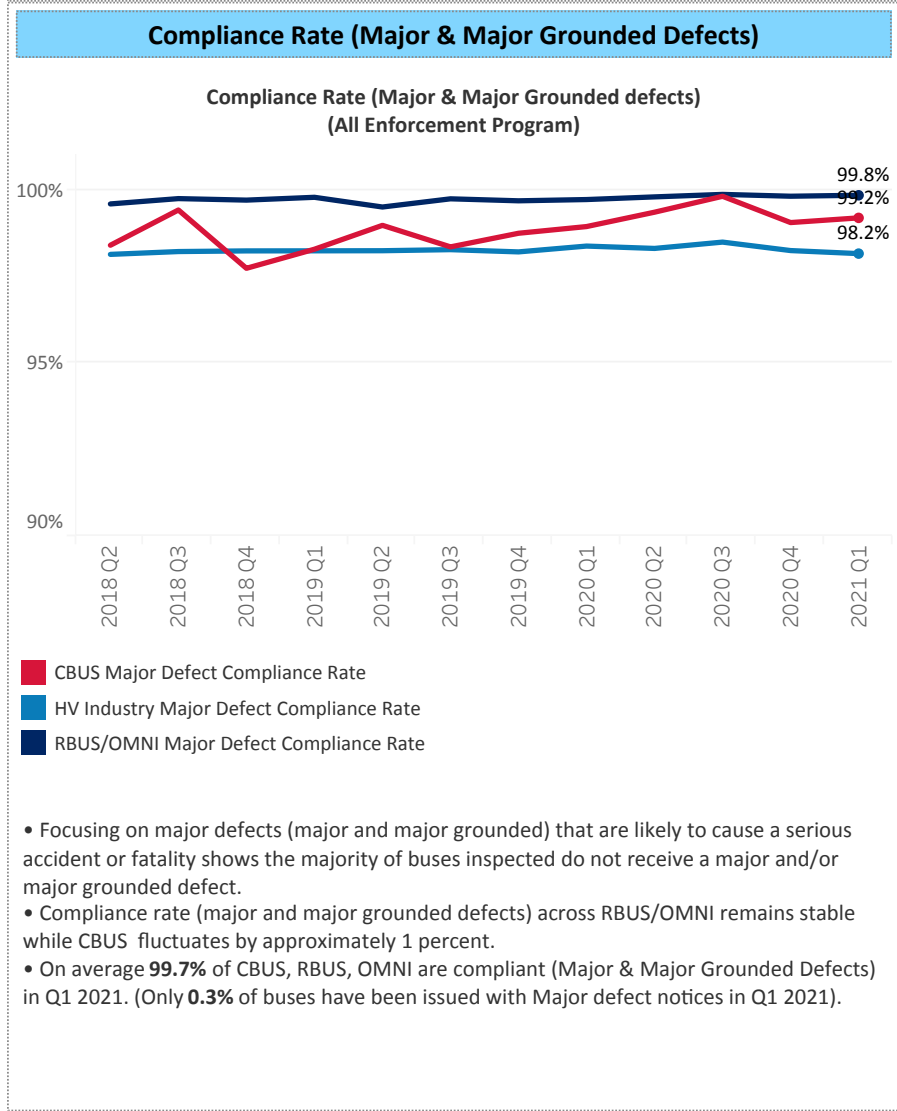
Heavy Vehicle Compliance



- In the last 3 year period (2018 Q2 to 2021 Q1), **8,970** notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all notices issued to RBUS/OMNI and CBUS registered buses in 2021 Q1, only **2.7% (17)** were major and major grounded in severity and likely to cause a fatality or serious accident.



- 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 **93.1%** in Q1 2021. This is considerably higher than CBUS registered buses (**79.1%**) and the heavy vehicle industry (**78.2%**).
- 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.

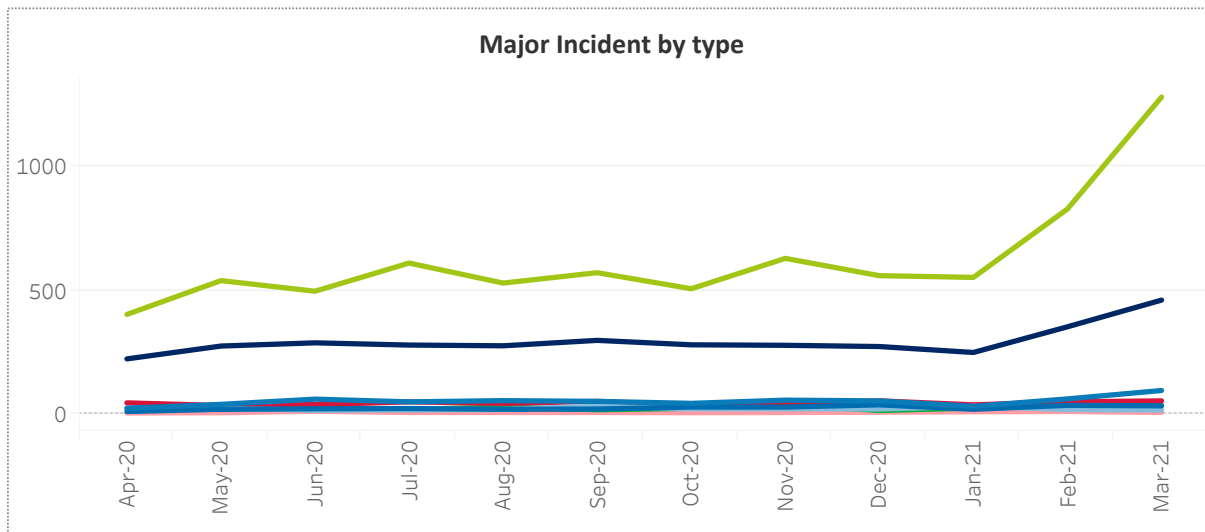


Bus Incidents



Transport for NSW

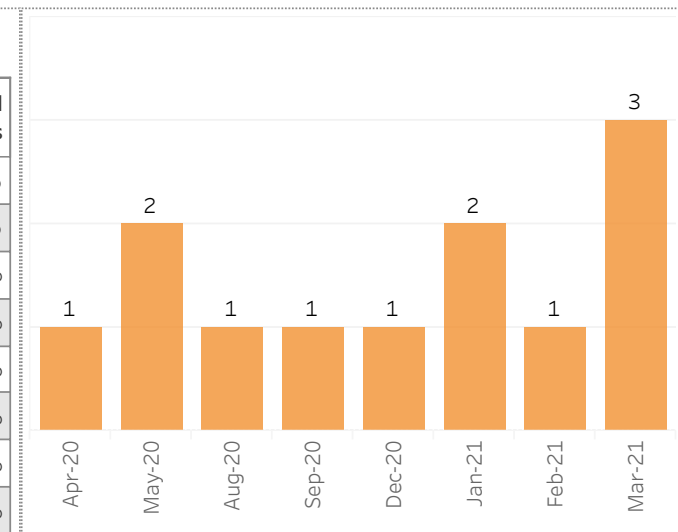
Top 8 Incidents by Incident Type - Past 12 months



- Collision
- Vehicle breakdown
- Slips, trips and falls
- Threatening/intimidating behaviour
- Medical incident(no collision)
- Projectiles
- Assault and offensive behaviour
- Vandalism
- Fire on bus(no collision)
- Bus doors(no collision)
- Dangerous Behaviour (Driver)
- Dangerous Behaviour (Public)
- Refusal to pay
- Runaway bus
- Security threat
- False Activation Fire Suppression

Incident Type	No. of incidents	% of total incidents
Vehicle breakdown	7,528	56.03%
Collision	3,545	26.39%
Slips, trips and falls	627	4.67%
Threatening/intimidating behaviour	536	3.99%
Medical incident(no collision)	317	2.36%
Projectiles	303	2.26%
Assault and offensive behaviour	267	1.99%
Vandalism	93	0.69%

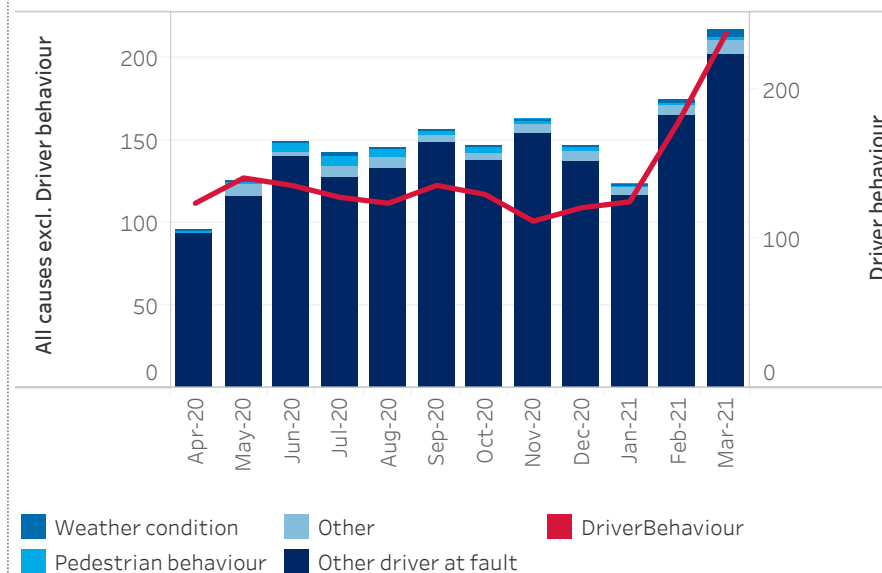
Fire on BUS



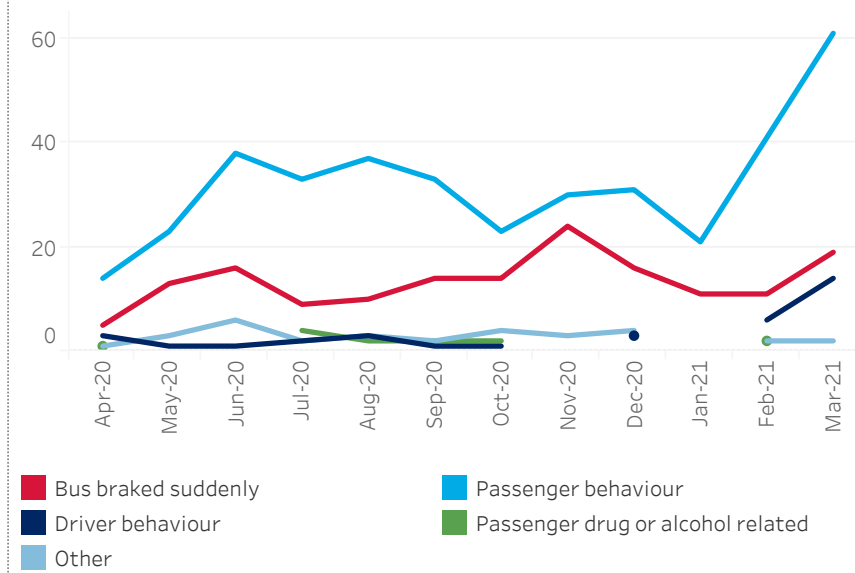
Collision, Slips, trips and falls, Projectiles, Assault and offensive behaviour

Threatening/intimidating behaviour, Medical incident(no collision), Vehicle breakdown, Vandalism

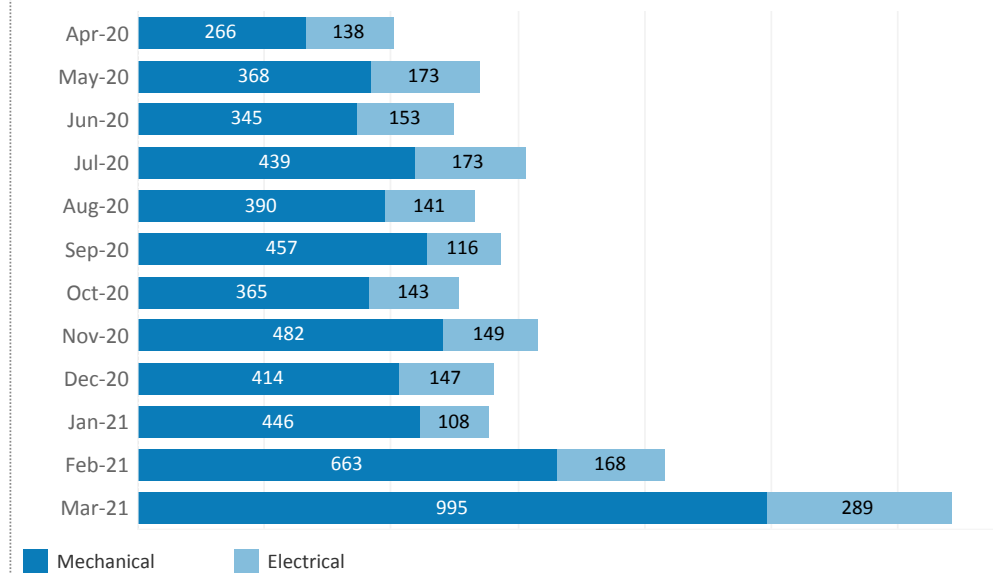
Number of Collisions by Top Causes



Slips, Trips and Falls by Cause



Vehicle Breakdown by Cause



Assault and Offensive Behaviour by Incident Description

Incident Description	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Physical assault on the driver	17	14	8	7	10	19	10	10	13	11	10	10
Physical assault between passengers	4	7	7	6	7	11	10	11	6	16	5	6
Robbery		1	1			1	1			4		
Indecent exposure by a passenger	3			1					2		2	
Physical assault by the driver	1	1		1	1		1	1		1	1	
Sexual assault between passengers				2	1						1	1

BUS Fatalities

Year of Incident Period	Passenger	Driver/Employee	Pedestrian	Public	Pedestrian School Children
2017	1	0	1	3	1
2018	1	1	4	3	0
2019	0	0	4	4	1
2020	3	1	1	1	1
2021	0	0	0	0	0

Threatening/Intimidating Behaviour by Incident Description

Incident Description	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Physical threat or intimidation against the driver	13	11	13	12	13	19	12	10	13	13	15	14
Physical threat or intimidation between passengers	4	3	1	8	6	6	3	5	4	1	6	4
Verbal assault against the driver	26	15	18	13	22	19	21	17	26	20	25	23
Verbal assault between passengers	3	6	7	17	3	8	1	5	11	4	4	13

Bus Industry Dashboard



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