



### 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.

# Bus Industry Quarter 4 2020 Dashboard



Transport for NSW

## Key Findings

- Bus Driver Authority numbers slightly decreased (659) in Quarter 4 (27,167) 2020 compared to previous quarter (27,826).
- 52 out of 91 audits (57.1%) in Q4 2020 resulted in zero deficiency.
- RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses (based on January 2018 - December 2020) .
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and more than 30 per cent brake imbalance between wheels on axle 2.
- 30.8 percent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 15.7 percent were brake related.
- Analysis of Assault and Offensive behavior incidents indicate physical assault on drivers continue to be the most common

\* This report represents data as at 31 December 2020 unless otherwise stated. Quarter 4 (Q4) 2020 refers to the period of 1 October 2020 – 31 December 2020.

### Data Sources:

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

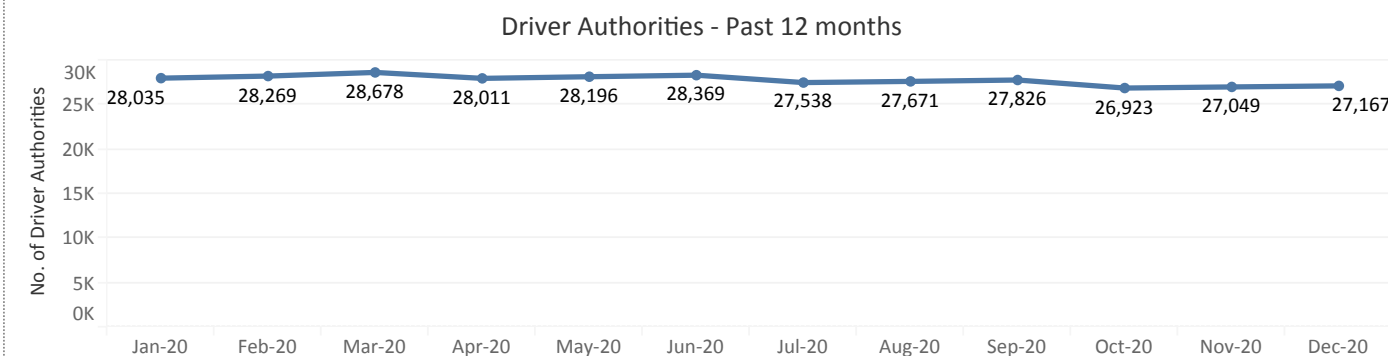
## Industry Status

Operators		Bus Drivers	
No. of bus operators	1,084	Driver Authorities	27,167
Current bus accreditations	1,536	Driver authorities issued	394
		Driver authorities renewed	1,628

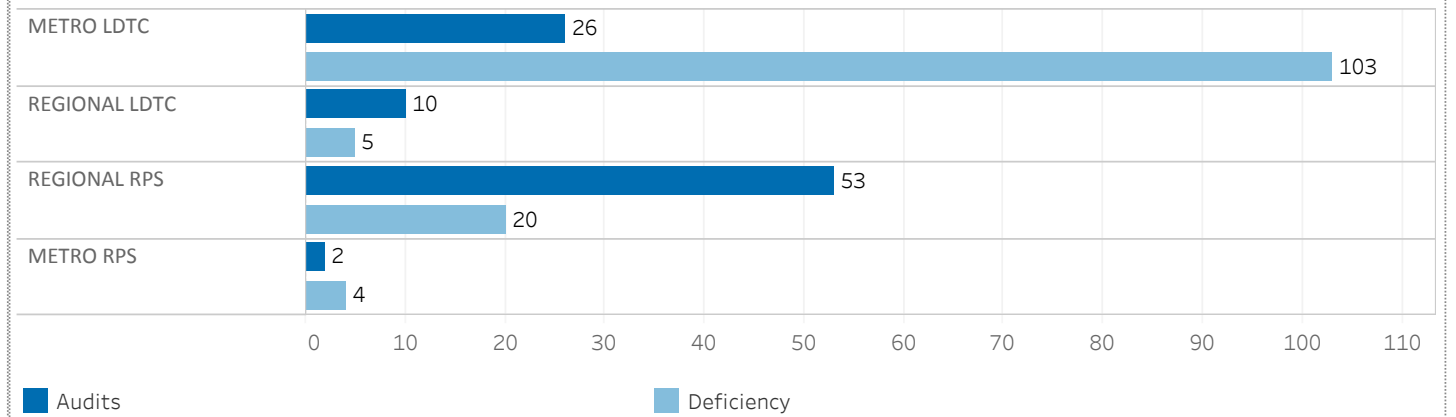
Bus accreditations		Driver Authorities Suspended		Driver Authorities Cancelled	
LDTC	958	Failed To Provide Medical	79	Driver Authorities Cancelled	201
RPS	578	Medical	66		
		RMS Drivers Licence Suspended	56		
		Visa Overdue	49		
		RMS Drivers Lic Surrendered	45		
		Other	39		
		Failed to Provide Specialist Medical	26		
		RMS Driver's Licence Not Active	15		
		RMS Drivers Lic Expired	15		
		International Driving Licence Overdue	8		
Accreditations issued	11	Drug Test Positive	5	Voluntary Surrender	180
Accreditations renewed	51	Charges Pending		Deceased	19
Accreditations suspended	52			Not Fit & Proper	1
				Will Not Renew	1

## Driver Authorities

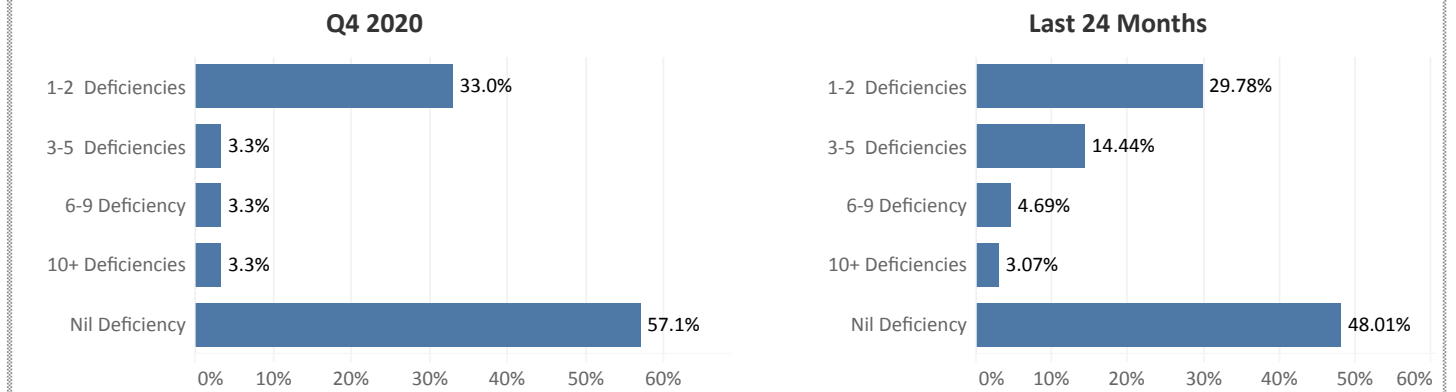


## Audit Results

### Independent Audits - Q4 2020



### Breakdown of operator result



- In Q4 2020, 91 independent audits were completed with 132 deficiencies detected at an average of 1.5 deficiencies per audit .
- 52 audits in Q4 2020 resulted in nil deficiencies being detected.

### Top Detected Deficiencies

Deficiency Type	Count	Percentage
Implementation of maintenance plan	19	20.9%
Registration usage	13	14.3%
Records Management	7	7.7%
Reported notifiable incident	7	7.7%
HVIS Inspection	6	6.6%

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

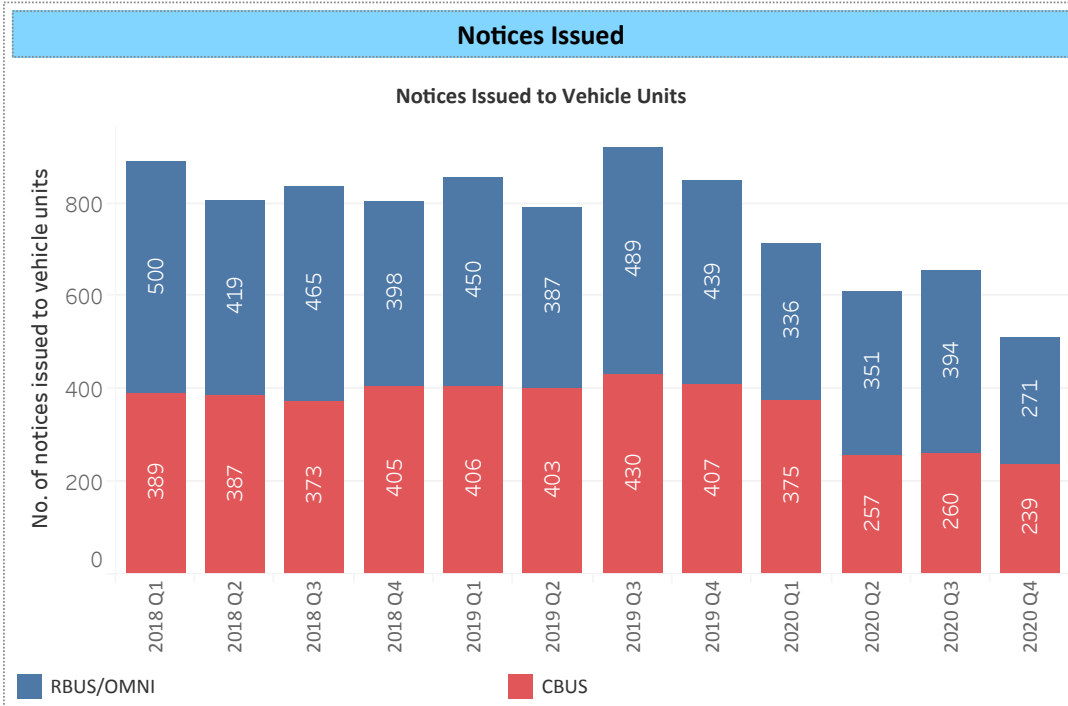
### Annual Self-Assessment Report

	Drug Test	Alcohol Test
Test conducted	8,329	111,181
Confirm positive	858	13
Transport Safety workers	4,298	6,620

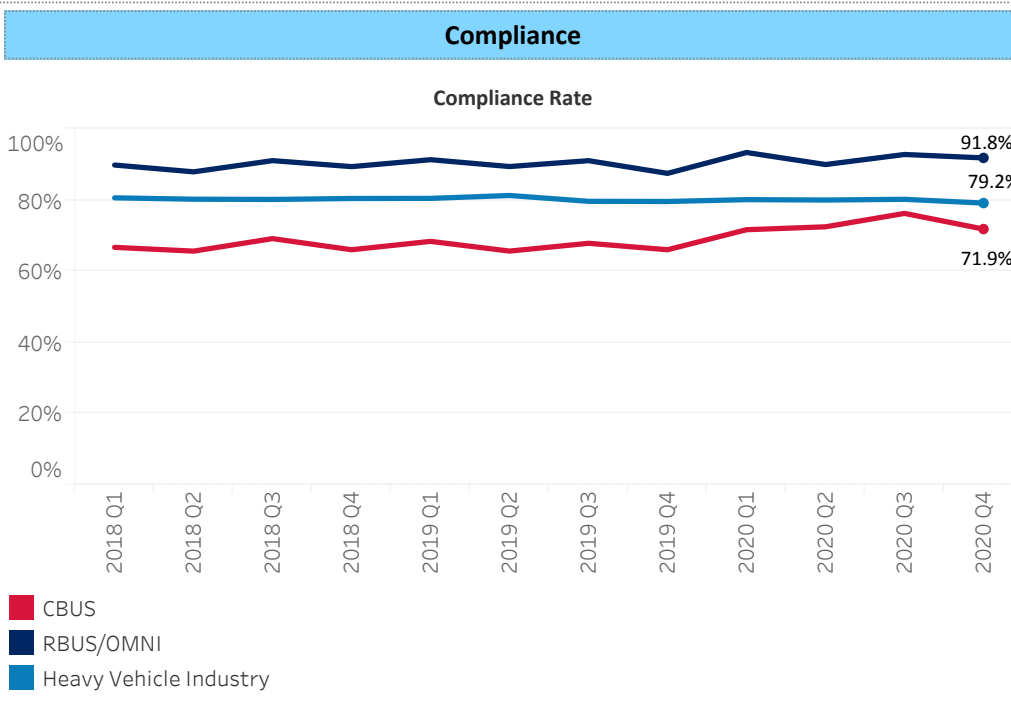
One test can have more than one driver. One driver can be tested more than once.



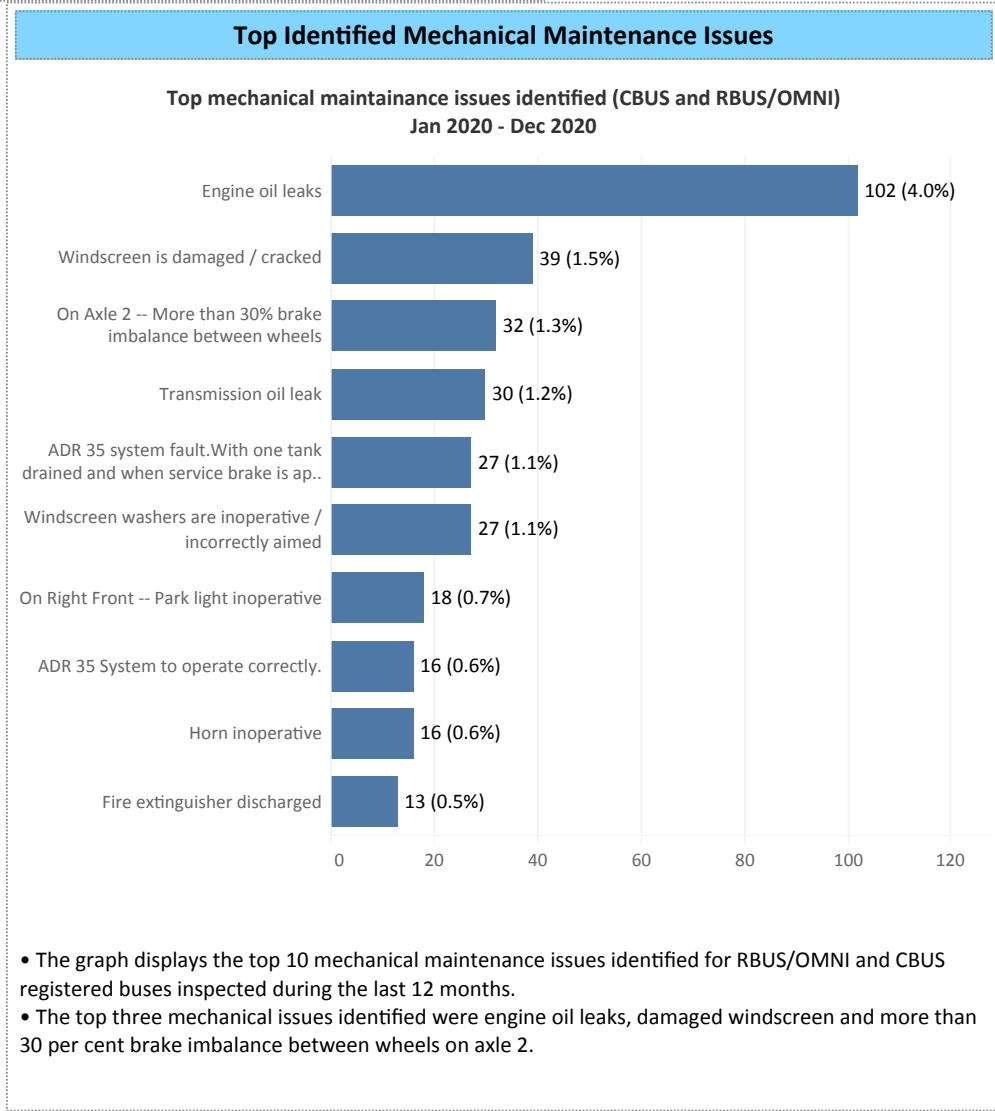
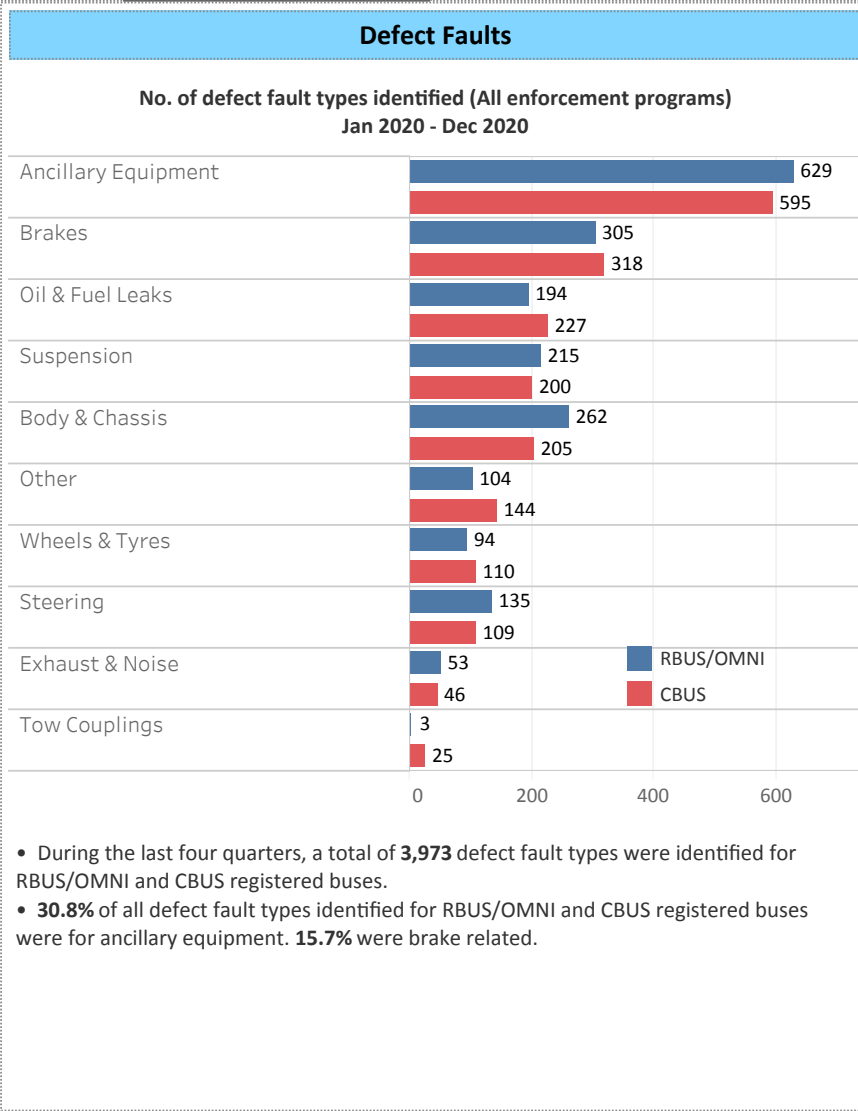
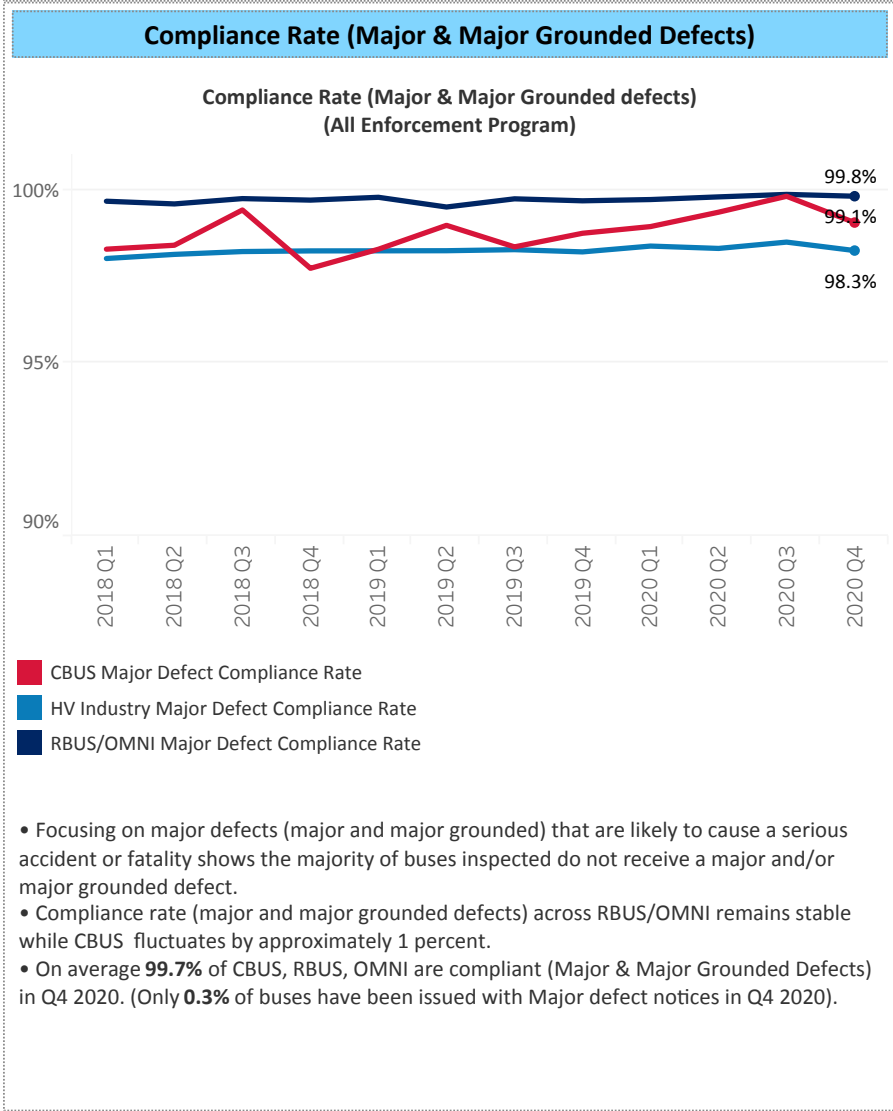
# Heavy Vehicle Compliance



- In the last 3 year period (2018 Q1 to 2020 Q4), **9,230** notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all notices issued to RBUS/OMNI and CBUS registered buses in 2020 Q4, only **2.7% (14)** 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 **91.8%** in Q3 2020. This is considerably higher than CBUS registered buses (**71.9%**) and the heavy vehicle industry (**79.2%**).
- 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.



CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

OMNI - Bus operated by the State Transit Authority

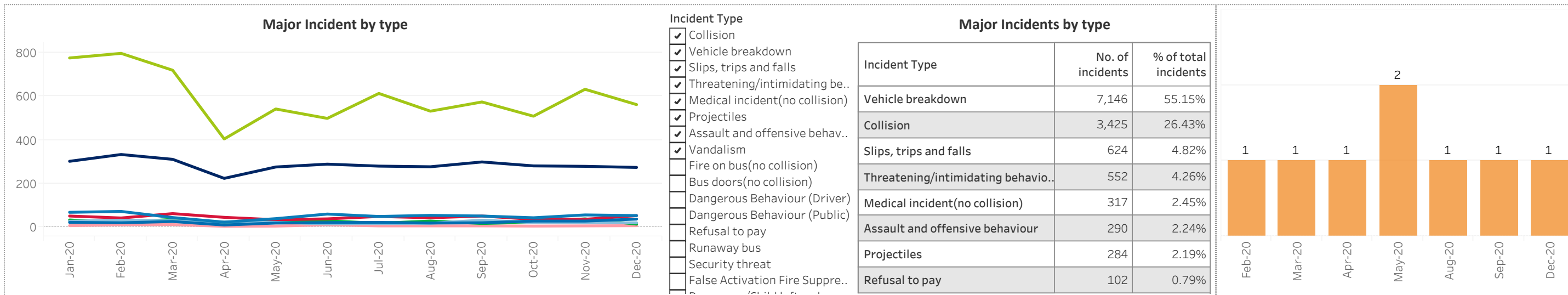
# Bus Incidents



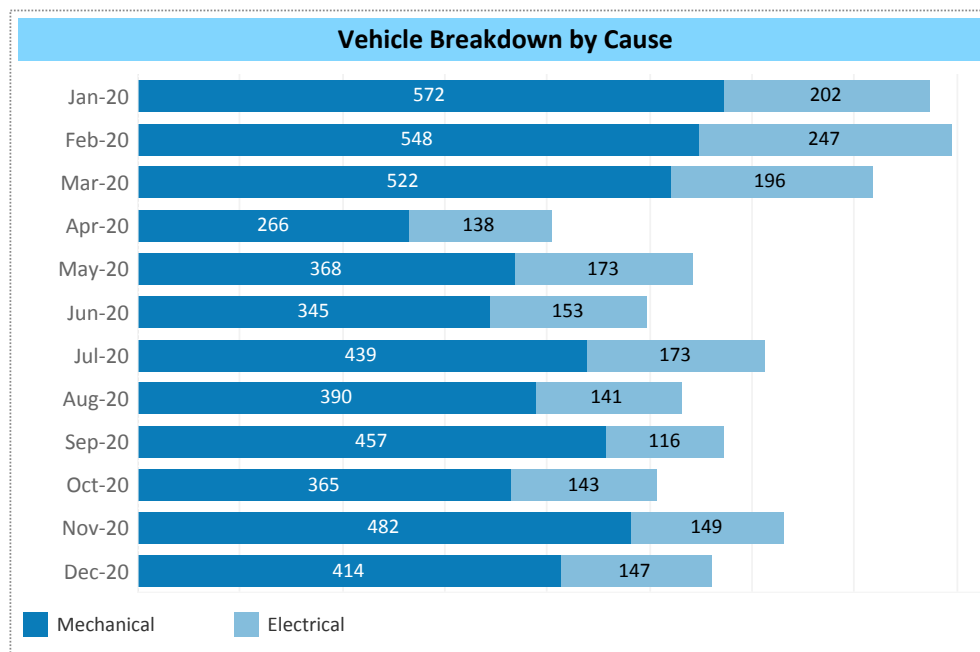
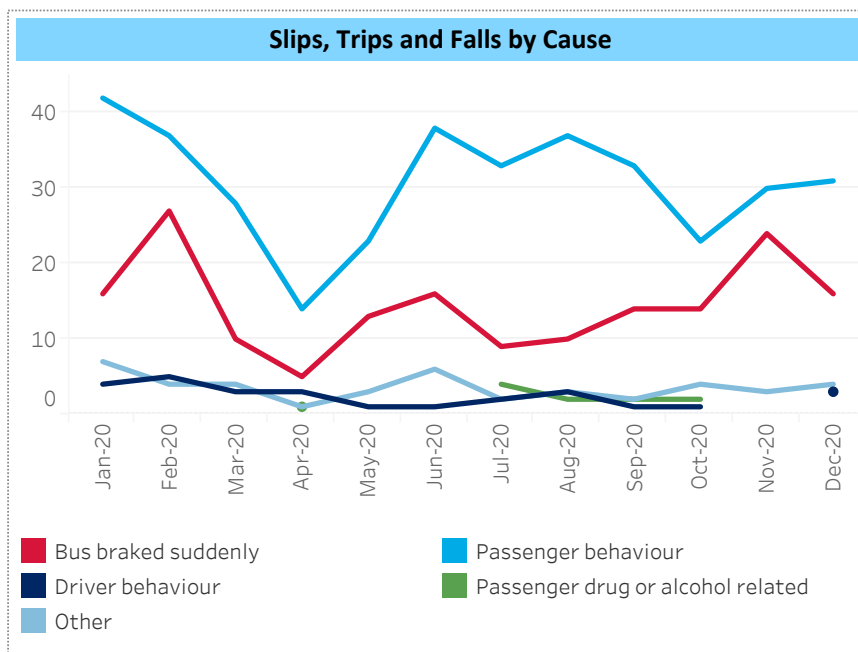
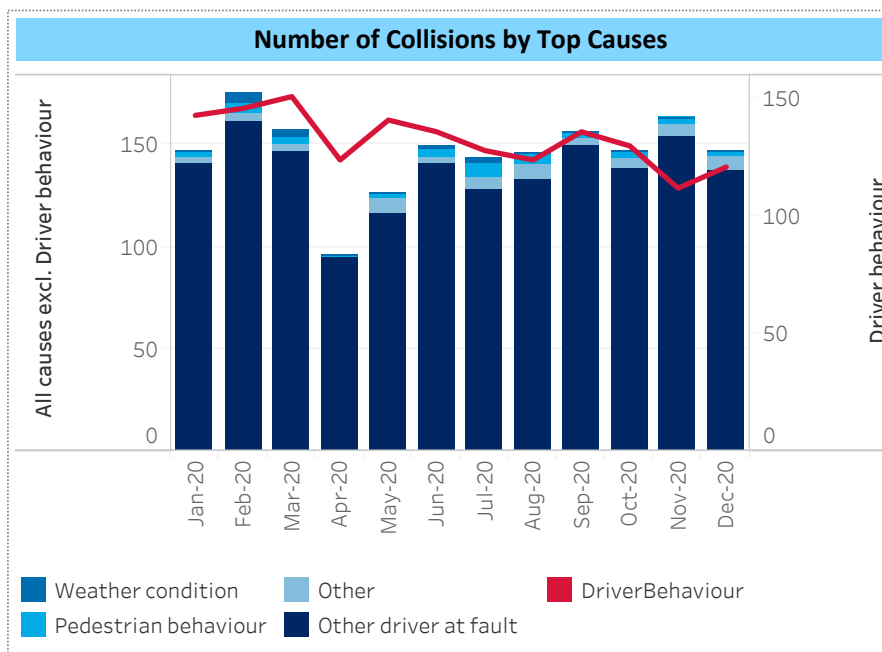
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## Top 8 Incidents by Incident Type - Past 12 months

## Fire on BUS



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



### Assault and Offensive Behaviour by Incident Description

Incident Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Physical assault on the driver	16	19	18	17	14	8	7	10	19	10	10	13
Physical assault between passengers	11	11	12	4	7	7	6	7	11	10	11	6
Robbery	1	1			1	1			1	1		
Indecent exposure by a passenger		1		3			1					2
Physical assault by the driver		1		1	1		1	1		1	1	
Sexual assault between passengers							2	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

### Threatening/Intimidating Behaviour by Incident Description

Incident Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Physical threat or intimidation against the driver	10	12	13	13	11	13	12	13	19	12	10	13
Physical threat or intimidation between passengers	13	7	13	4	3	1	8	6	6	3	5	4
Physical threat or intimidation by the driver			1									
Verbal assault against the driver	13	15	21	26	15	18	13	22	19	21	17	26
Verbal assault between passengers	16	9	15	3	6	7	17	3	8	1	5	11

# Bus Industry Dashboard



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Business Intelligence and Reporting

Data and Analytics

Safety, Environment and Regulation

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