



### 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 2021 Dashboard



Transport for NSW

## Key Findings

- Bus Driver Authority numbers decreased (372) in Quarter 4 (25,818) 2021 compared to previous quarter (26,190).
- 42 out of 66 audits (63.6%) in Q4 2021 resulted in zero deficiency.
- RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses (based on January 2019 - December 2021).
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.
- 30.4 percent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 15.2 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 December 2021 unless otherwise stated. Quarter 4 (Q4) 2021 refers to the period of 1 October 2021 – 31 December 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       | 1,119 | Driver Authorities         | 25,818 |
| Current bus accreditations | 1,427 | Driver authorities issued  | 344    |
|                            |       | Driver authorities renewed | 1,269  |

| Bus a creditations                   |     | Driver Authorities Suspended          |     | Driver Authorities Cancelled |     |
|--------------------------------------|-----|---------------------------------------|-----|------------------------------|-----|
| LDTC                                 | 870 | Failed To Provide Medical             | 137 | Driver Authorities Cancelled | 179 |
| RPS                                  | 557 | RMS Drivers Lic Surrendered           | 45  |                              |     |
|                                      |     | Medical                               | 44  |                              |     |
|                                      |     | RMS Drivers Licence Suspended         | 22  |                              |     |
|                                      |     | International Driving Licence Overdue | 18  |                              |     |
|                                      |     | RMS Driver's Licence Not Active       | 14  |                              |     |
|                                      |     | RMS Drivers Lic Expired               | 10  |                              |     |
|                                      |     | Visa Overdue                          | 10  |                              |     |
|                                      |     | Failed to Provide Specialist Medical  | 5   |                              |     |
|                                      |     | Other                                 | 2   |                              |     |
|                                      |     | RMS Drivers Lic Cancelled             | 2   |                              |     |
|                                      |     | Charges Pending                       | 1   |                              |     |
|                                      |     | Drug Test Positive                    | 1   |                              |     |
| LDTC - Long distance tourist charter |     | Voluntary Surrender                   | 165 | Deceased                     | 7   |
| RPS - Regular passenger service      |     | Will Not Renew                        | 7   | Not Fit & Proper             | 0   |
| Accreditations issued                | 12  |                                       |     |                              |     |
| Accreditations renewed               | 118 |                                       |     |                              |     |
| Accreditations suspended             | 47  |                                       |     |                              |     |

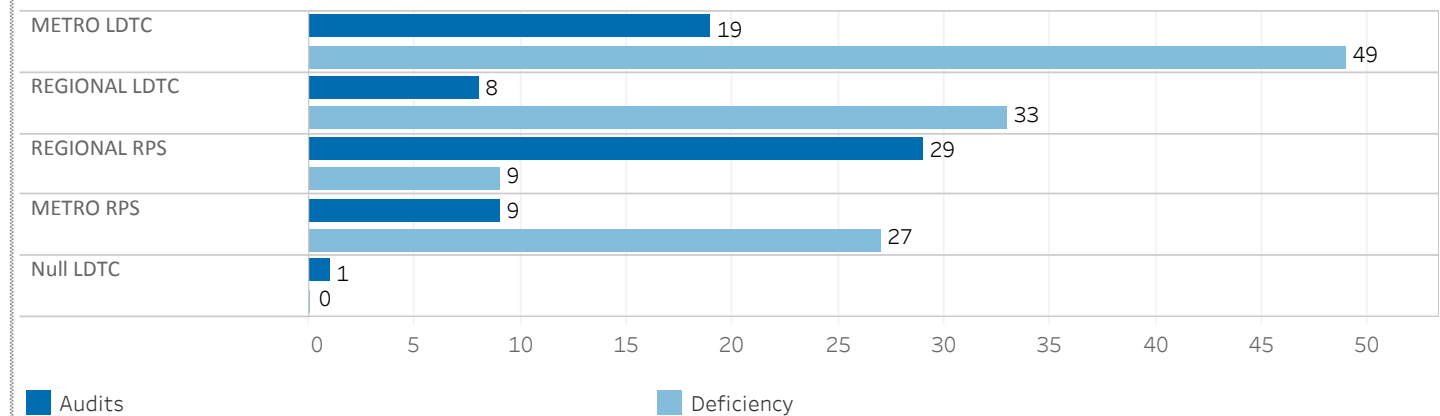
## Driver Authorities

Driver Authorities - Past 12 months

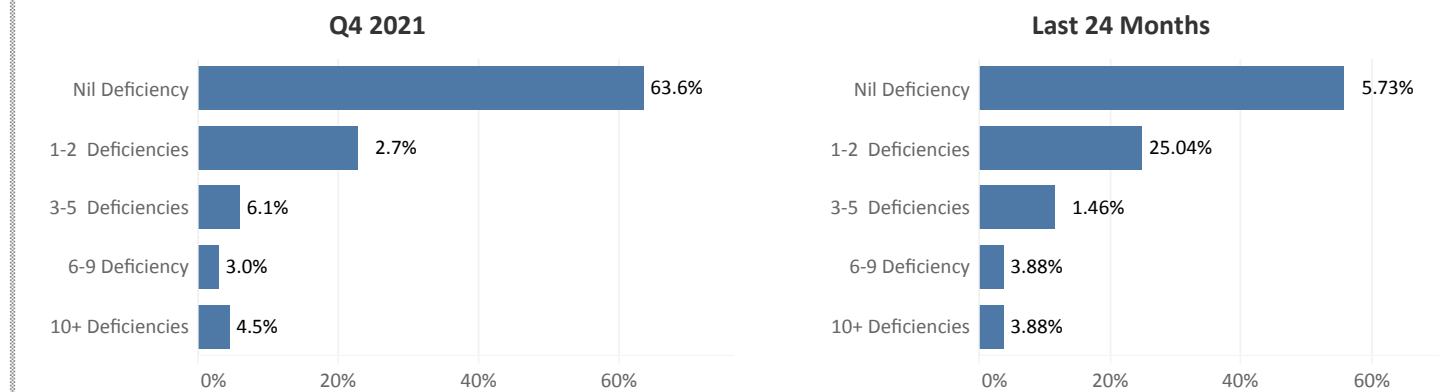


## Audit Results

### Independent Audits - Q4 2021



### Breakdown of operator result



- In Q4 2021, 66 independent audits were completed with 118 deficiencies detected at an average of 1.8 deficiencies per audit .
- 42 audits in Q4 2021 resulted in nil deficiencies being detected.

### Top Detected Deficiencies

| Deficiency Type                    | Count | Percentage |
|------------------------------------|-------|------------|
| Records Management                 | 9     | 13.6%      |
| Implementation of maintenance plan | 9     | 13.6%      |
| Reported notifiable incident       | 8     | 12.1%      |
| Register review and update         | 6     | 9.1%       |
| Registration usage                 | 6     | 9.1%       |

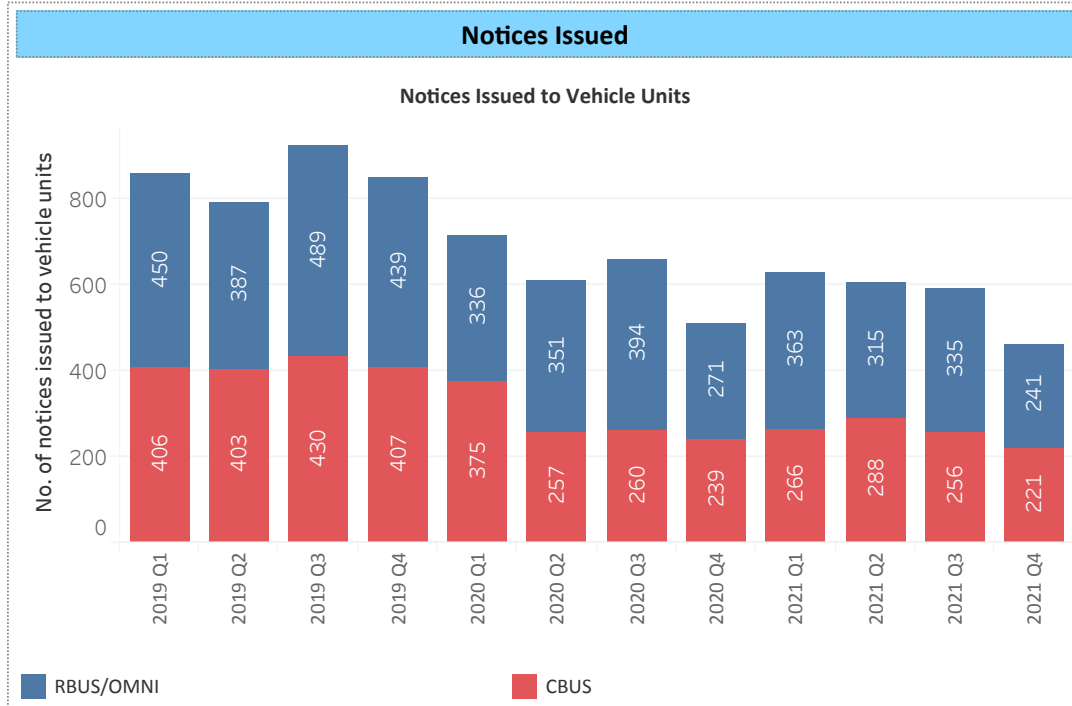
This table shows the five most common deficiencies detected at independent audits and the percentage of audited operators where the deficiency was found.

### Annual Self-Assessment Report

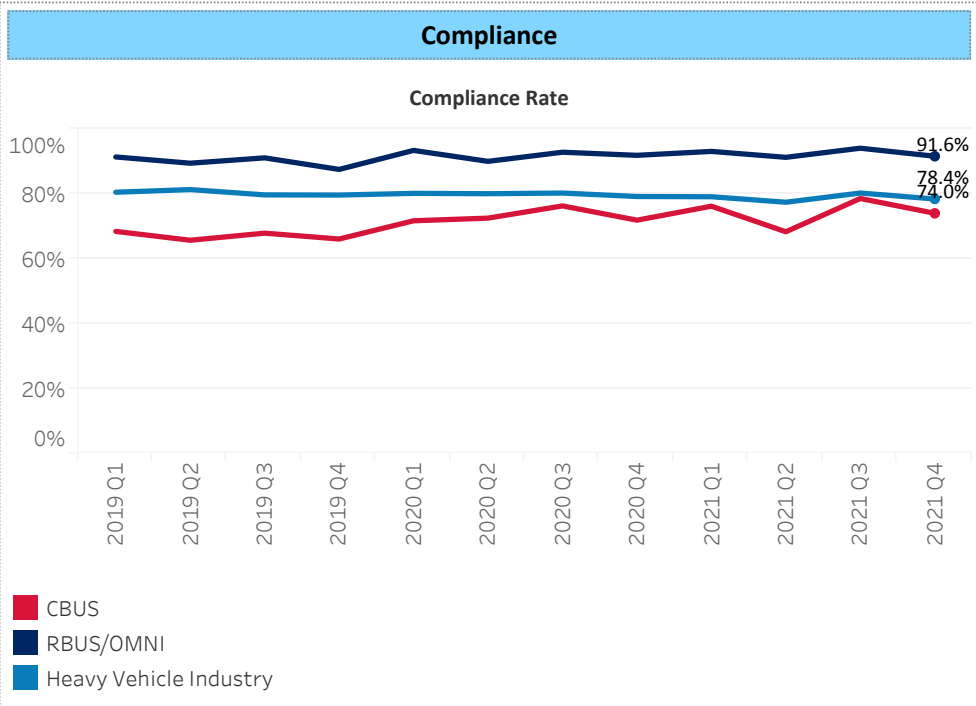
|                          | Drug Test | Alcohol Test |
|--------------------------|-----------|--------------|
| Test conducted           | 3,604     | 9,283        |
| Confirm positive         | 5         | 3            |
| Transport Safety workers | 916       | 1,139        |

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

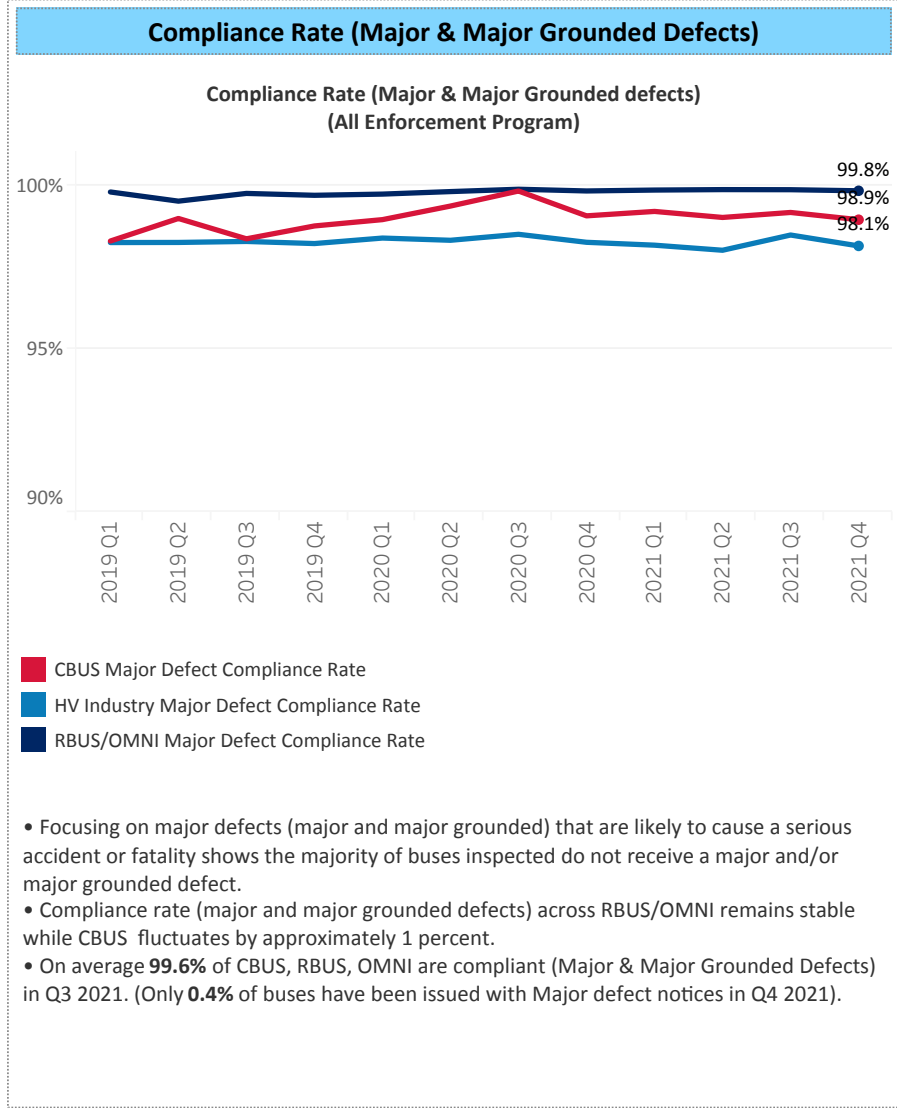
# Heavy Vehicle Compliance



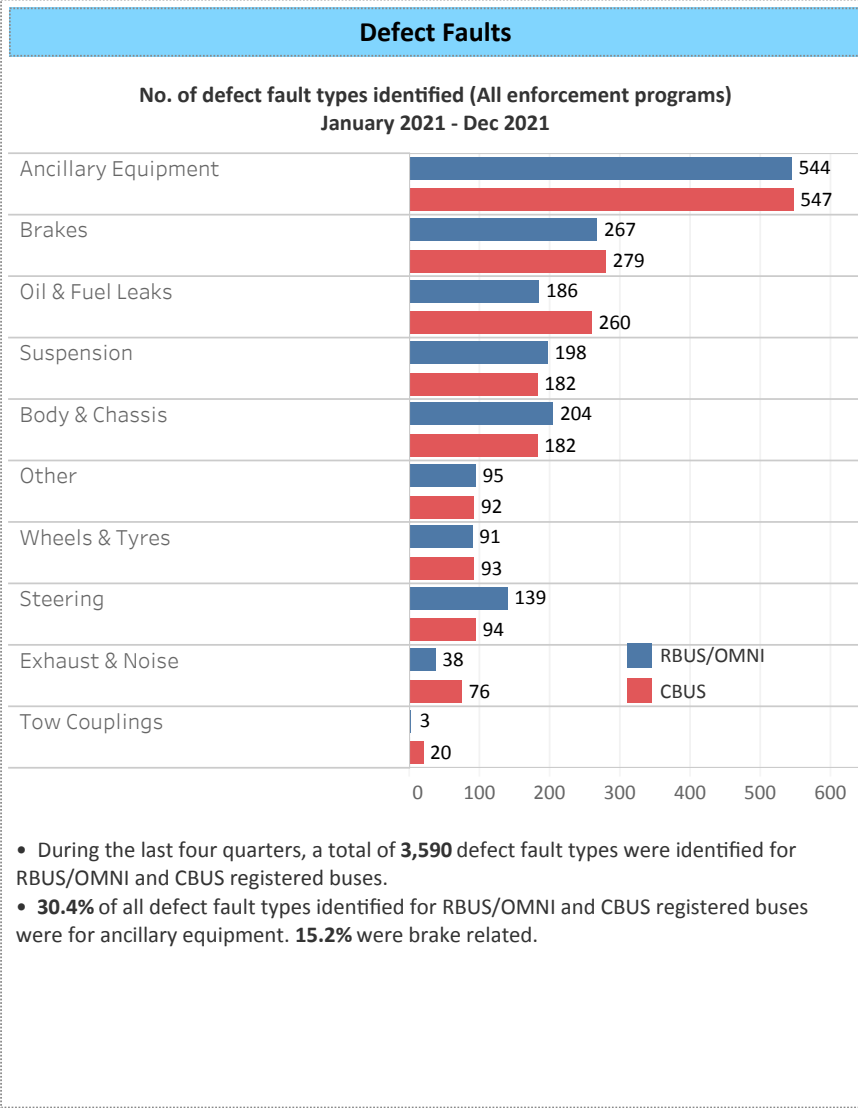
- In the last 3 year period (2019 Q1 to 2021 Q4), **8,179** notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all notices issued to RBUS/OMNI and CBUS registered buses in 2021 Q4, only **3.0% (14)** were major and major grounded in severity and likely to cause a fatality or serious accident.



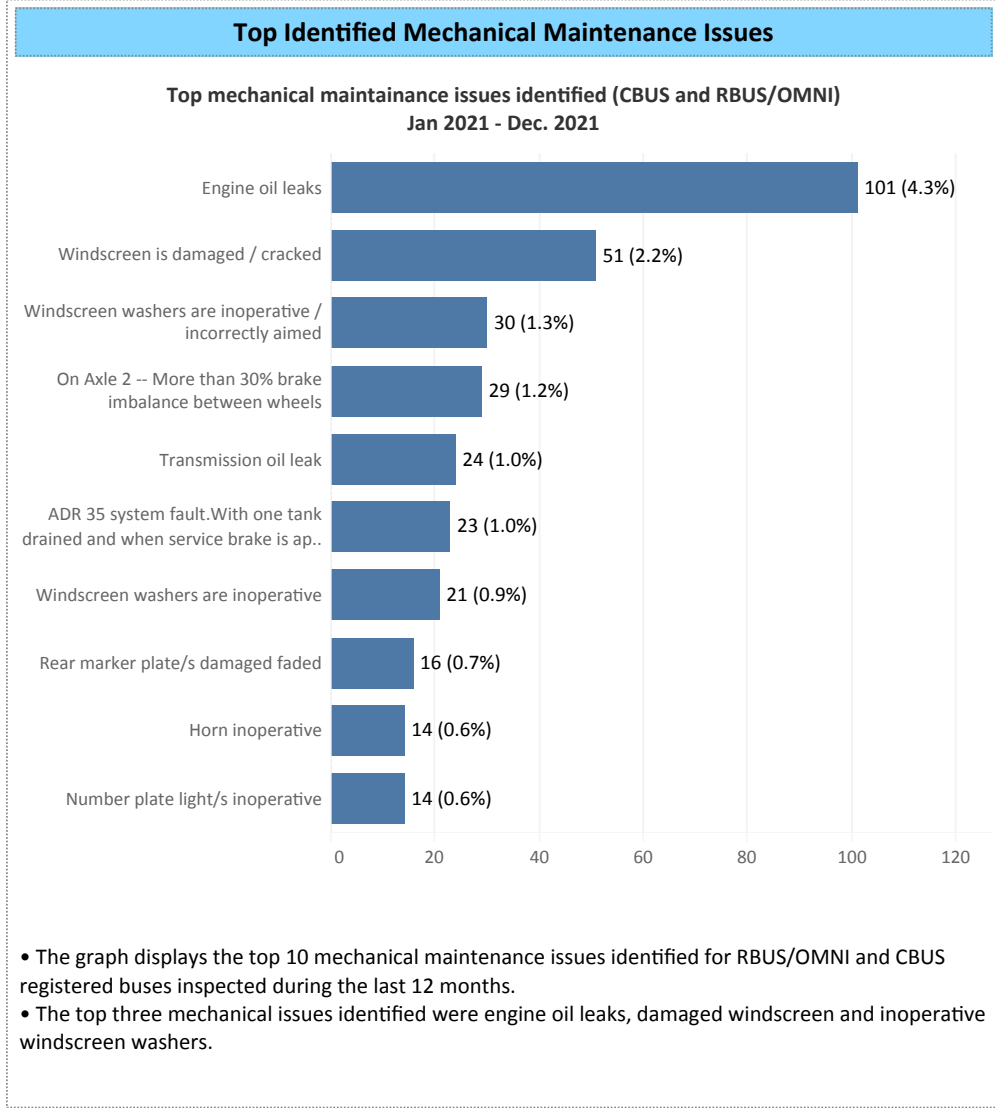
- In the 3 year period, RBUS/OMNI registered buses remain more compliant compared to CBUS.
- OMNI and RBUS registered buses are generally more compliant with a compliance rate\* of **91.6%** in Q4 2021. This is considerably higher than CBUS registered buses (**74.0%**) and the heavy vehicle industry (**78.4%**).
- 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 **99.6%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q3 2021. (Only **0.4%** of buses have been issued with Major defect notices in Q4 2021).



- During the last four quarters, a total of **3,590** 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. **15.2%** were brake related.



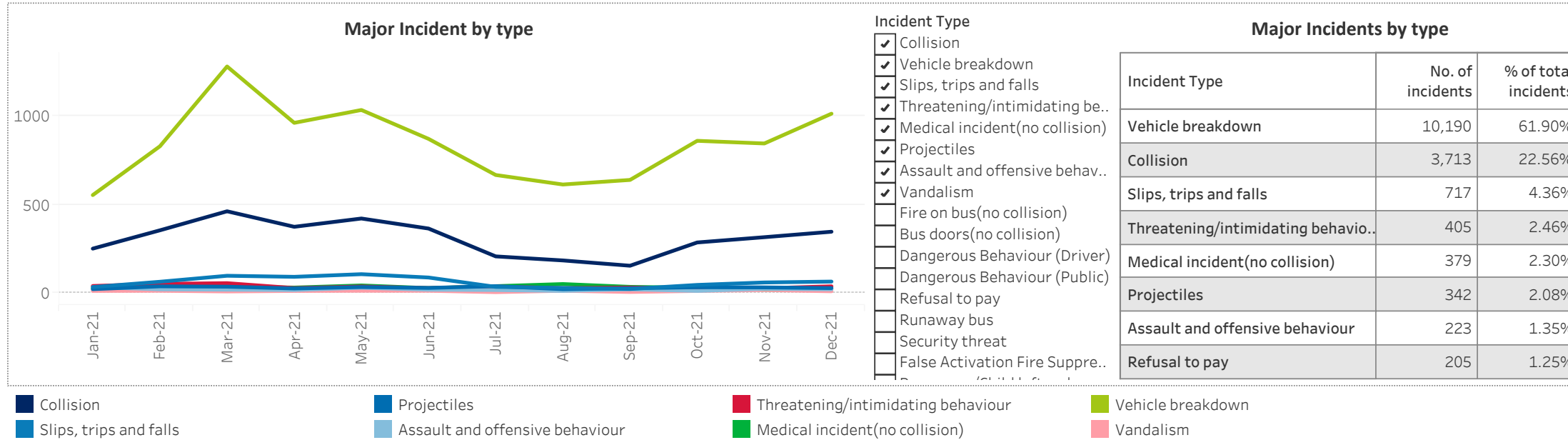
- The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.

# Bus Incidents

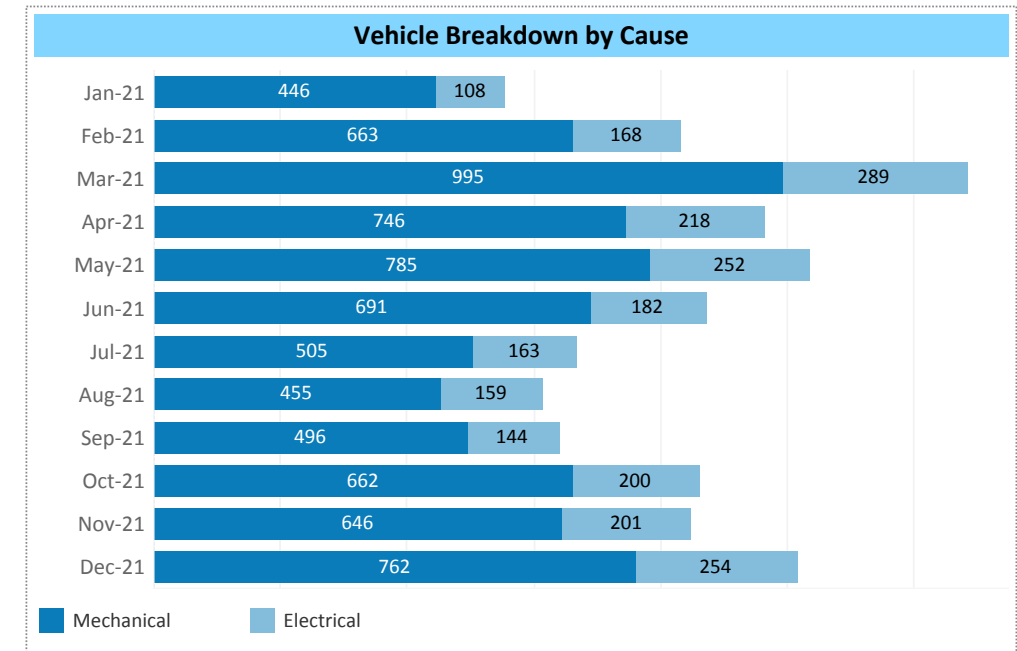
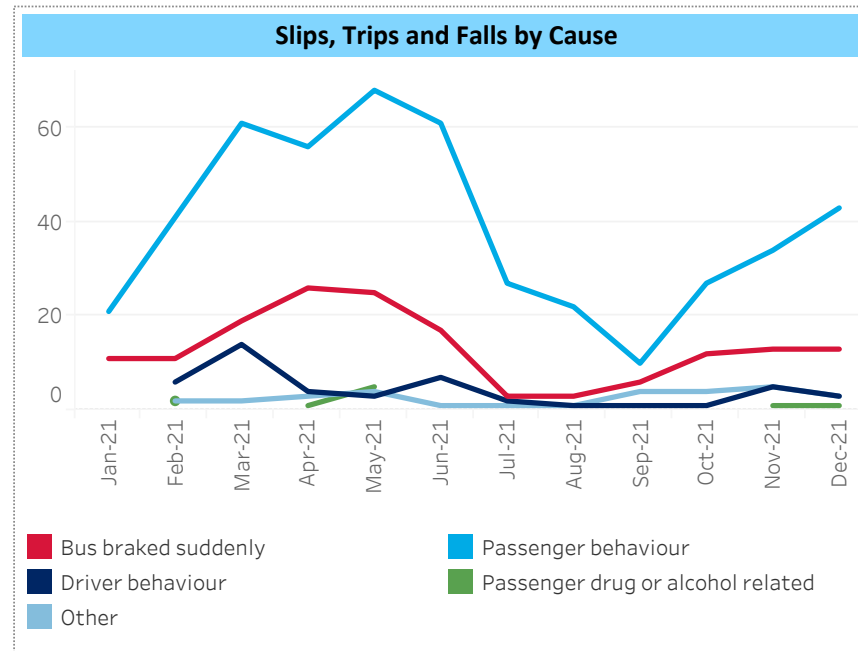
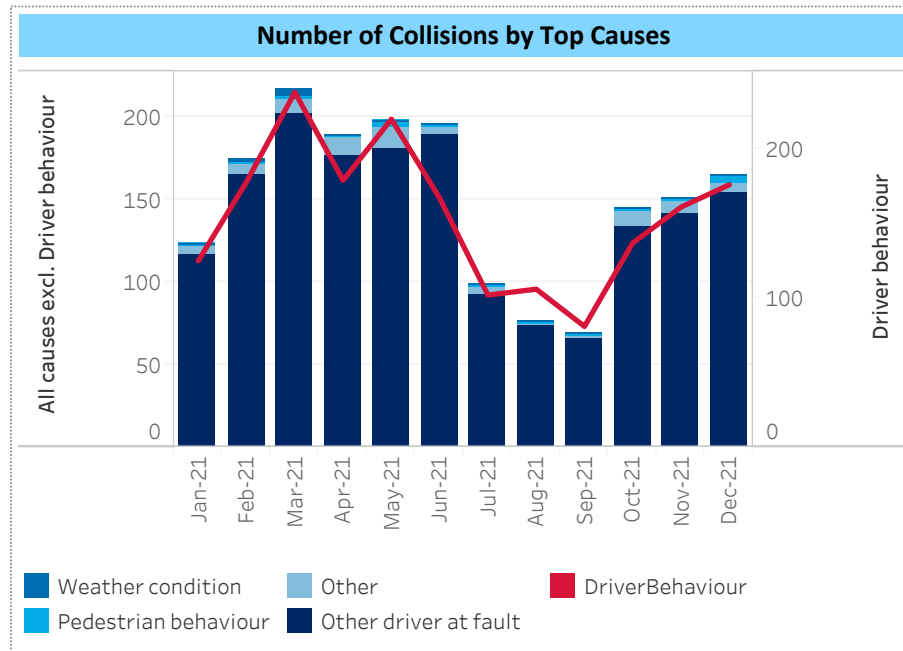
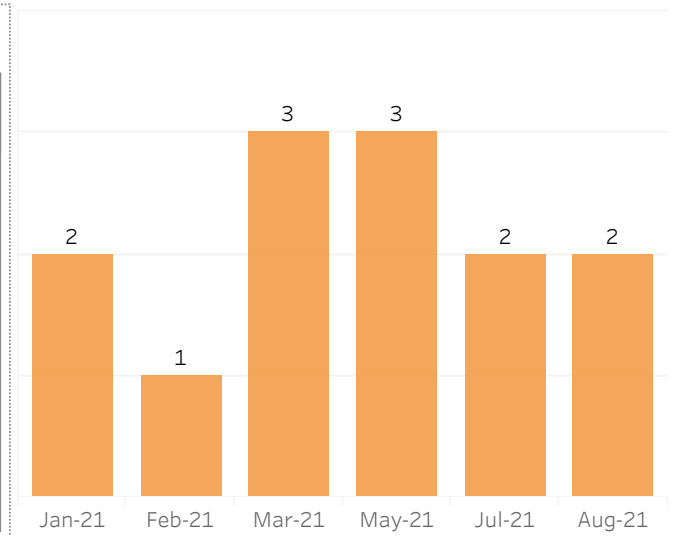


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## Top 8 Incidents by Incident Type - Past 12 months



## Fire on BUS



### Assault and Offensive Behaviour by Incident Description

| Incident Description                | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Physical assault on the driver      | 11     | 10     | 10     | 8      | 7      | 5      | 7      | 6      | 8      | 3      | 10     | 13     |
| Physical assault between passengers | 16     | 5      | 6      | 3      | 15     | 9      | 6      | 2      | 8      | 4      | 6      | 4      |
| Robbery                             | 4      |        |        | 2      | 1      |        | 1      |        |        |        |        |        |
| Indecent exposure by a passenger    |        | 2      |        | 2      | 3      | 2      | 1      |        | 3      | 1      | 4      | 1      |
| Physical assault by the driver      | 1      | 1      |        |        |        |        |        | 1      |        | 1      | 1      |        |
| Sexual assault between passengers   |        | 1      | 1      |        | 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          | 3      | 0                          |

### Threatening/Intimidating Behaviour by Incident Description

| Incident Description                               | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Physical threat or intimidation against the driver | 13     | 15     | 14     | 11     | 10     | 3      | 16     | 1      | 10     | 8      | 6      | 9      |
| Physical threat or intimidation between passengers | 1      | 6      | 4      | 2      | 6      | 1      | 2      | 2      |        | 3      |        | 3      |
| Verbal assault against the driver                  | 20     | 25     | 23     | 9      | 16     | 18     | 14     | 14     | 14     | 10     | 18     | 19     |
| Verbal assault between passengers                  | 4      | 4      | 13     | 4      | 3      | 4      | 3      | 7      | 1      | 3      | 1      | 5      |
| Verbal assault by the driver                       |        |        |        |        |        |        |        | 2      | 4      | 1      |        |        |

# Bus Industry Dashboard

**Business Intelligence and Reporting**

**Data and Analytics**

**Safety, Environment and Regulation**

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