

Bus Industry Dashboard - Q2 2023



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  
25,335

Cancelled DAs  
157  
Suspended DAs  
306

Bus Compliance

Bus Incidents

CBUS

67.4%



RBUS/OMNI

90.6%



4,681



Industry Status



DAs and Accreditations

Current DA

25,335

DA Issued

2022 Q3	2022 Q4	2023 Q1	2023 Q2
630	652	737	803

DA Renewed

2022 Q3	2022 Q4	2023 Q1	2023 Q3
1,585	1,323	2,031	602

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
11	94	47	327	105	754	174	1,475	230	1,958	313	2,156	450	3,092	458	3,756	432	3,992	241	2,918	75	1,558	26	594	3	96

DA Cancelled

Dsr Reason	2022 Q3	2022 Q4	2023 Q1	2023 Q2
WILL NOT RENEW	1			2
VOLUNTARY SURRENDER	215	255	210	144
TENURE	1	1	2	
NOT FIT & PROPER	2			2
MEDICAL				1
ENTERED IN ERROR		6	1	
DECEASED	18	13	11	8
Grand Total	237	275	224	157

DA Suspended

Dsr Reason	2022 Q3	2022 Q4	2023 Q1	2023 Q2
VISA OVERDUE	3	12	10	12
SHOW CAUSE		1		
RMS DRIVERS LICENCE SUSPENDED	22	41	42	65
RMS DRIVERS LIC SURRENDERED	33	25	48	51
RMS DRIVERS LIC EXPIRED			14	10
RMS DRIVERS LIC CANCELLED		3	1	1
RMS DRIVER'S LICENCE NOT ACTIVE	3	1	15	9
OTHER		2	4	2
MEDICAL	10	19	28	44
IDL OVERDUE	9	8	5	19
FAILED TO PROVIDE MEDICAL	92	50	75	88
DRUG TEST POSITIVE			1	1
CHARGES PENDING	1		1	4
Grand Total	173	162	244	306

Accreditation

LDTC	842
RPS	549
Grand Total	1,391

LDTC: Long Distance Tuorist Charter  
RPS: Regular Passenger Service

Operators

970

Accreditation Issued/Renewed

	Issued	Renewed
2022 Q3	10	58
2022 Q4	12	58
2023 Q1	11	65
2023 Q2	9	92



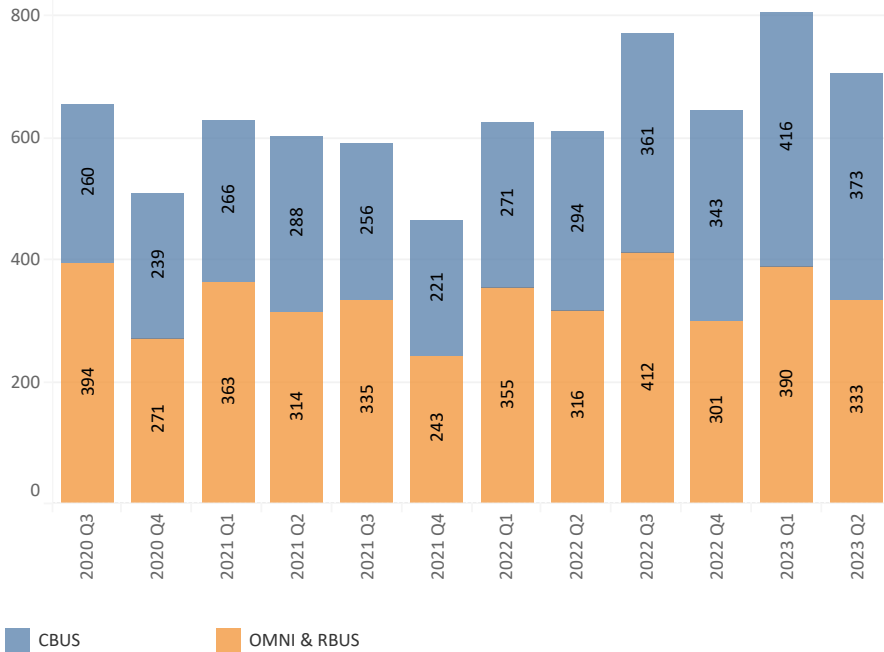
Heavy Vehicle Compliance



Transport  
for NSW

Notices Issued

Notices Issued to Vehicle Units

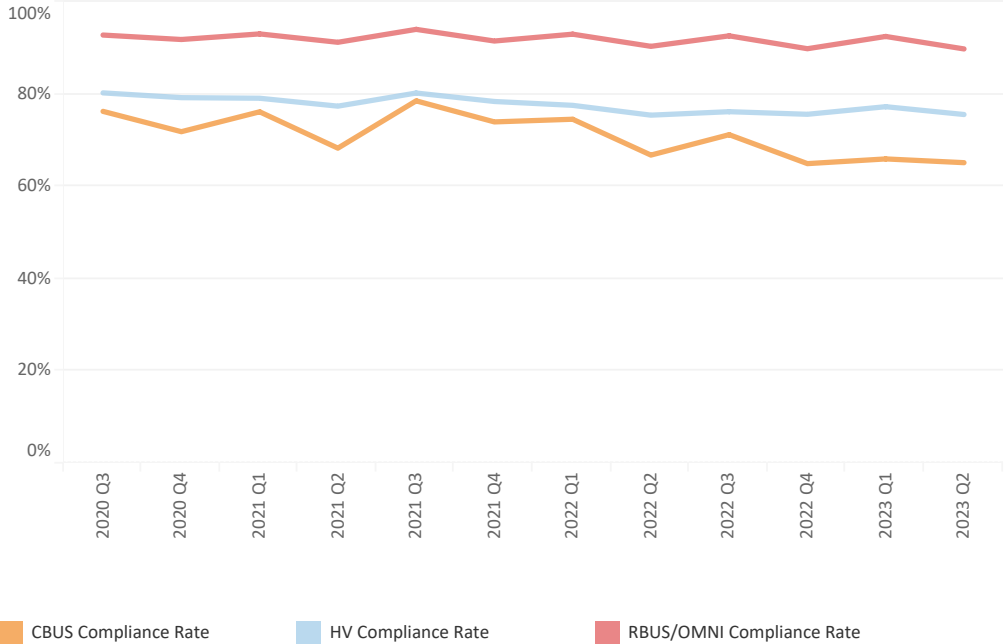


• In the last 3 year period (2020 Q3 to 2023 Q2), **7,615** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2023 Q2, only **0.0%(0)** 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 **92.2%** in Q2 2023. This is considerably higher than CBUS registered buses (**71.3%**) and the heavy vehicle industry (**77.9%**).

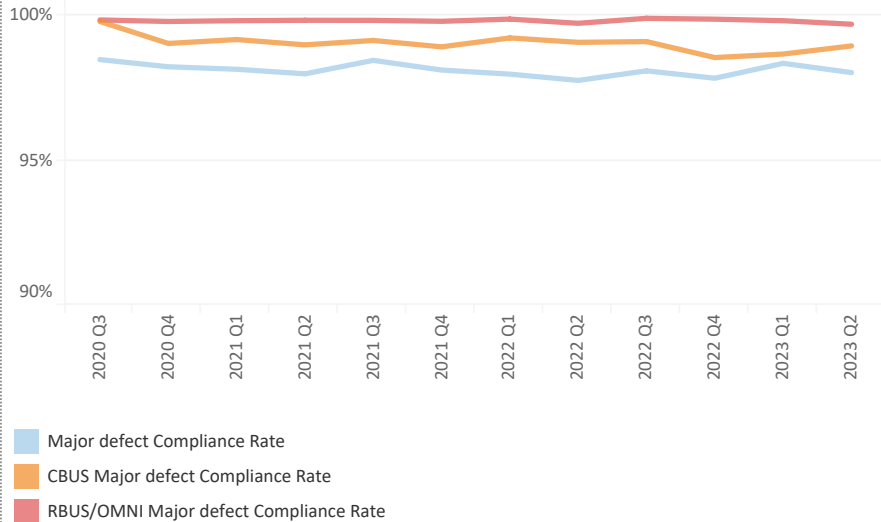
• The compliance rate remains stable across all bus registration usages and the heavy vehicle industry (includes all programs\*\*).

*\*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)



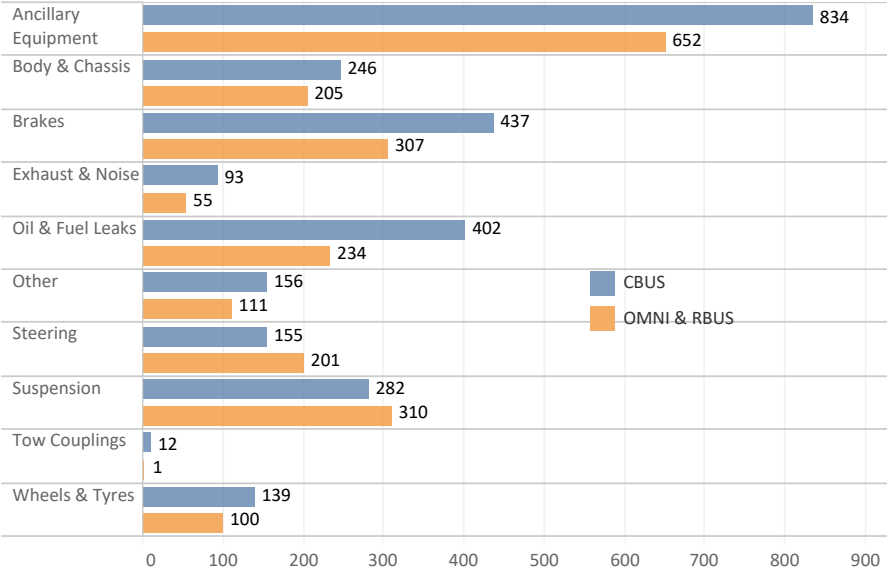
• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

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

• On average **100.0%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q2 2023. (Only **0.0%** of buses have been issued with Major defect notices in Q2 2023).

Defect Faults

No. of defect fault types identified (All enforcement programs)  
Jul 2022 - Jun 2023

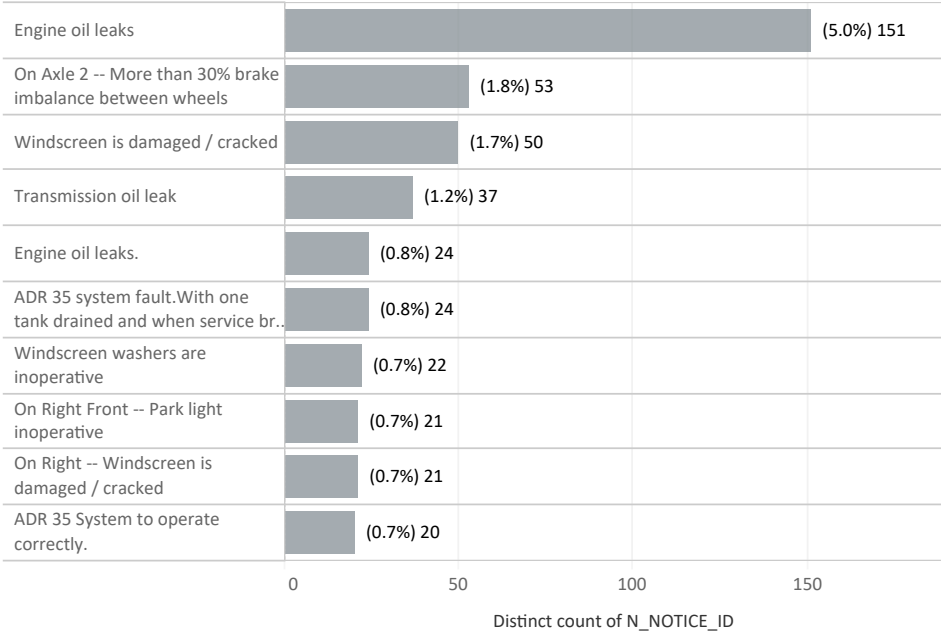


• During the last four quarters, a total of **3,653** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **30.66%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**14.92%** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)  
Jul 2022 - Jun 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.

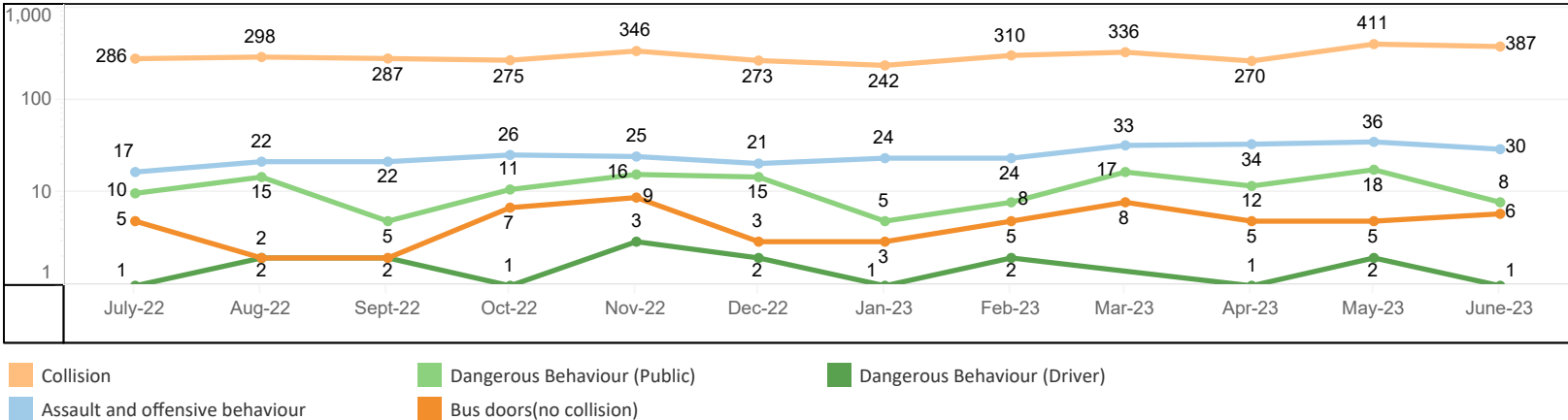
CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

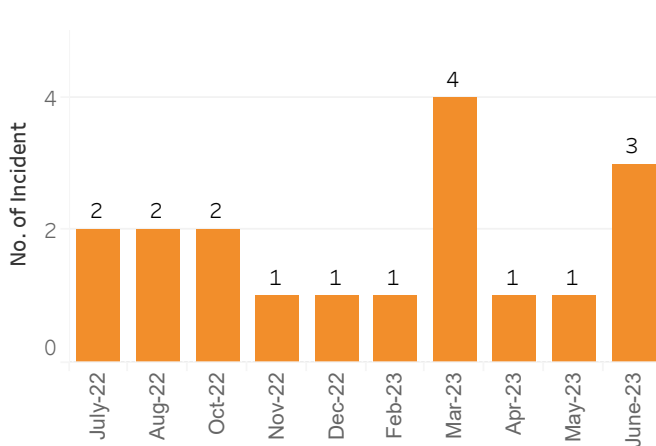
OMNI - Bus operated by the State Transit Authority



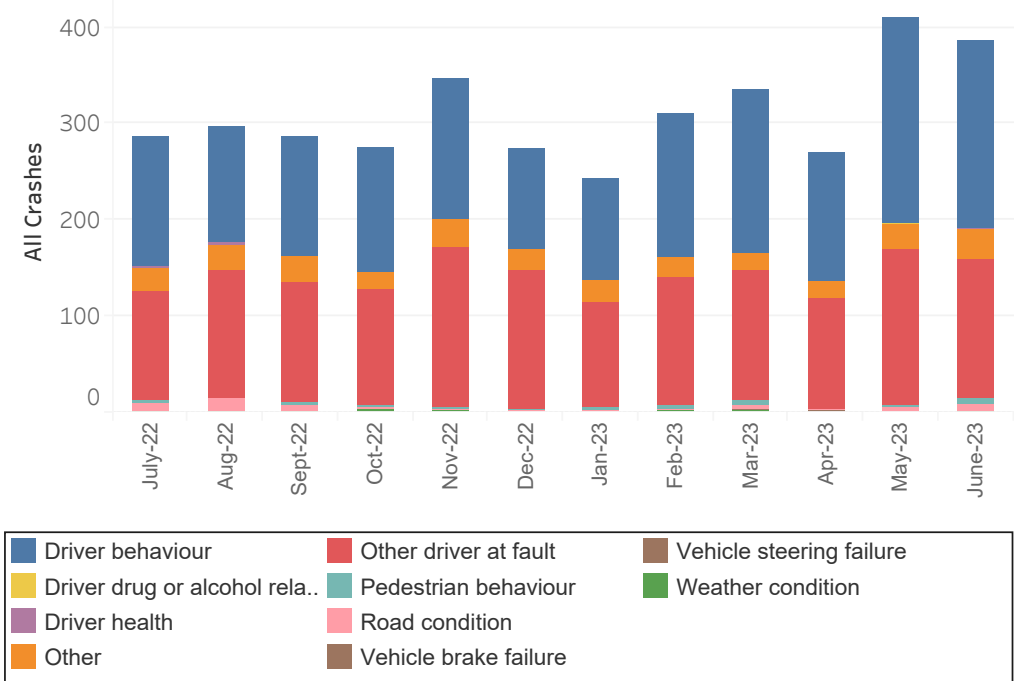
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.



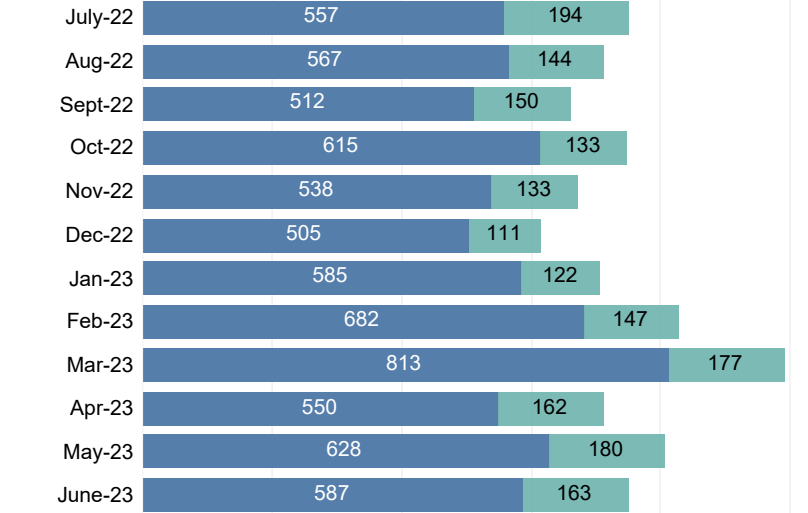
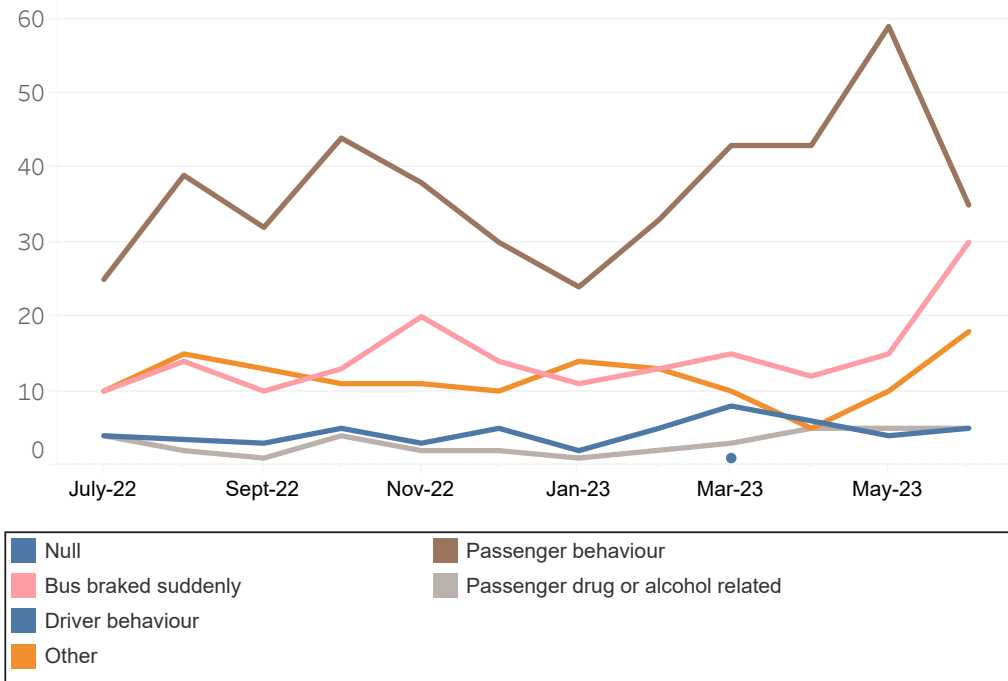
INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,956	53.09%
Collision	3,721	21.33%
Slips, trips and falls	842	5.36%
Refusal to pay	512	3.87%
Threatening/intimidating beh..	547	3.59%
Medical incident(no colli..	441	2.98%
Projectiles	440	2.79%
Assault and offensive behav..	314	2.08%



### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	July-22	Aug-22	Sept-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	June-23
Indecent exposure by a passenger	2	5	3	3	1	2			1	2	3	2
Indecent exposure by the driver				1								
Physical assault between passengers	8	4	7	12	7	11	12	14	15	13	12	15
Physical assault by the driver	1	1	2			2			3		1	1
Physical assault on the driver	6	11	10	10	13	6	10	10	10	15	18	11
Robbery							1		1		1	
Sexual assault between passengers		1			4		1		3	3	1	1

## Bus Fatalities

PASSENGER TYPE	Incident Period	
	2022	2023
Driver/Employee	1	
Passenger		11
Pedestrian	2	
Public	1	2

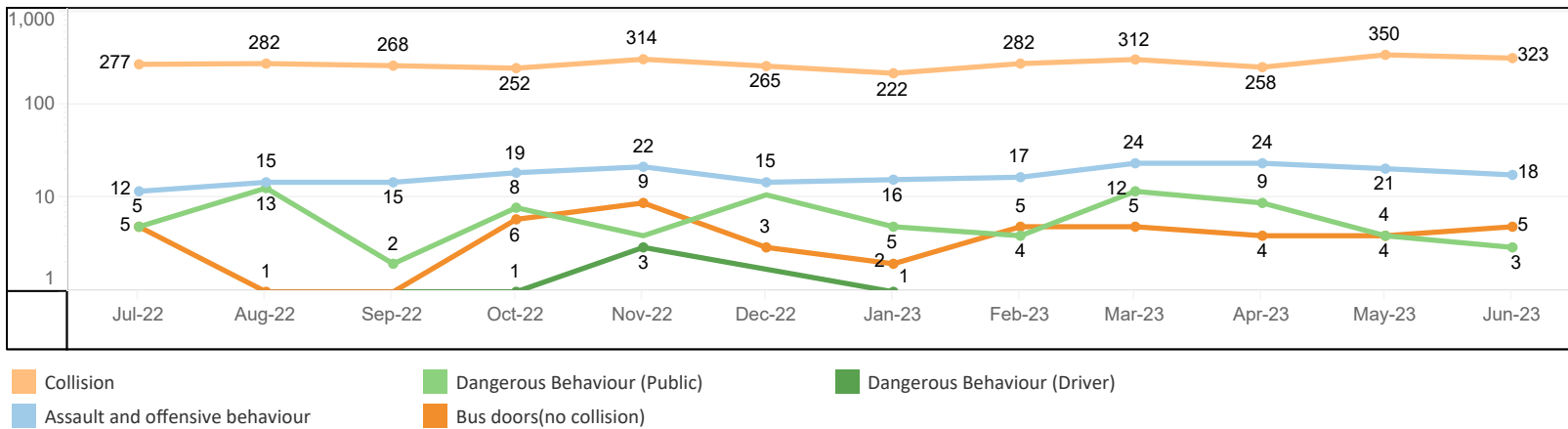
### Threatening/Intimating Behaviour by Incident Description

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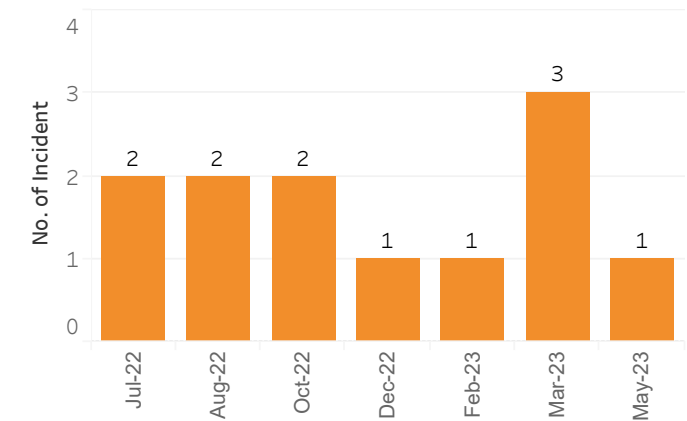
## Bus Incidents - Greater Sydney

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.

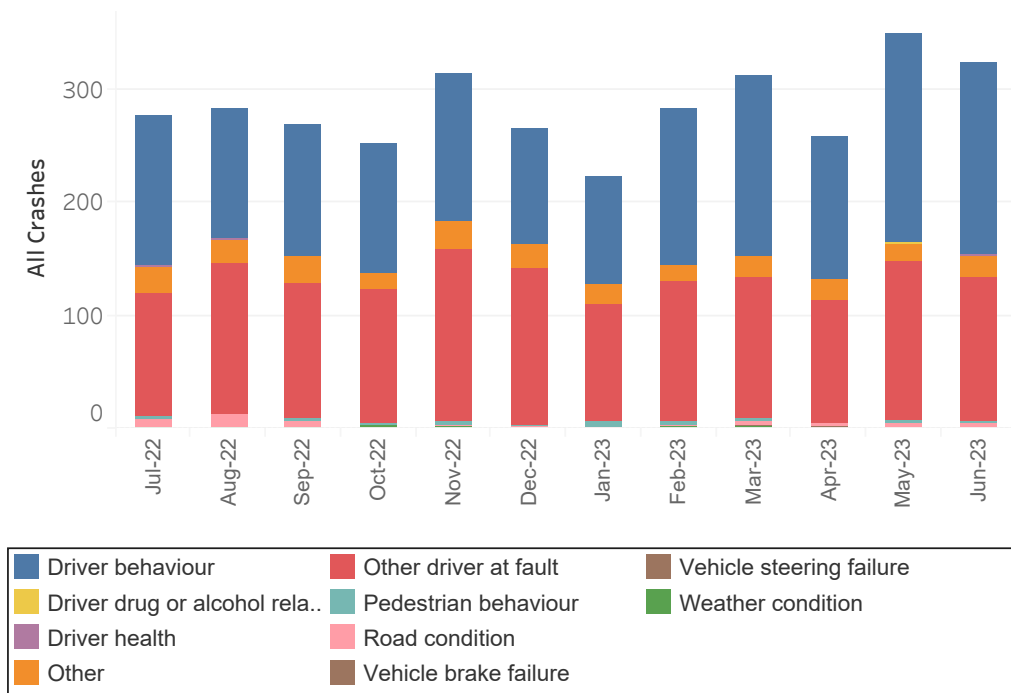


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,431	58.89%
Collision	3,405	22.69%
Slips, trips and falls	630	4.45%
Threatening/ intimidating beh..	414	3.11%
Medical incident(no colli..	354	2.77%
Projectiles	307	2.14%
Thermal Event (No fire, smoke..	184	1.65%
Assault and offensive behav..	218	1.63%

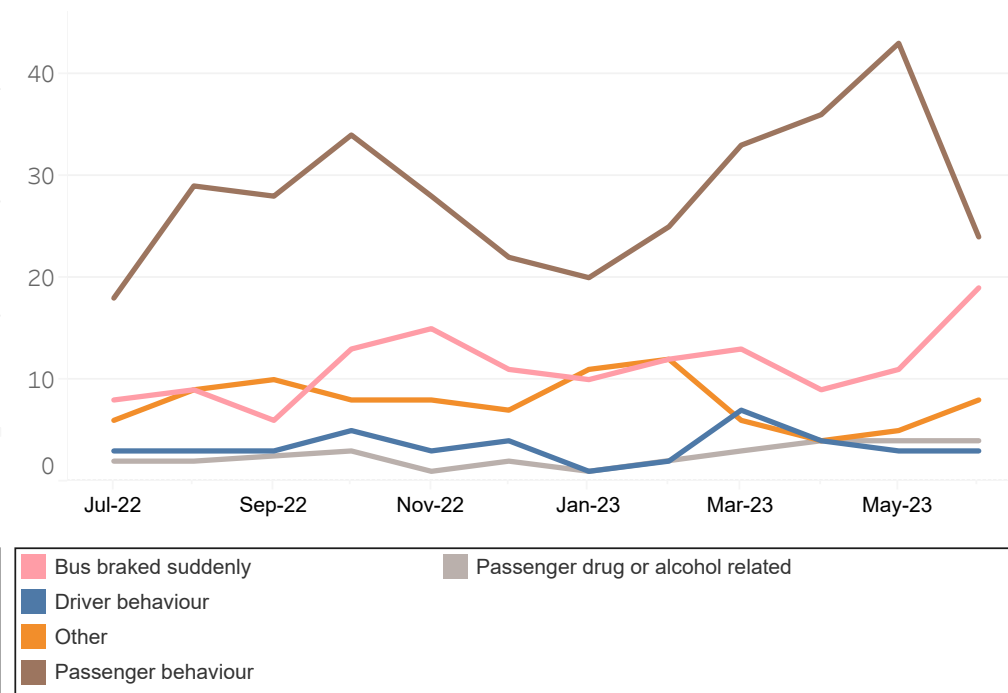
## Fire on Bus



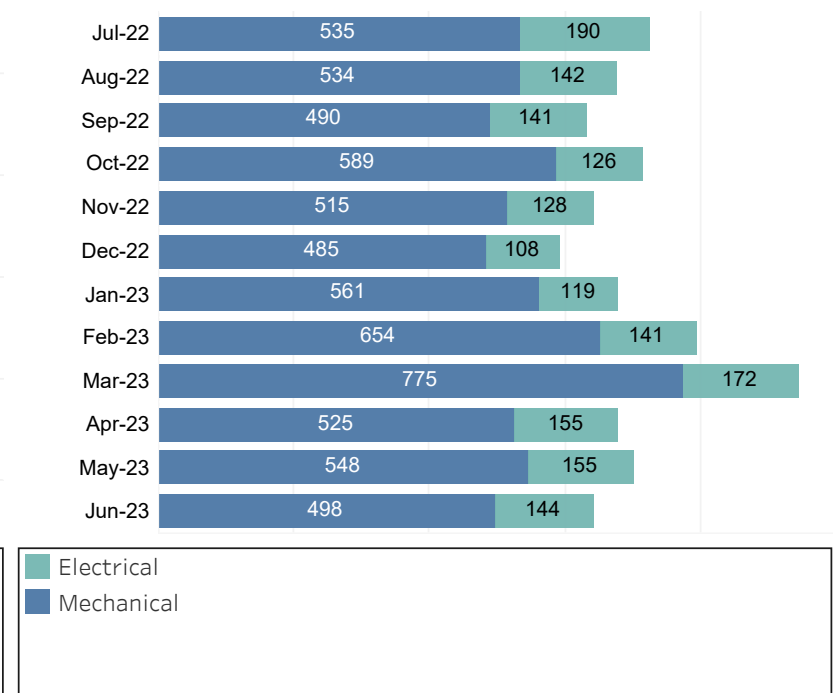
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

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

## Bus Fatalities

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

### Threatening/Intimating Behaviour by Incident Description

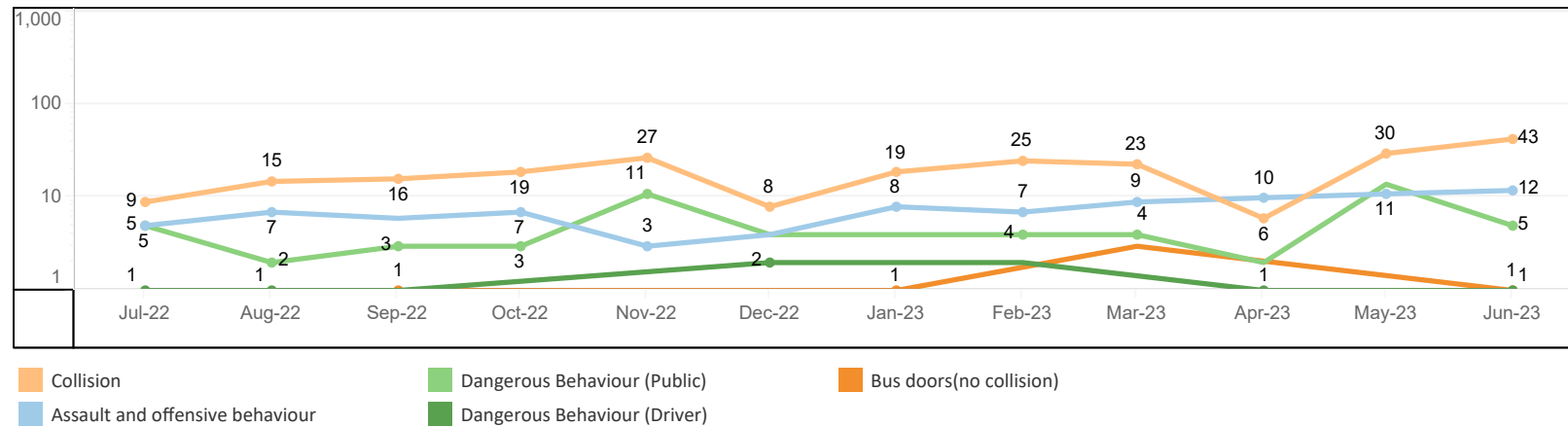
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## Bus Incidents - ROM

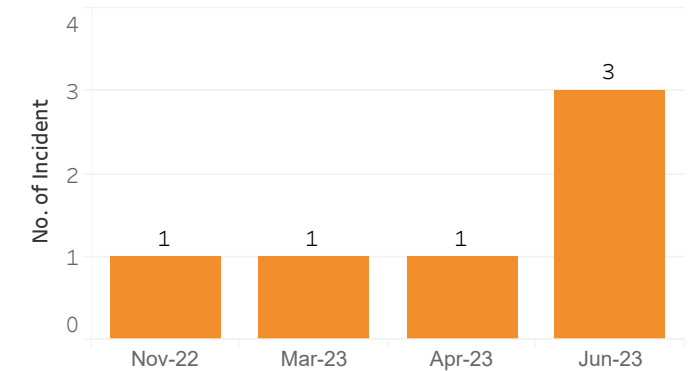
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.

### Major Incident by Type

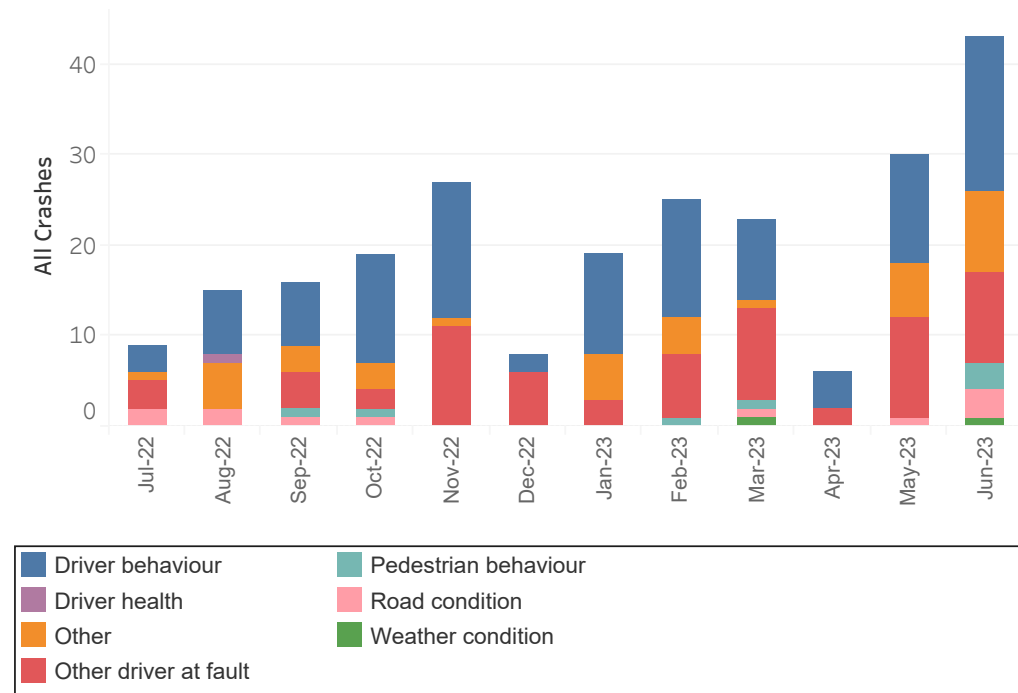


INCIDENT TYPE	No. of Incidents	% of total incidents
Refusal to pay	499.0	27.13%
Vehicle breakdown	306.0	16.63%
Collision	240.0	13.65%
Slips, trips and falls	196.0	10.95%
Projectiles	130.0	7.07%
Threatening/intimidating beh..	131.0	7.04%
Assault and offensive behav..	89.0	4.89%
Medical incident(no colli..	73.0	4.24%

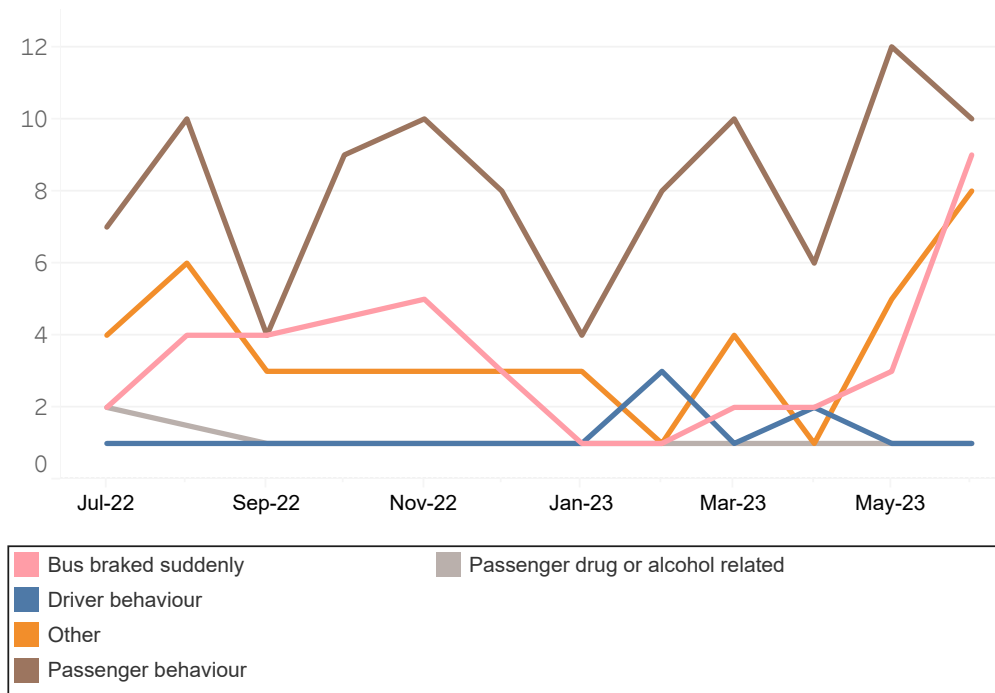
### Fire on Bus



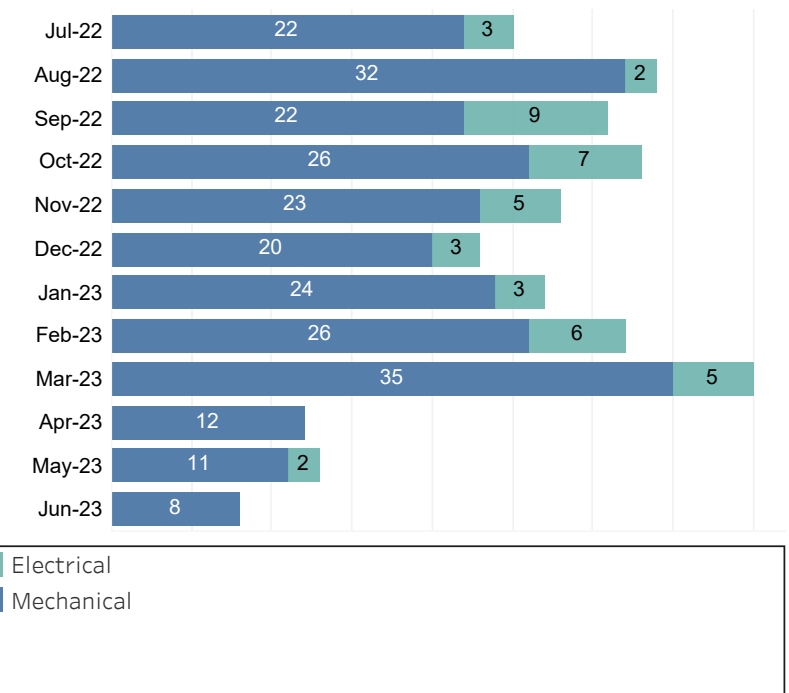
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

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

### Bus Fatalities

PASSENGER TYPE	Incident Period	
	2022	2023
Passenger		11
Pedestrian	1	
Public	1	1

### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Verbal assault against the driver	13	5	7	5	3	5	7	5	6	6	3	5
Physical threat or intimidation against the driver	1	2	5	4	1	3	1	3	2		7	3
Verbal assault between passengers	3	1	1	1		1	2	1	4	2	1	
Physical threat or intimidation between passengers	1	1			2	1	2		1	1	2	1