



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 2 2021 Dashboard



Transport for NSW

Key Findings

- Bus Driver Authority numbers slightly increased (337) in Quarter 2 (26,783) 2021 compared to previous quarter (26,446).
- 49 out of 113 audits (56.9%) in Q2 2021 resulted in zero deficiency.
- RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses (based on July 2018 - June 2021).
- The top three mechanical issues identified were engine oil leaks, damaged windscreen and inoperative windscreen washers.
- 30.3 percent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 15.4 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 30 June 2021 unless otherwise stated. Quarter 2 (Q2) 2021 refers to the period of 1 April 2021 – 30 June 2021.

Data Sources:

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

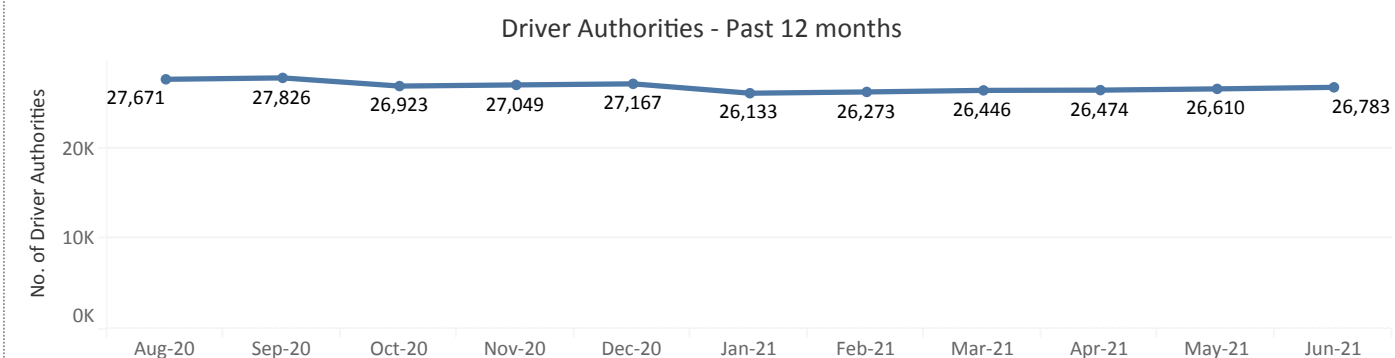
Industry Status

Operators		Bus Drivers	
No. of bus operators	1,132	Driver Authorities	26,783
Current bus accreditations	1,472	Driver authorities issued	487
		Driver authorities renewed	1,815

Bus accreditations		Driver Authorities Suspended		Driver Authorities Cancelled	
LDTC	900	Failed To Provide Medical	146	Voluntary Surrender	
RPS	572	Medical	119		
		RMS Drivers Licence Suspended	77		
		RMS Drivers Lic Surrendered	58		
		International Driving Licence Overdue	25		
		RMS Drivers Lic Expired	22		
		RMS Drivers Lic Cancelled	4		
		Deceased			
		Deceased			
		Will Not Renew			
		Will Not Renew			
		Not Fit & Proper			
		Not Fit & Proper			

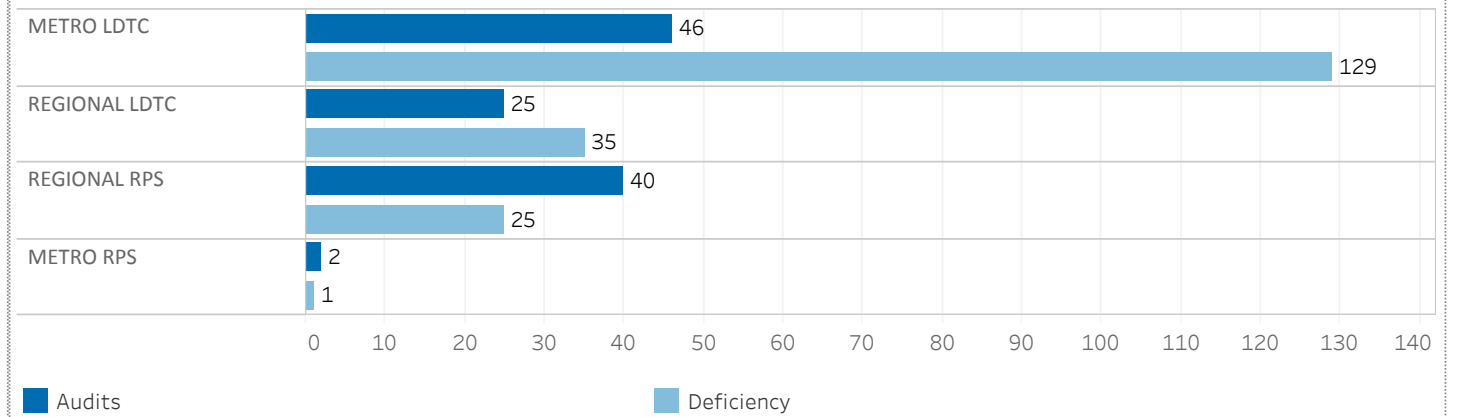
Accreditations issued		Charges Pending	
Accreditations issued		Charges Pending	1
Accreditations renewed		Drug Test Positive	1
Accreditations suspended		Failed to Provide Specialist Medical	1
		RMS Driver's Licence Not Active	1

Driver Authorities

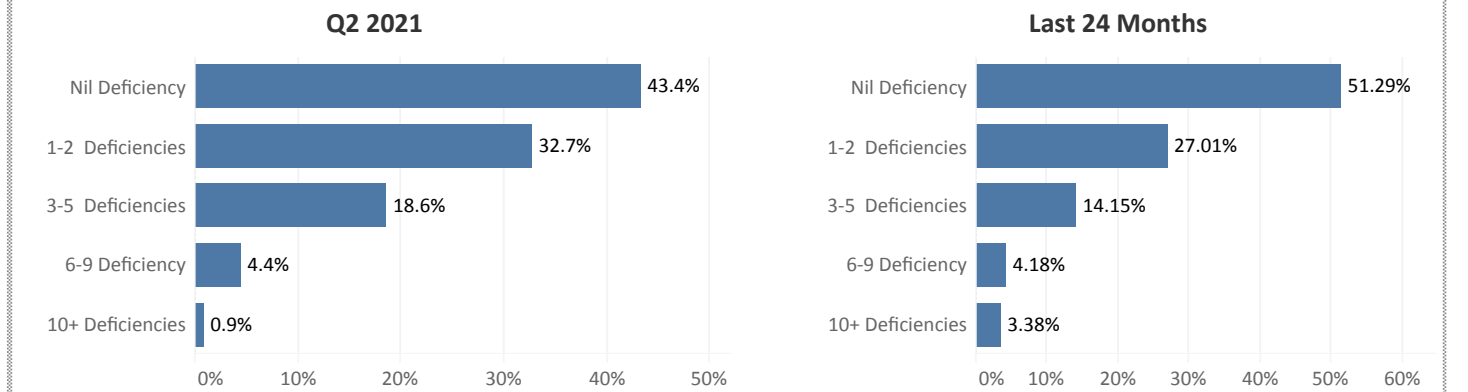


Audit Results

Independent Audits - Q2 2021



Breakdown of operator result



- In Q2 2021, 113 independent audits were completed with 190 deficiencies detected at an average of 1.7 deficiencies per audit .
- 49 audits in Q1 2021 resulted in nil deficiencies being detected.

Top Detected Deficiencies

Deficiency Type	Count	Percentage
Implementation of maintenance plan	31	27.4%
Records Management	22	19.5%
Reported notifiable incident	20	17.7%
DA and licence currency check	14	12.4%
Registration usage	11	9.7%

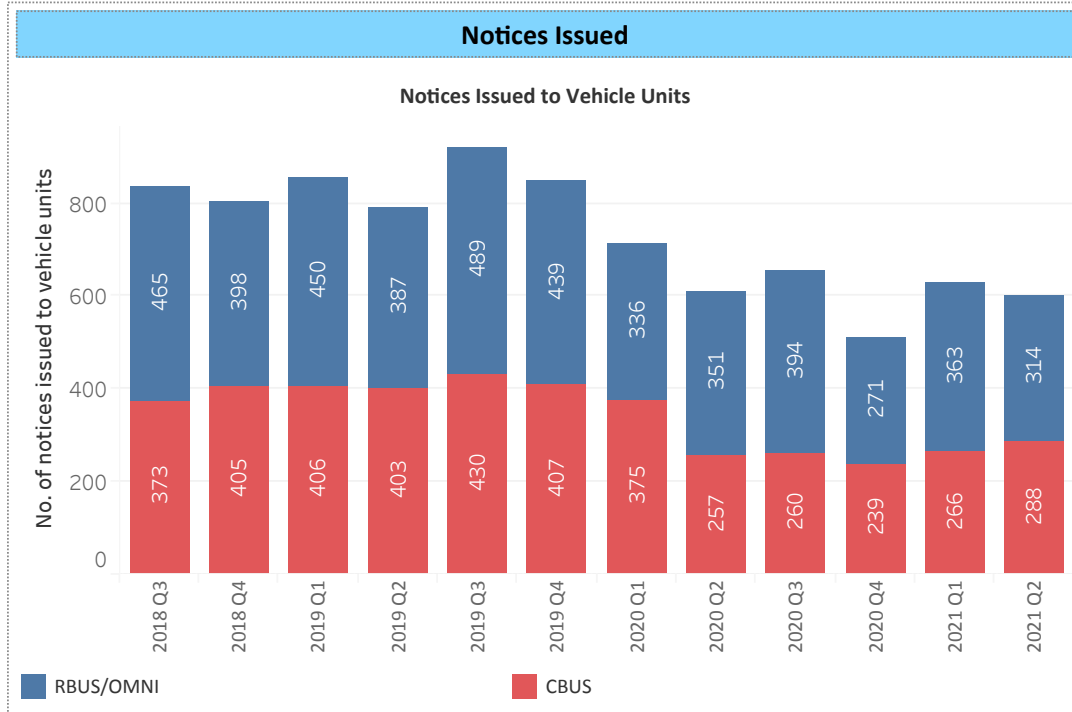
This table shows the five most common deficiencies detected at independent audits and the percentage of audited operators where the deficiency was found.

Annual Self-Assessment Report

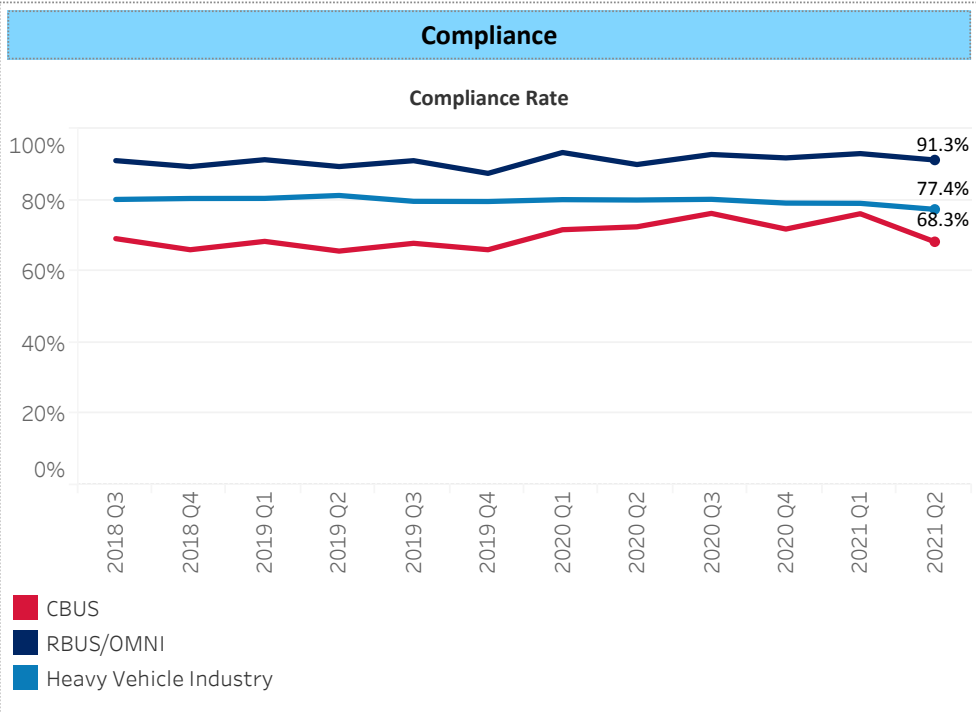
	Drug Test	Alcohol Test
Test conducted	7,112	20,376
Confirm positive	843	7
Transport Safety workers	3,005	3,783

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

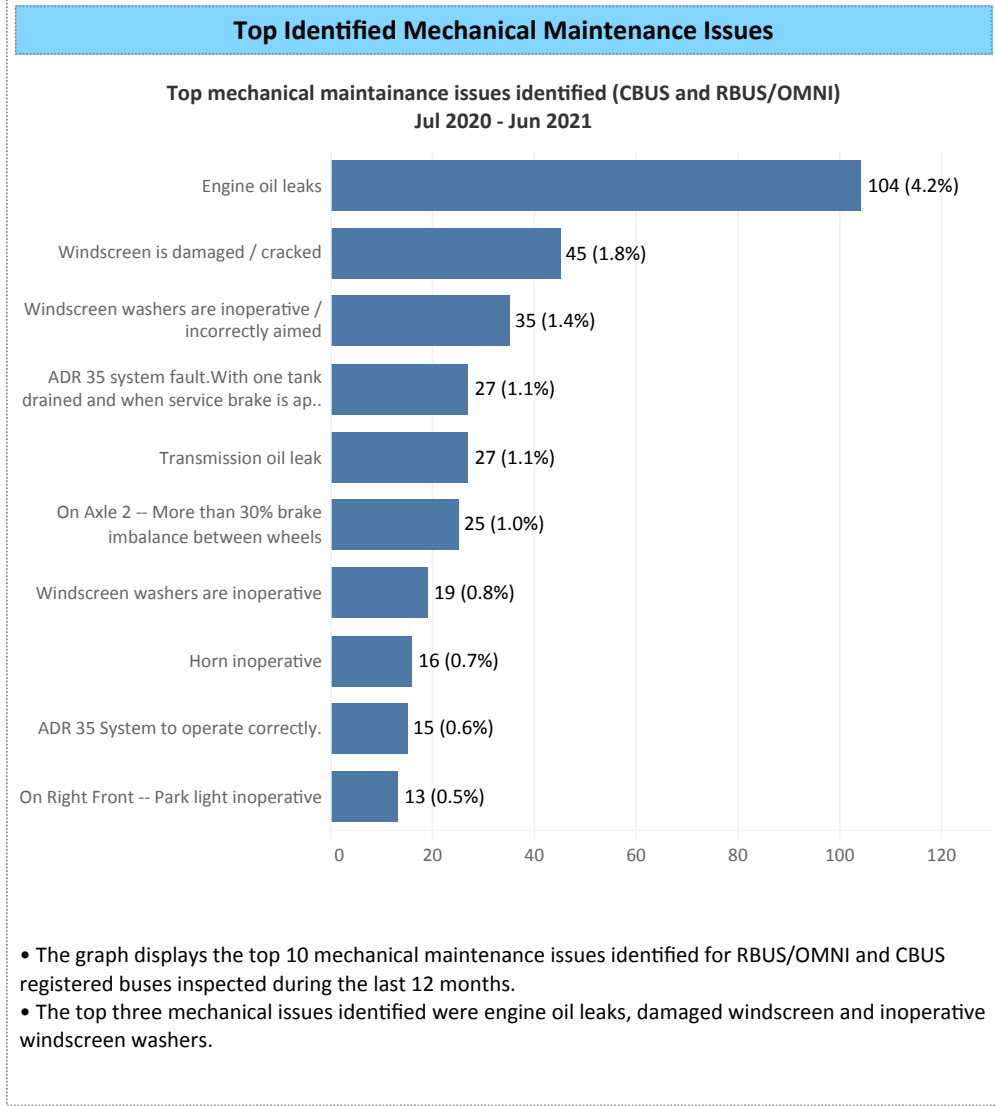
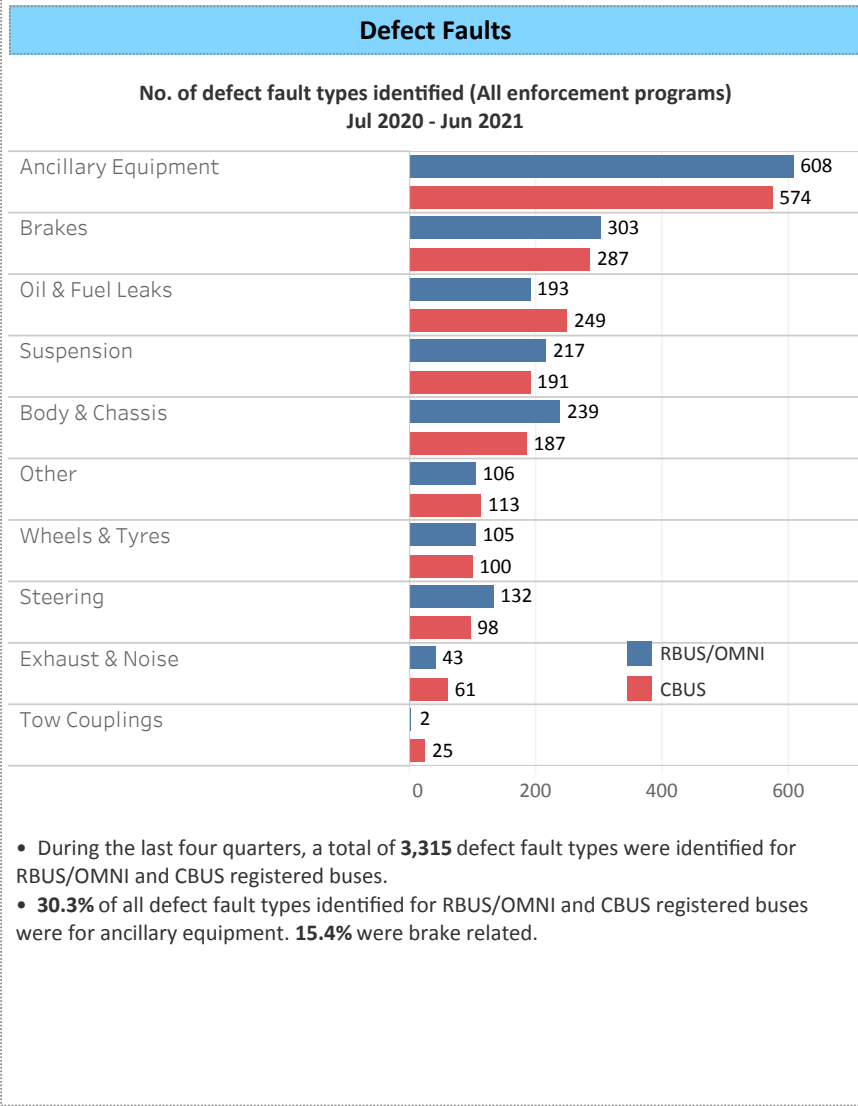
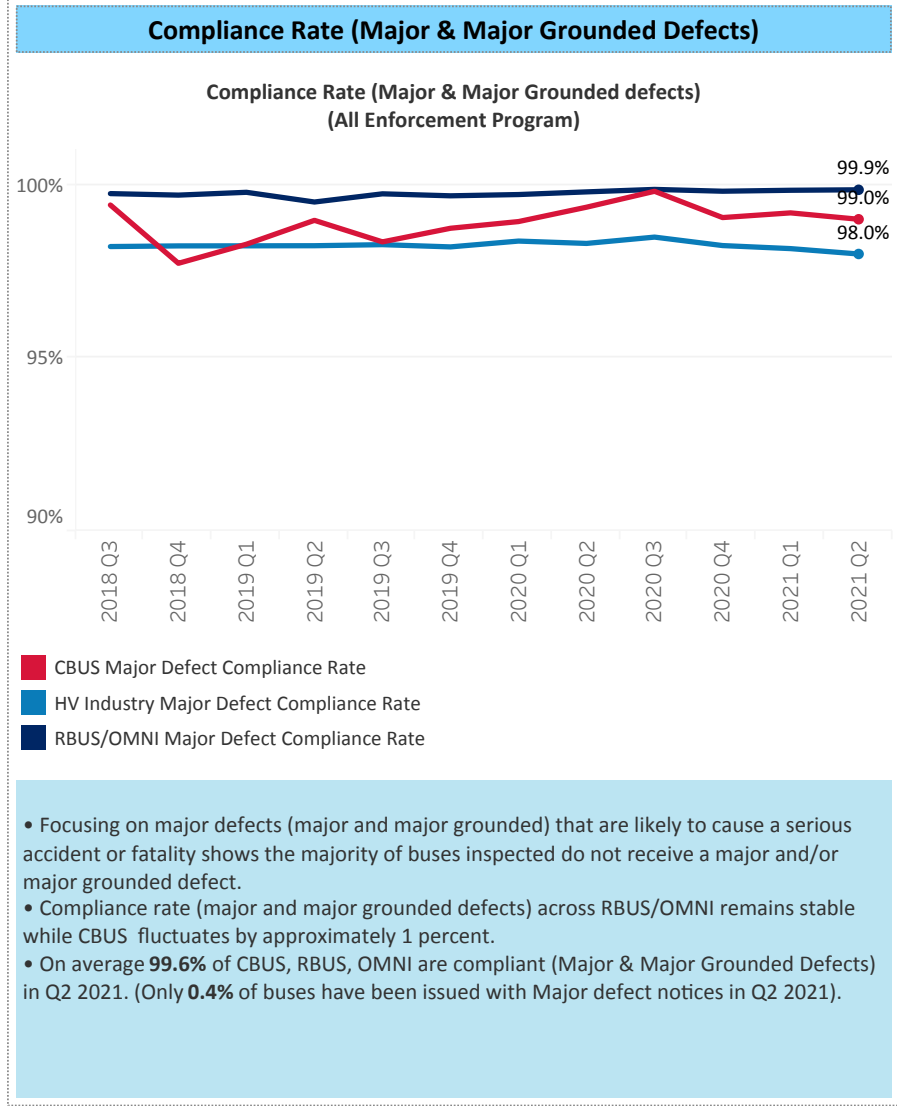
Heavy Vehicle Compliance



- In the last 3 year period (2018 Q3 to 2021 Q2), **8,766** notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all notices issued to RBUS/OMNI and CBUS registered buses in 2021 Q2, only **2.3% (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 **91.3%** in Q2 2021. This is considerably higher than CBUS registered buses (**68.3%**) and the heavy vehicle industry (**77.4%**).
- 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.



CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

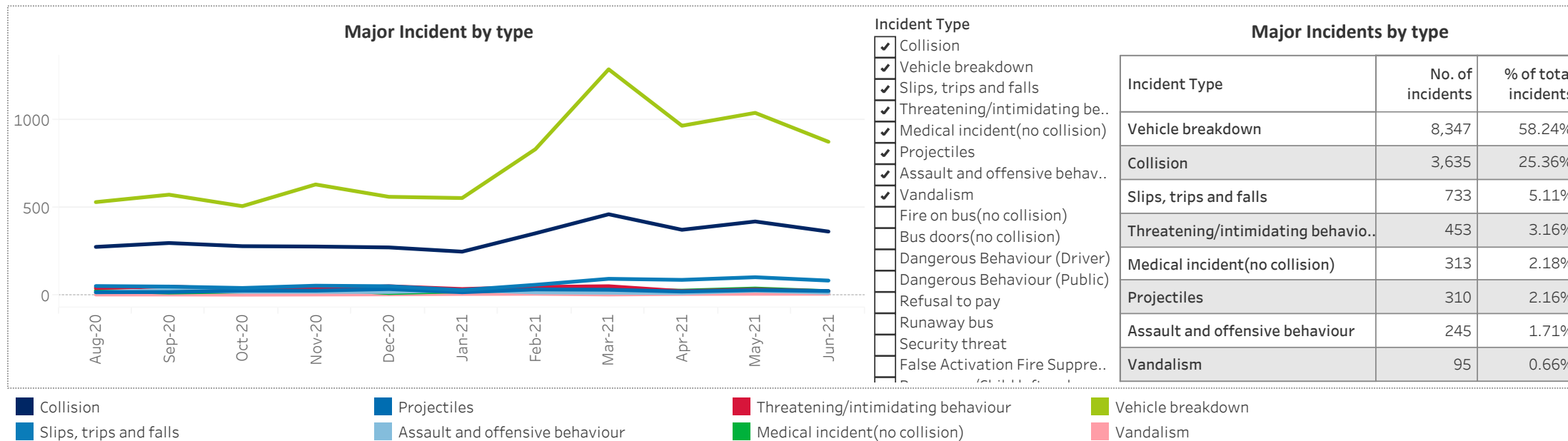
OMNI - Bus operated by the State Transit Authority

Bus Incidents

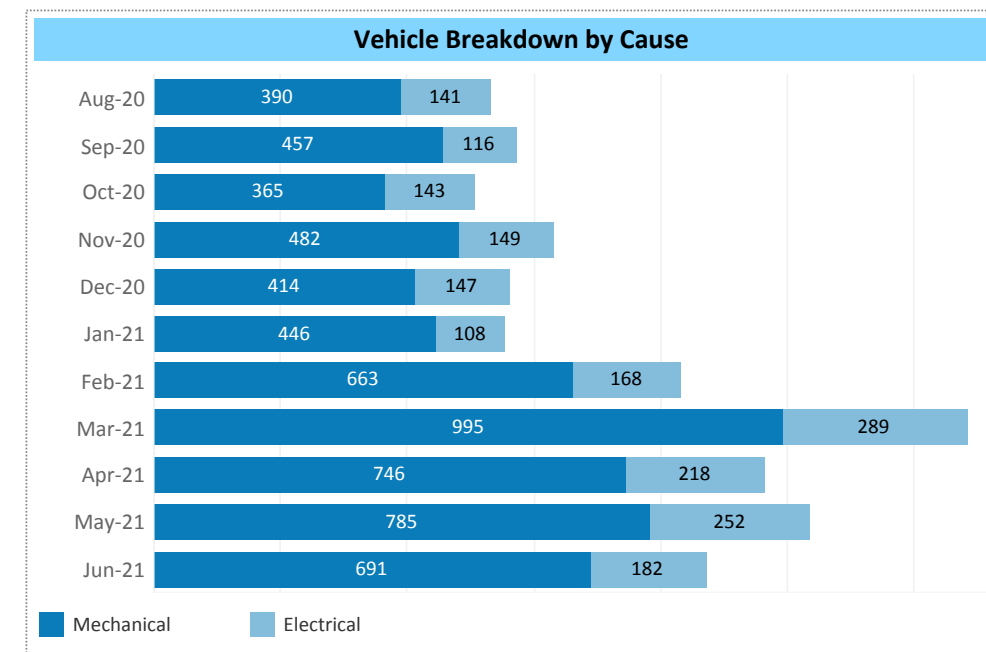
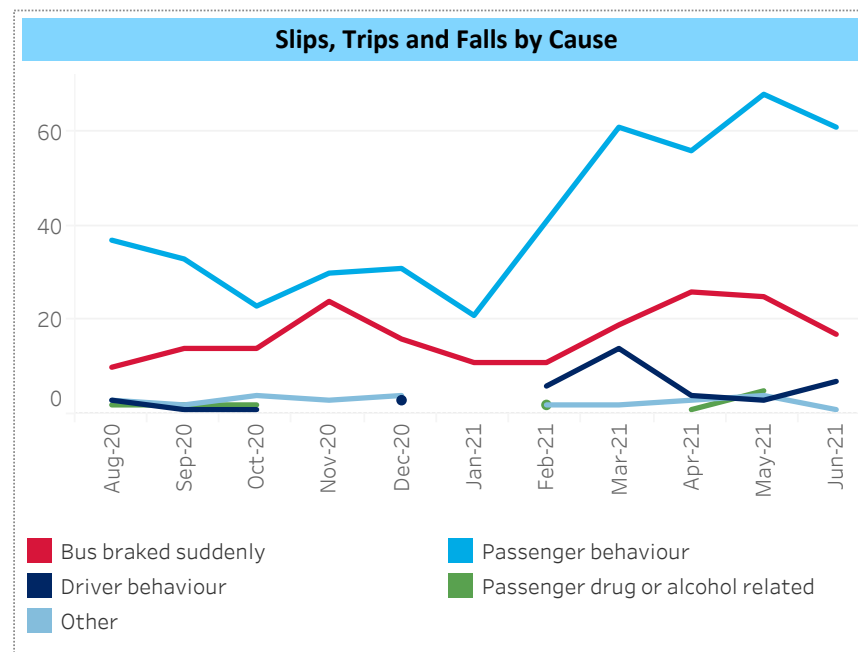
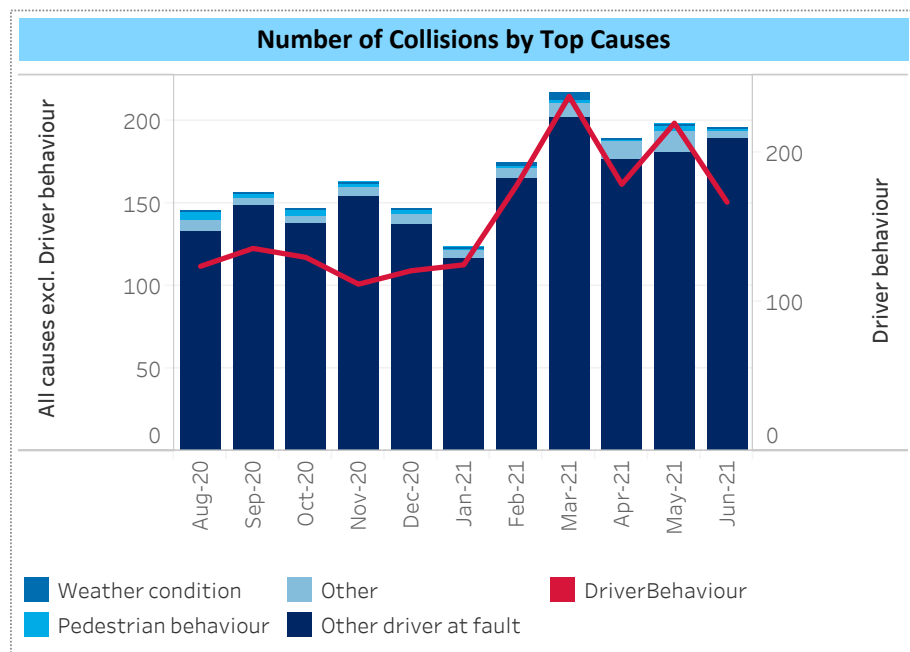
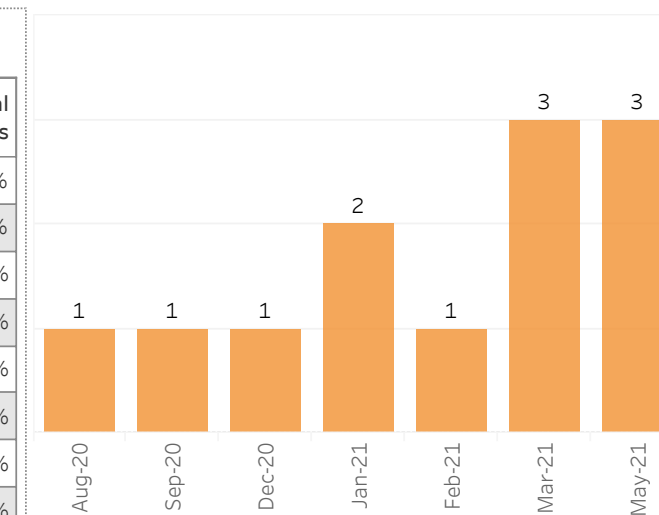


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Top 8 Incidents by Incident Type - Past 12 months



Fire on BUS



Assault and Offensive Behaviour by Incident Description

Incident Description	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Physical assault on the driver	10	19	10	10	13	11	10	10	8	7	5
Physical assault between passengers	7	11	10	11	6	16	5	6	3	15	9
Robbery		1	1			4			2	1	
Indecent exposure by a passenger					2		2		2	3	2
Physical assault by the driver	1		1	1		1	1				
Sexual assault between passengers	1						1	1		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
2021	0	0	0	2	0

Threatening/Intimidating Behaviour by Incident Description

Incident Description	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Physical threat or intimidation against the driver	13	19	12	10	13	13	15	14	11	10	3
Physical threat or intimidation between passengers	6	6	3	5	4	1	6	4	2	6	1
Verbal assault against the driver	22	19	21	17	26	20	25	23	9	16	18
Verbal assault between passengers	3	8	1	5	11	4	4	13	4	3	4

Bus Industry Dashboard



Transport
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Business Intelligence and Reporting

Data and Analytics

Safety, Environment and Regulation

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