

# Bus Industry Dashboard



Transport  
for NSW



## 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 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  
**25,537**

Cancelled DAs  
**256**

Suspended DAs  
**398**

### Bus Compliance



CBUS

**74.6%**



RBUS/OMNI

**93.0%**

### Independent Audits

Total Audits  
**65**

Audits with Nil Deficiency  
**37**



### Annual Self Assessment Report

Drug Tests  
**1,797**

Alcohol Tests  
**10,318**

### Bus Incidents



Total Incidents

**4,639**

# Industry Status

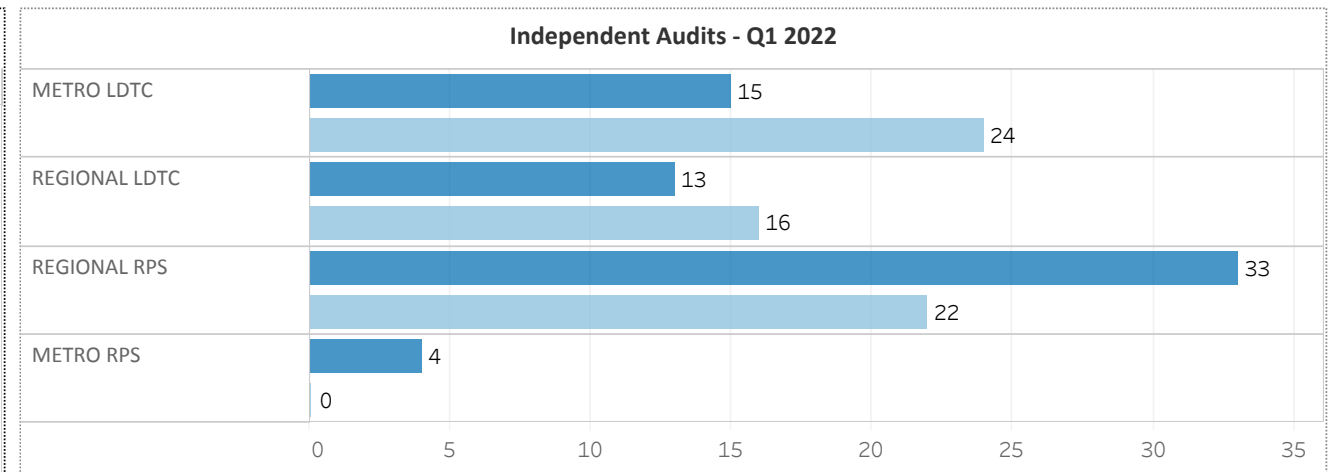
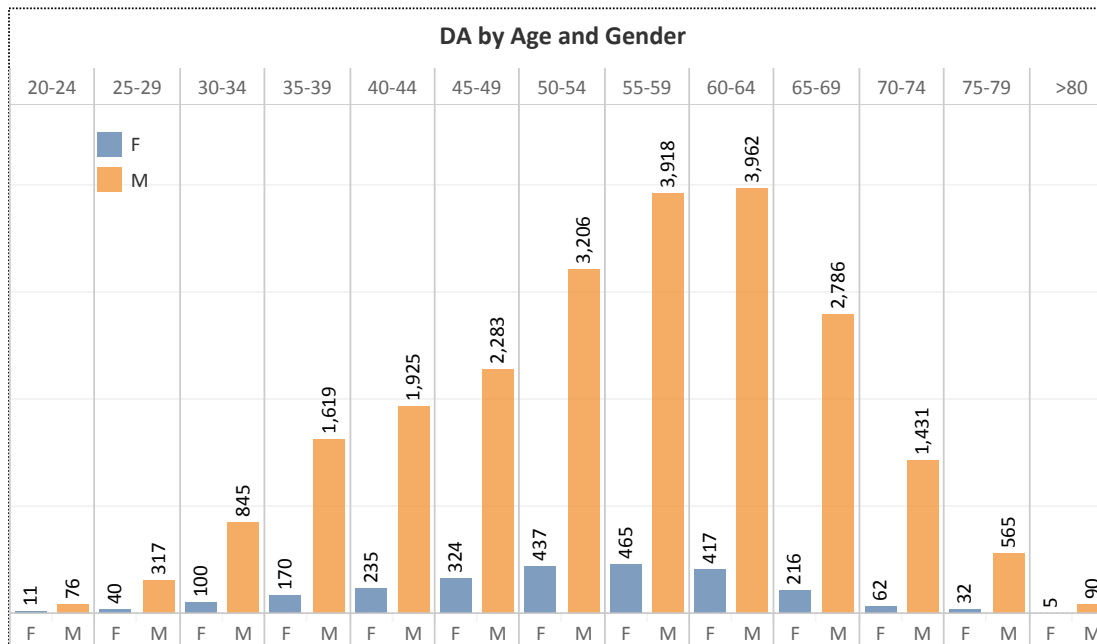
## DAs and Accreditations

## Audit Result

<b>Current DA</b>
25,537

DA Issued			
2021 Q2	2021 Q3	2021 Q4	2022 Q1
488	494	349	397

DA Renewed			
2021 Q2	2021 Q3	2021 Q4	2022 Q1
1,814	1,613	1,269	1,562

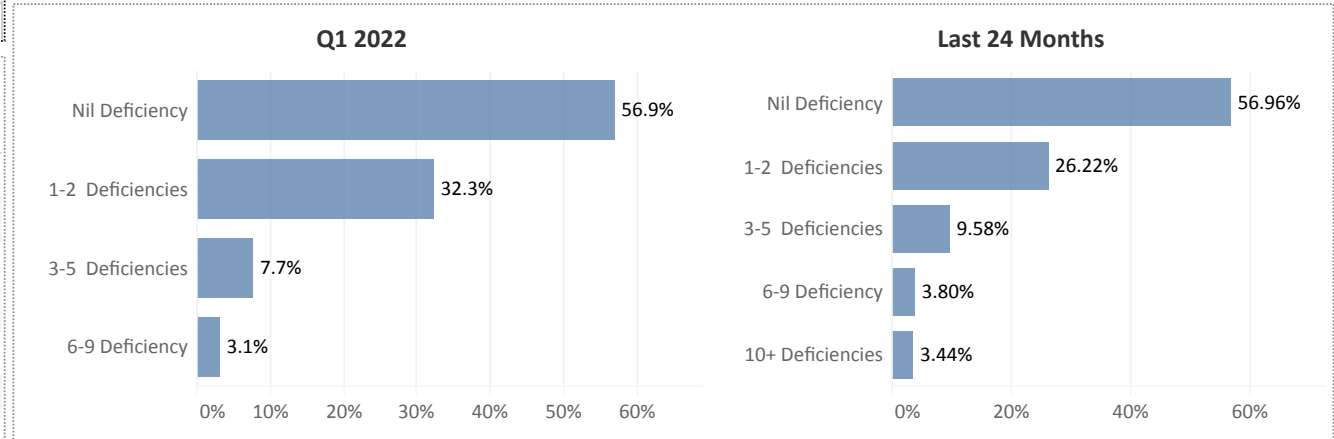


DA Cancelled				
Dsr Reason	2021 Q2	2021 Q3	2021 Q4	2022 Q1
VOLUNTARY SURRENDER	146	160	159	237
DECEASED	9	10	7	9
MEDICAL			2	6
ENTERED IN ERROR				2
WILL NOT RENEW	1	3	8	1
NOT FIT & PROPER		3		1
TRAFFIC/LICENCE		1		
<b>Grand Total</b>	<b>156</b>	<b>177</b>	<b>176</b>	<b>256</b>

DA Suspended				
Dsr Reason	2021 Q2	2021 Q3	2021 Q4	2022 Q1
FAILED TO PROVIDE MEDICAL	55	3	99	190
RMS DRIVERS LICENCE SUSPENDED	34	23	18	72
RMS DRIVERS LIC SURRENDERED	34	22	40	66
MEDICAL	64	129	33	32
VISA OVERDUE	4	10	10	12
IDL OVERDUE	14	7	13	12
RMS DRIVERS LIC EXPIRED	9	13	6	11
RMS DRIVER'S LICENCE NOT ACTIVE	1	6	10	2
FAILED TO PROVIDE SPECIALIST MEDIC..		1	3	1
RMS DRIVERS LIC CANCELLED	1	1	1	
DRUG TEST POSITIVE	1		1	
CHARGES PENDING		2		
<b>Grand Total</b>	<b>217</b>	<b>217</b>	<b>234</b>	<b>398</b>

■ Audits ■ Deficiency

### Breakdown of operator result



- In Q1 2022, 65 independent audits were completed with 62 deficiencies detected at an average of 1.0 deficiencies per audit .
- 37 audits in Q1 2022 resulted in nil deficiencies being detected.

### Top Detected Deficiencies

Deficiency	Count	Percentage
Implementation of maintenance plan	8	12.3%
Registration usage	8	12.3%
Records Management	5	7.7%
Reported notifiable incident	3	4.6%
DA and licence currency check	3	4.6%

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 Tests	Alcohol Tests
Tests conducted	1,797	10,318
Confirmed positive	4	2
No. of drivers have been subject to one or more tests	898	1,410

Accreditation	
LDTC	854
RPS	555
<b>Grand Total</b>	<b>1,409</b>

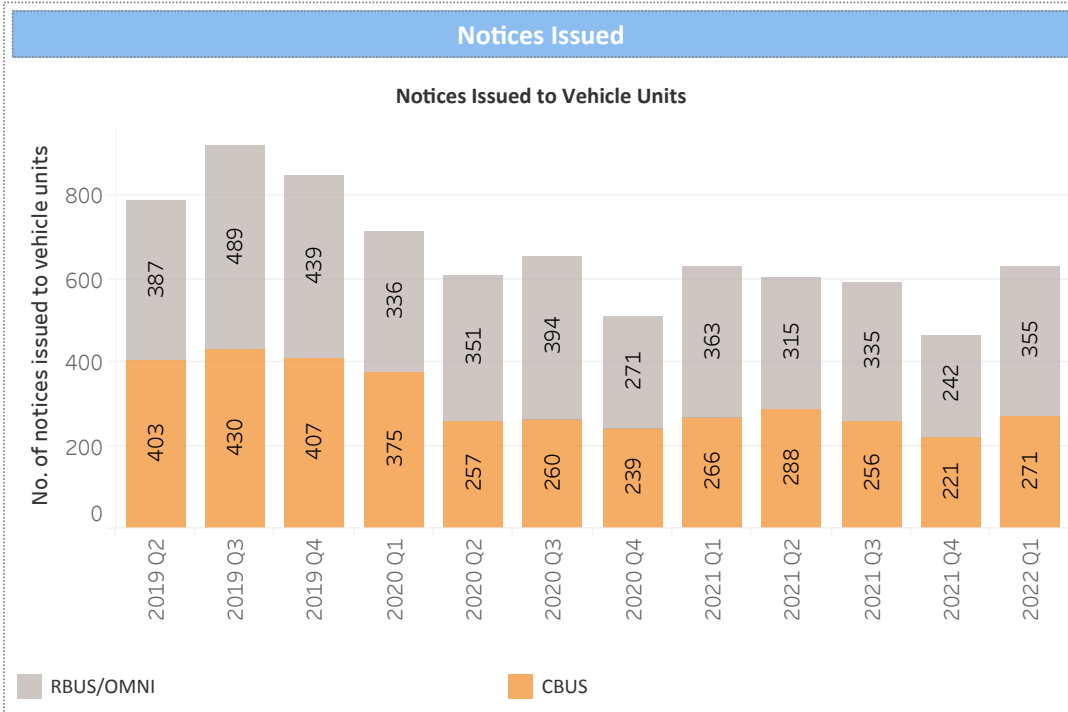
LDTC: Long Distance Tourist Charter  
RPS: Regular Passenger Service

Operators	
	981

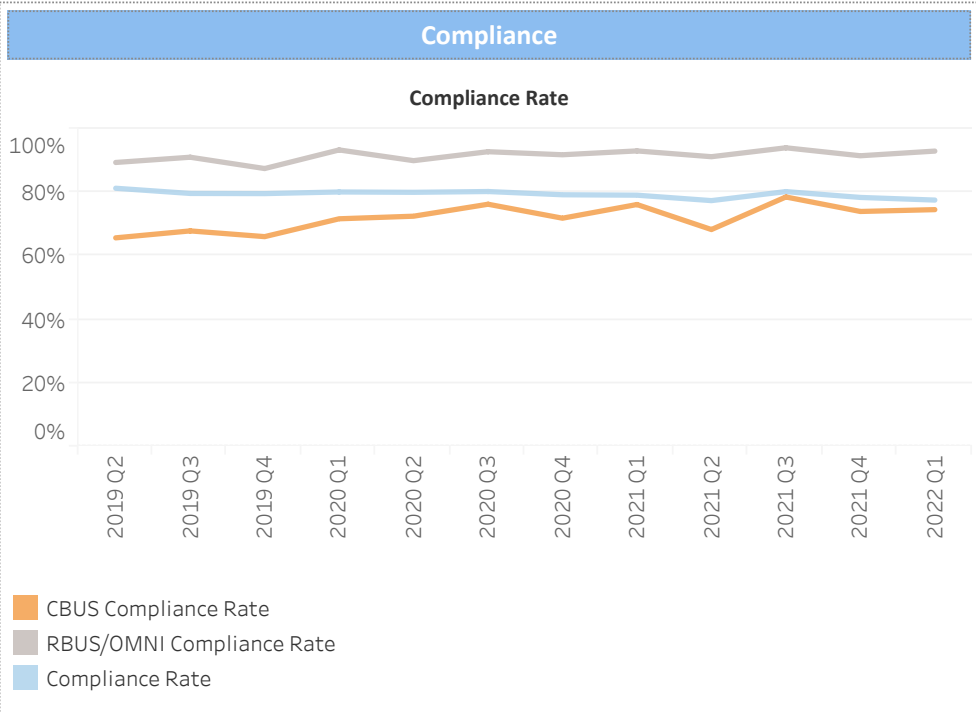
	Accreditation Issued/Renewed	
	Issued	Renewed
2021 Q2	8	107
2021 Q3	6	65
2021 Q4	11	118
2022 Q1	8	178



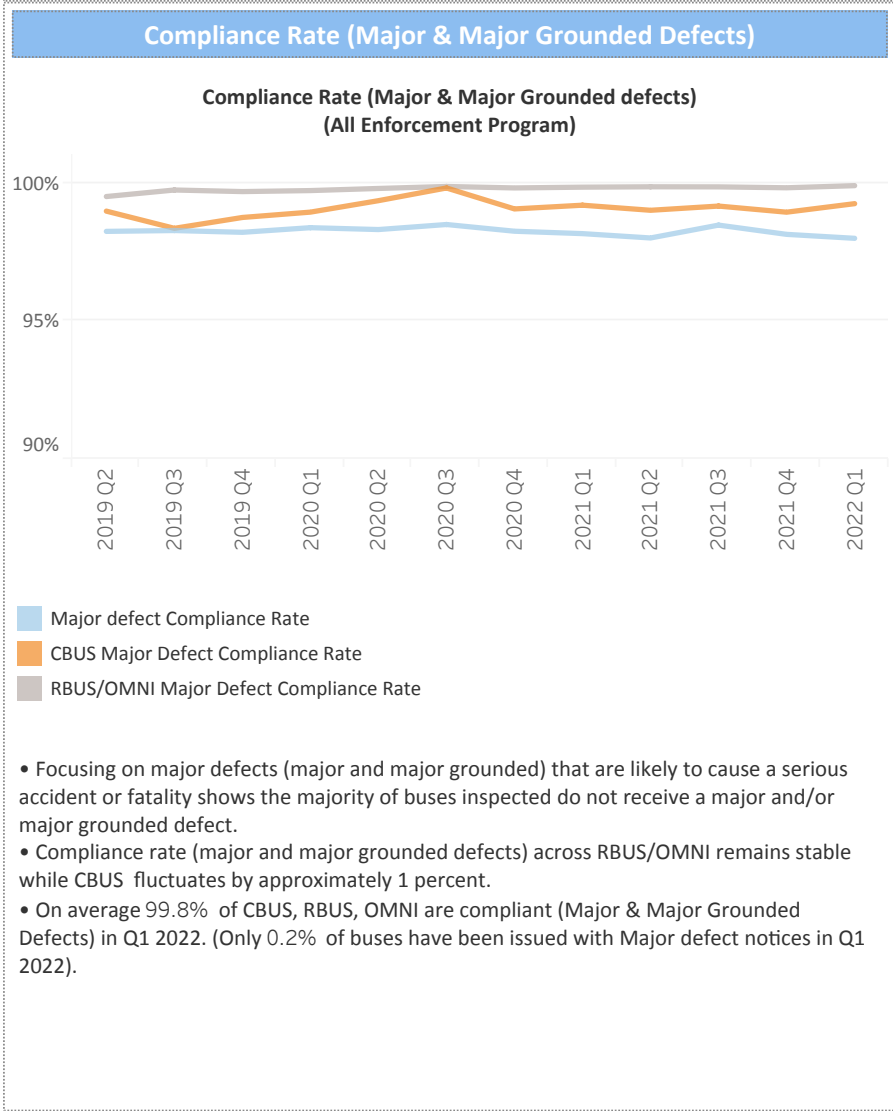
# Heavy Vehicle Compliance



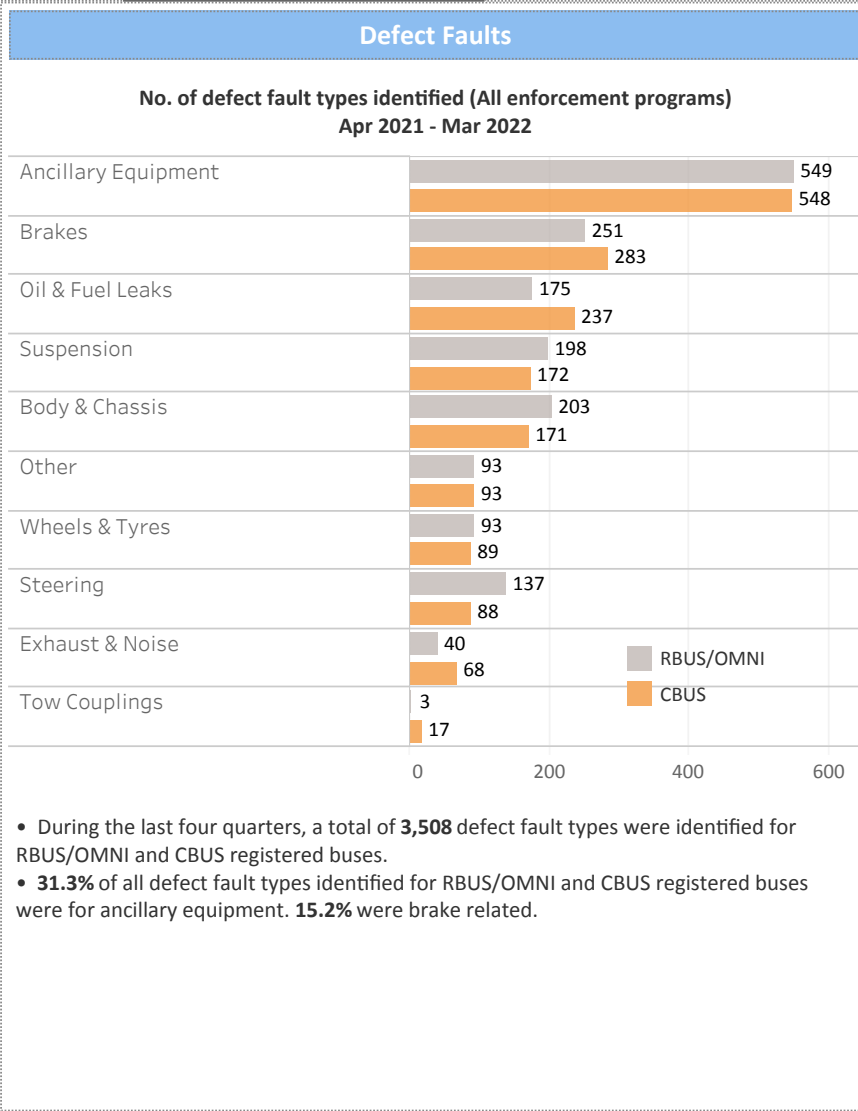
- In the last 3 year period (2019 Q2 to 2022 Q1), **7,950** notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all notices issued to RBUS/OMNI and CBUS registered buses in 2022 Q1, only **2.1%(13)** were major and major grounded in severity and likely to cause a fatality or serious accident.



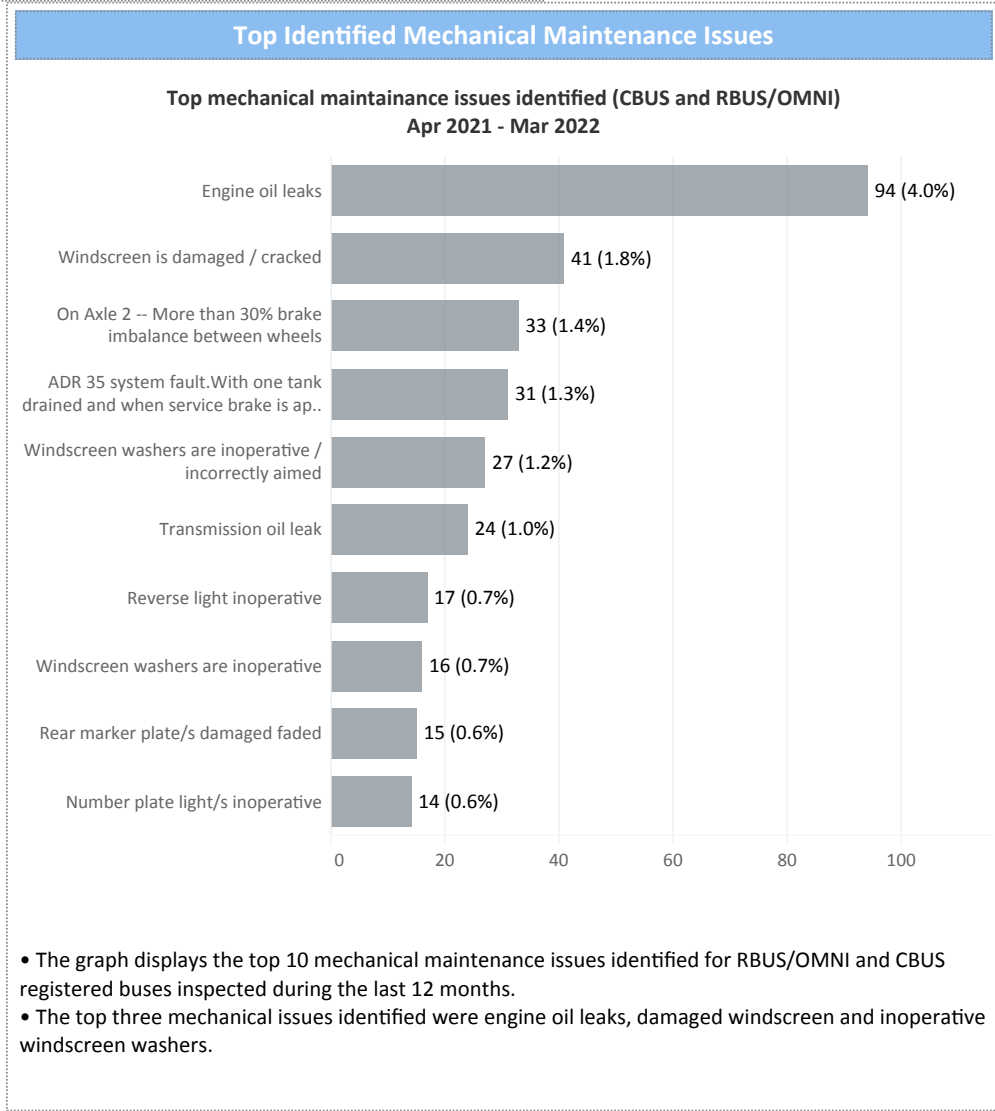
- In the 3 year period, RBUS/OMNI registered buses remain more compliant compared to CBUS.
- OMNI and RBUS registered buses are generally more compliant with a compliance rate\* of **93.0%** in Q1 2022. This is considerably higher than CBUS registered buses (**74.6%**) and the heavy vehicle industry (**77.6%**).
- 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.



- 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 99.8% of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q1 2022. (Only 0.2% of buses have been issued with Major defect notices in Q1 2022).



- During the last four quarters, a total of **3,508** defect fault types were identified for RBUS/OMNI and CBUS registered buses.
- 31.3%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. **15.2%** were brake related.

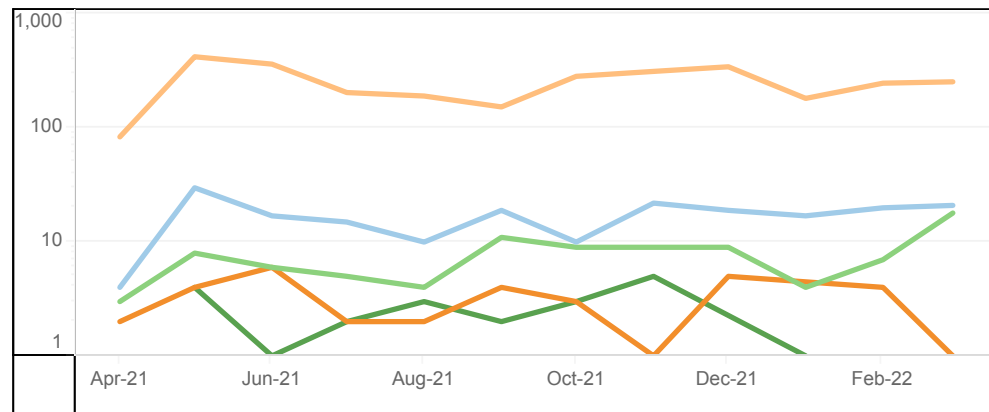


- The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.

# Bus Incidents

## Top Incidents by Incident Type - Past 12 months

### Major Incident by Type



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

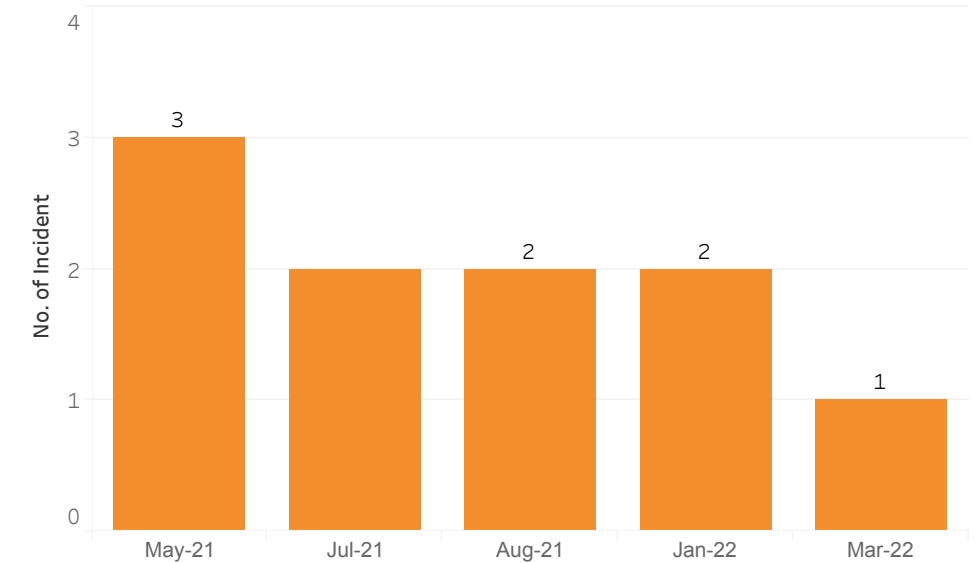
### INCIDENT TYPE

- Null
- Assault and offensive behaviour
- Bus doors(no collision)
- Collision
- Dangerous Behaviour (Driver)
- Dangerous Behaviour (Public)
- False Activation Fire Suppression..
- Fire on bus(no collision)
- Medical incident(no collision)
- Passenger/Child left on bus
- Projectiles
- Refusal to pay
- Runaway bus
- Security threat
- Slips, trips and falls
- Thermal Event (No fire, smoke ..
- Threatening/intimidating behavi..
- Limit
- Top 8 by COUNTD((INCIDENT\_NUMBER))

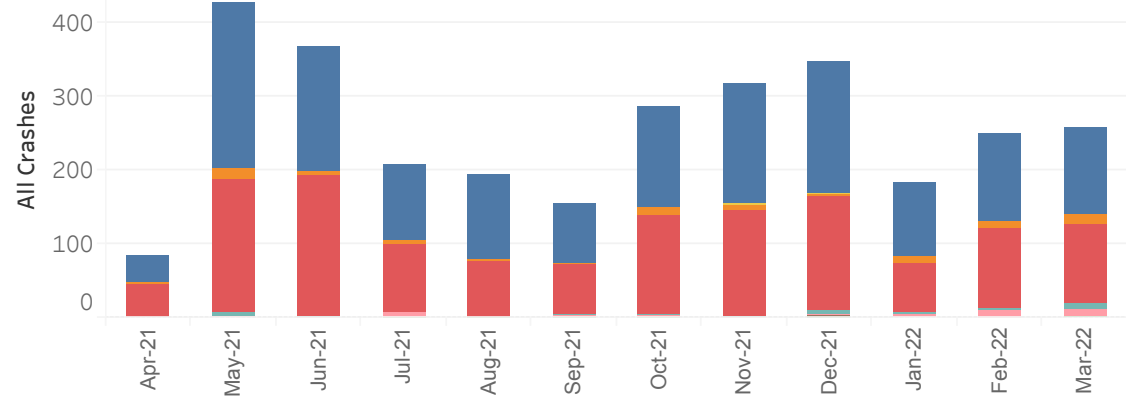
### Major Incident type

INCIDENT TYPE	No. of Incidents	% of total incide..
Vehicle breakdown	8,853	57.09%
Collision	3,064	21.76%
Slips, trips and falls	624	5.11%
Medical incident(no colli..	349	2.91%
Threatening/intimidating beh..	324	2.85%
Projectiles	303	2.75%
Refusal to pay	192	2.01%
Assault and offensive behav..	204	1.79%

## Fire on Bus

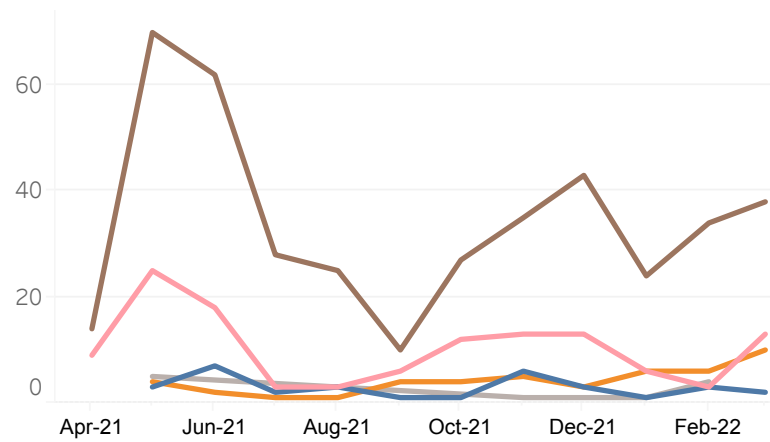


## Number of Collisions by Top Causes



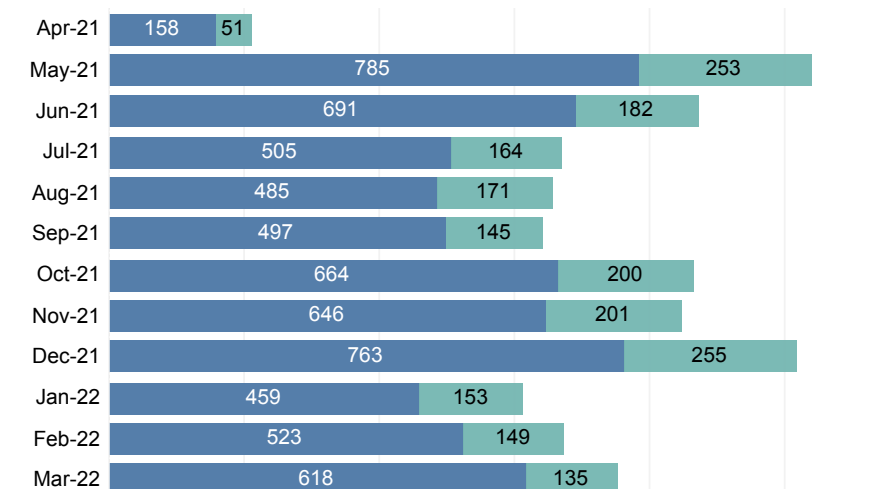
- Driver behaviour
- Driver health
- Other driver at f..
- Road condition
- Weather conditi..
- Driver drug or a..
- Other
- Pedestrian beh..
- Vehicle brake f..

## Slips, Trips and Falls by Cause



- Bus braked sudd..
- Other
- Passenger drug ..
- Driver behaviour
- Passenger beha..

## Vehicle Breakdown by Cause



- Electrical
- Mechanical

## Assault and Offence Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Indecent exposure by a passenger		3	2	1		3	1	4	1		1	1
Indecent exposure by the driver					1		1					
Physical assault between passengers	3	15	9	6	2	8	4	6	4	7	8	13
Physical assault by the driver					1		1	1				
Physical assault on the driver	1	7	5	7	6	8	3	10	13	10	10	6
Robbery		3		1								1
Sexual assault between passengers		2	1					1	1		1	

## Bus Fatalities

Year of Incident Period	PASSENGER TYPE			
	Driver/Employee	Passenger	Pedestrian	Public
2017		1	1	1
2018	1	1	1	1
2019			1	2
2020	1	1	1	1
2021				1
2022			1	

## Threatening/Intimidating Behaviour by Incident Description

INCIDENT DESCRIPTION	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Verbal assault against the driver	14	10	18	19	5	14	6
Physical threat or intimidation against the driver	10	8	6	9	9	5	14
Verbal assault between passengers	1	3	1	5	3	6	5
Physical threat or intimidation between passengers		3		3	5	3	2
Verbal assault by the driver	4	1					
Physical threat or intimidation by the driver						1	