

Bus Industry Dashboard - Q3 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  
25,736

Cancelled DAs  
202  
Suspended DAs  
252

Bus Compliance

Bus Incidents

CBUS

65.5%



RBUS/OMNI



90.8%

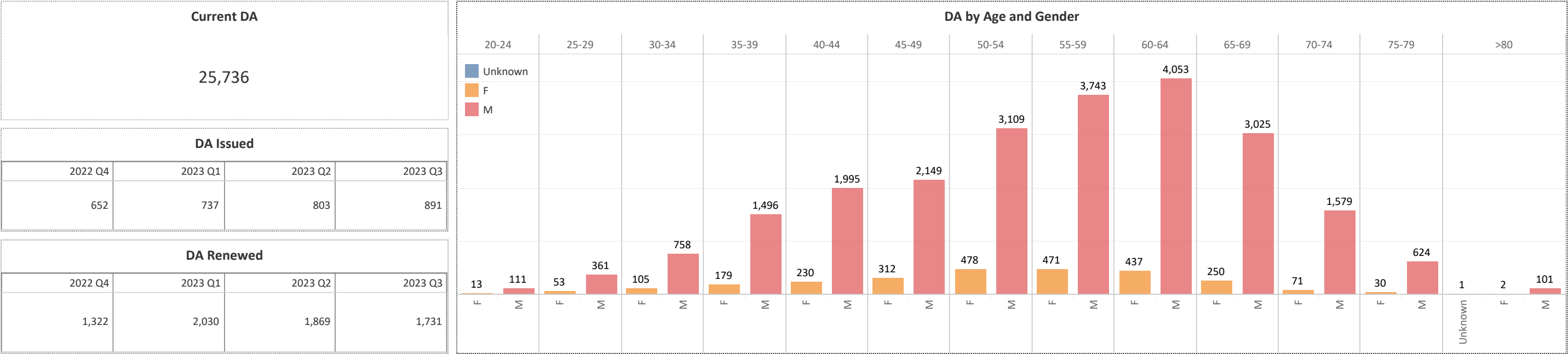


5,497

Industry Status



DAs and Accreditations



DA Cancelled					DA Suspended				
Dsr Reason	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Dsr Reason	2022 Q4	2023 Q1	2023 Q2	2023 Q3
WILL NOT RENEW			2	1	VISA OVERDUE		1		
					SHOW CAUSE				1
VOLUNTARY SURRENDER	254	209	143	180	RMS DRIVERS LICENCE SUSPENDED	31	29	45	56
					RMS DRIVERS LIC SURRENDERED	22	39	43	44
TENURE	1	2		1	RMS DRIVERS LIC EXPIRED		12	5	8
					RMS DRIVERS LIC CANCELLED	2	1	1	1
NOT FIT & PROPER			2	3	RMS DRIVER'S LICENCE NOT ACTIVE	1	11	4	5
					OTHER	2	2	2	1
MEDICAL			1	4	MEDICAL	16	18	34	57
					IDL OVERDUE	5	4	13	25
ENTERED IN ERROR	6	1			FAILED TO PROVIDE MEDICAL	37	59	51	44
					FAILED DRIVING TEST				1
DECEASED	13	11	8	13	DRUG TEST POSITIVE		1	1	5
					CRIMINAL RECORD				1
Grand Total	274	223	156	202	CHARGES PENDING		1	1	3
					Grand Total	116	178	200	252

Accreditation		Operators		Accreditation Issued/Renewed	
				Issued	Renewed
LDTC	839			2022 Q4	58
RPS	546			2023 Q1	65
Grand Total	1,385	969		2023 Q2	92
				2023 Q3	71
LDTC: Long Distance Tuorist Charter RPS: Regular Passenger Service					



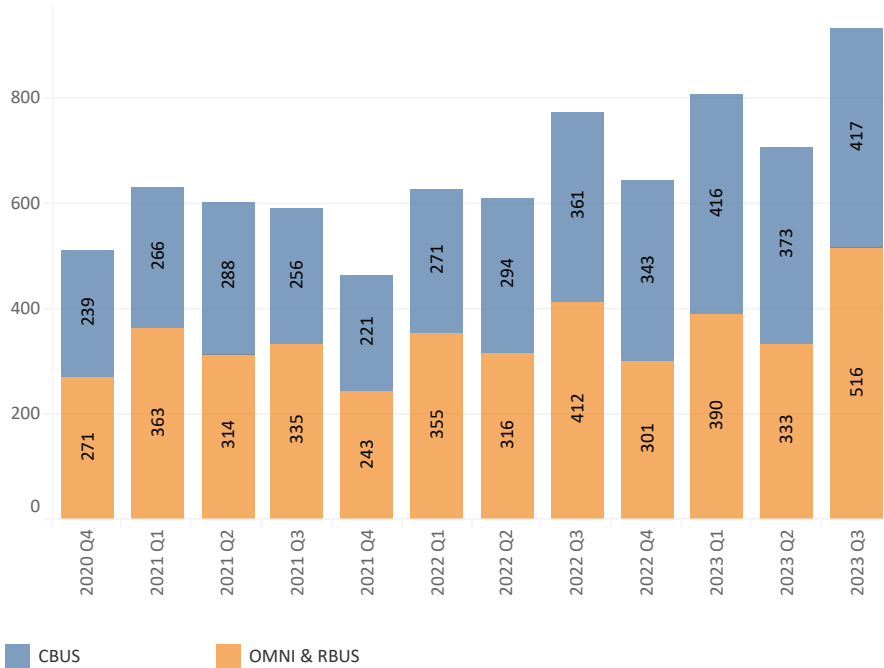
Heavy Vehicle Compliance



Transport  
for NSW

Notices Issued

Notices Issued to Vehicle Units

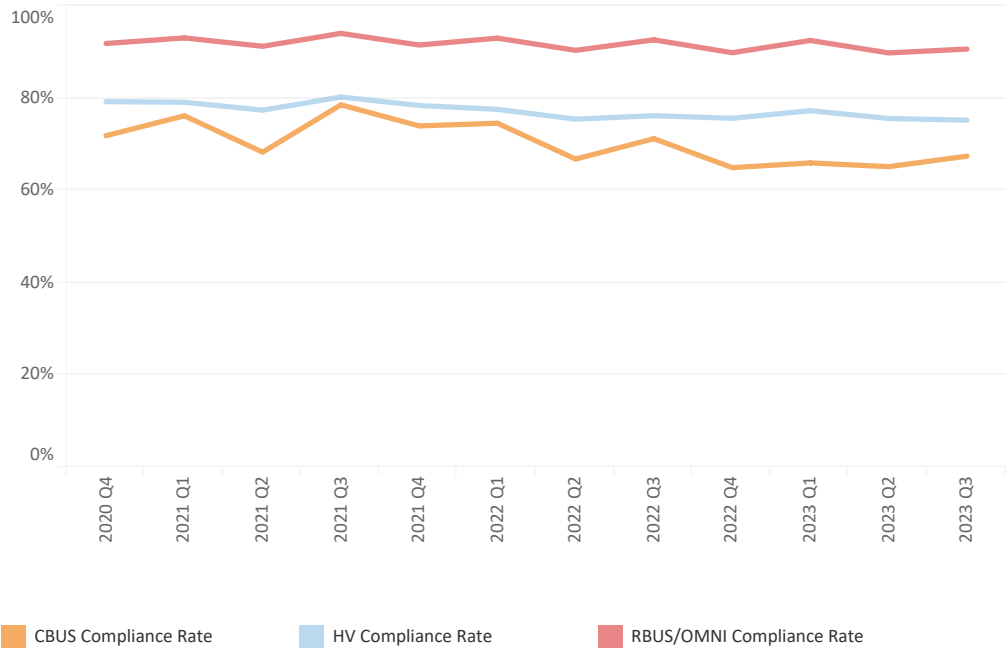


• In the last 3 year period (2020 Q4 to 2023 Q3), **7,894** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2023 Q3, only **2.7%(25)** 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 **91.9%** in Q3 2023. This is considerably higher than CBUS registered buses (**70.5%**) and the heavy vehicle industry (**77.5%**).

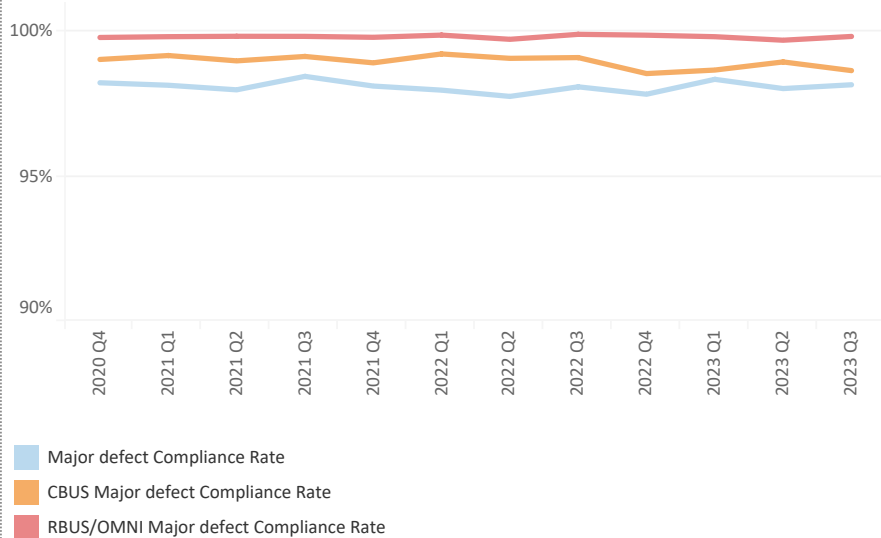
• The compliance rate remains stable across all bus registration usages and the heavy vehicle industry (includes all programs\*\*).

*\*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)



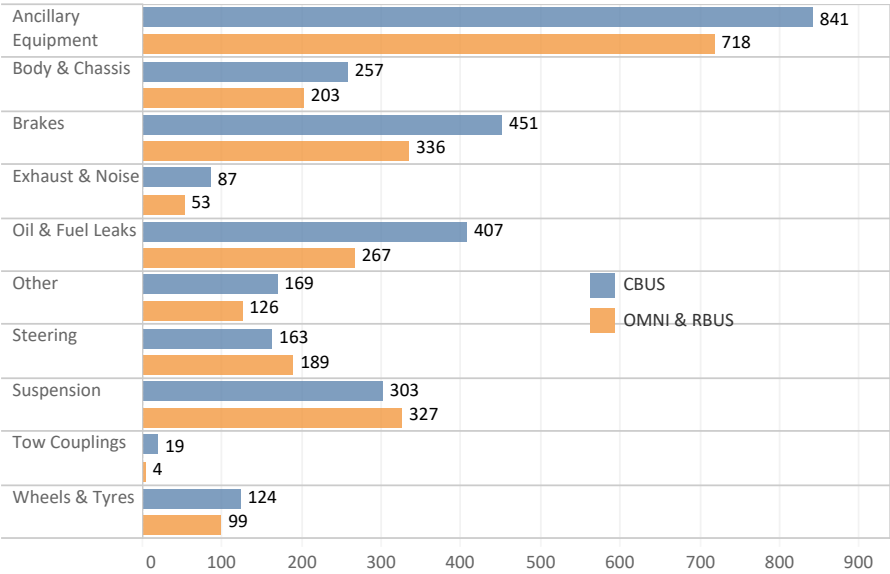
• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

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

• On average **99.6%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q3 2023. (Only **0.4%** of buses have been issued with Major defect notices in Q3 2023).

Defect Faults

No. of defect fault types identified (All enforcement programs)  
Oct 2022 - Sep 2023

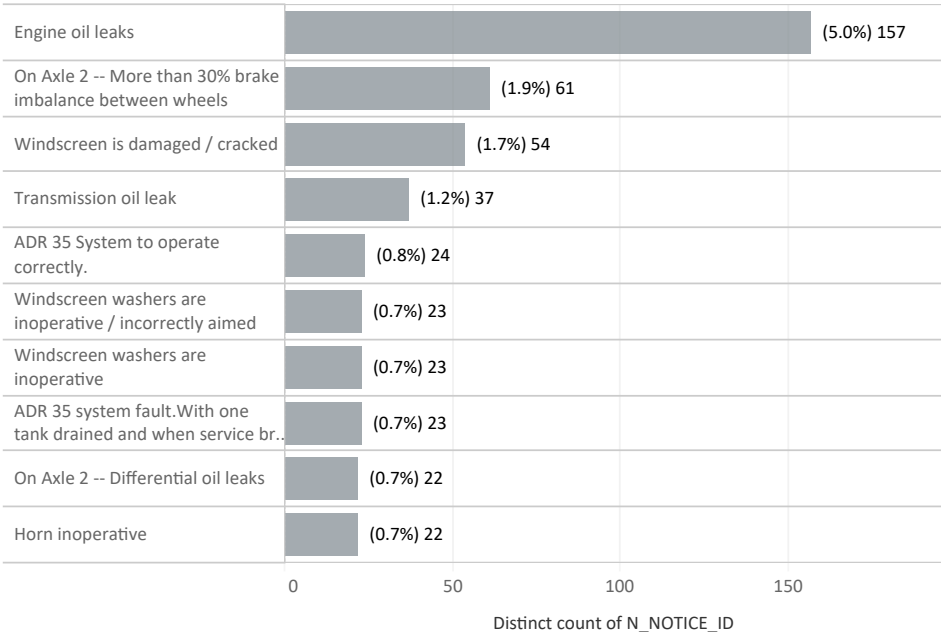


• During the last four quarters, a total of **5,143** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **30.31%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**15.30%** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)  
Oct 2022 - Sep 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.

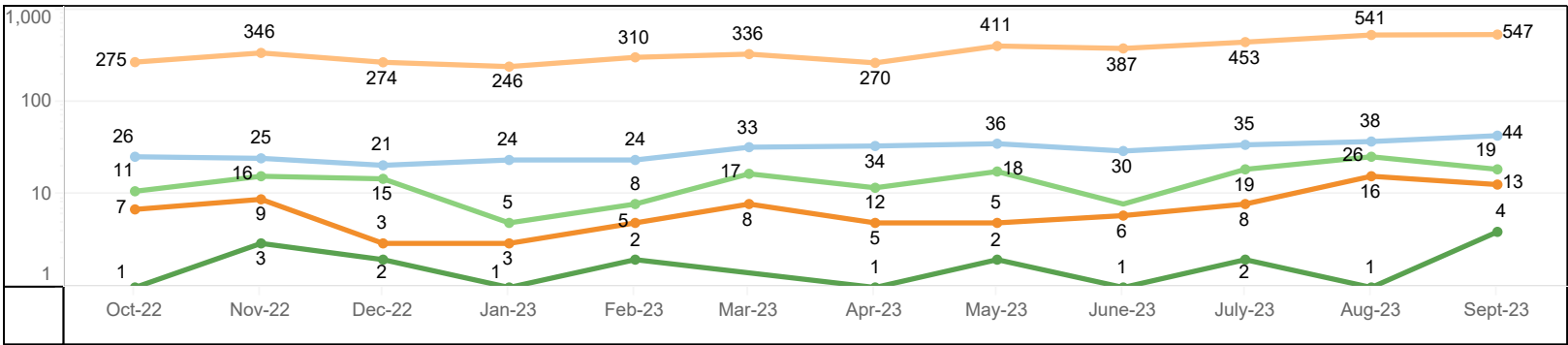
CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

OMNI - Bus operated by the State Transit Authority

## Bus Incidents

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.

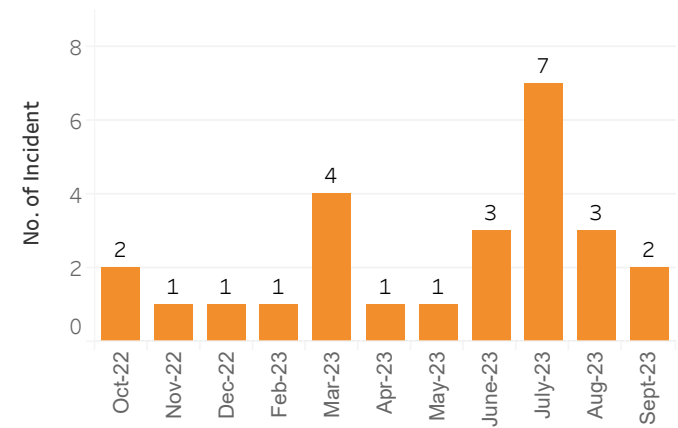


■ Collision
 ■ Dangerous Behaviour (Public)
 ■ Dangerous Behaviour (Driver)

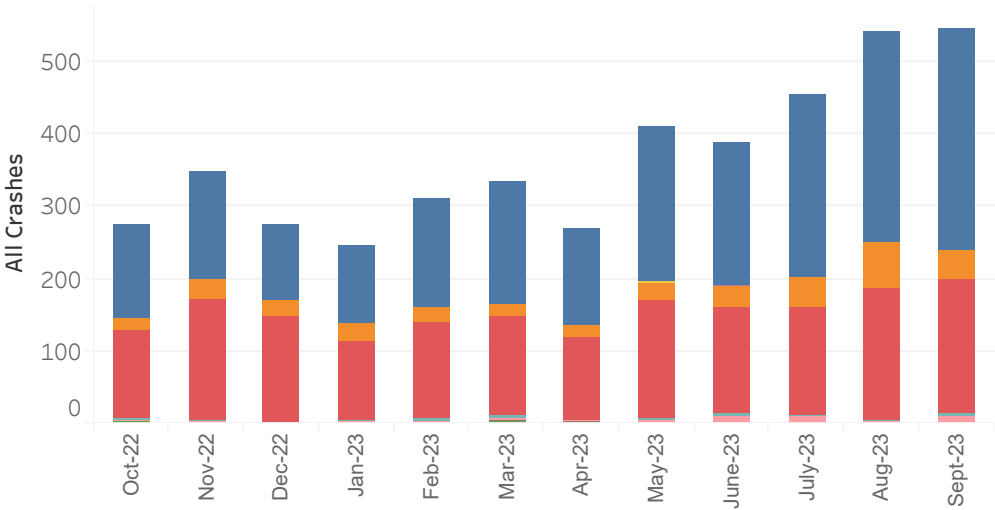
■ Assault and offensive behaviour
 ■ Bus doors(no collision)

INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	9,422	51.05%
Collision	4,396	23.98%
Slips, trips and falls	971	5.44%
Refusal to pay	820	4.44%
Threatening/ intimidating beh..	650	3.53%
Medical incident(no colli..	465	2.58%
Projectiles	471	2.55%
Assault and offensive behav..	370	2.03%

## Fire on Bus

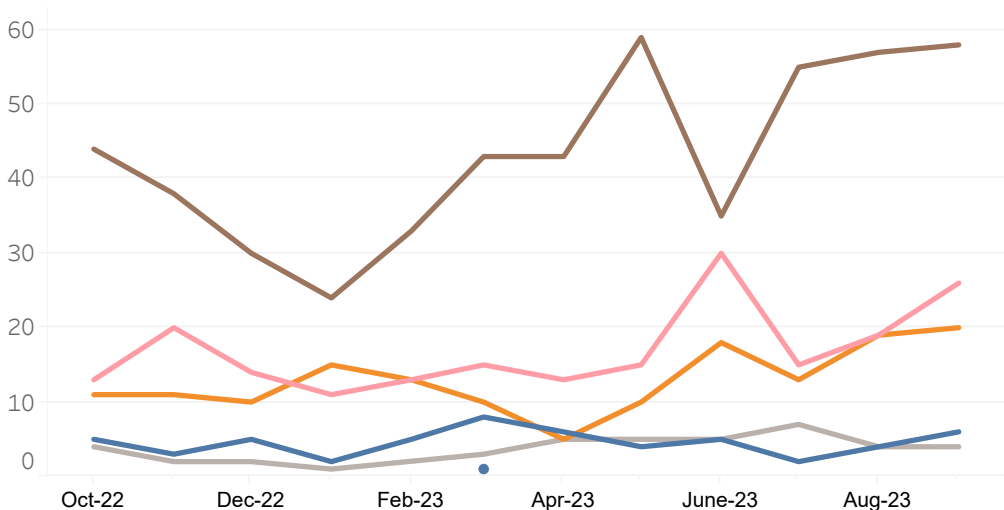


### Number of Collisions by Top Causes



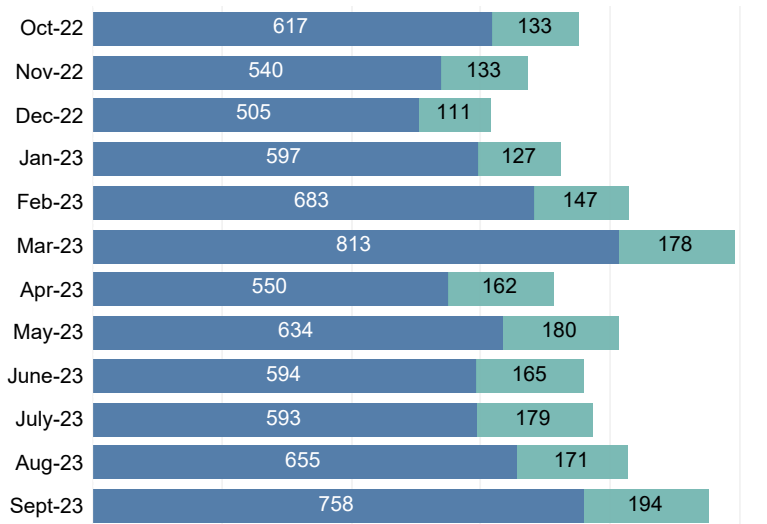
Null	Other	Vehicle brake failure
Driver behaviour	Other driver at fault	Vehicle steering failure
Driver drug or alcohol rela..	Pedestrian behaviour	Vehicle suspension/tyre o..
Driver health	Road condition	Weather condition

### Slips, Trips and Falls by Cause



Null	Passenger behaviour
Bus braked suddenly	Passenger drug or alcohol related
Driver behaviour	
Other	

### Vehicle Breakdown by Cause



Electrical	
Mechanical	

### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23
Indecent exposure by a passenger	3	1	2			1	2	3	2	1	1	3
Indecent exposure by the driver	1										1	
Physical assault between passengers	12	7	11	12	14	15	13	12	15	15	18	18
Physical assault by the driver			2			3		1	1	2		1
Physical assault on the driver	10	13	6	10	10	10	15	18	11	15	14	17
Robbery				1		1		1			2	2
Sexual assault between passengers		4		1		3	3	1	1	2	2	3

## Bus Fatalities

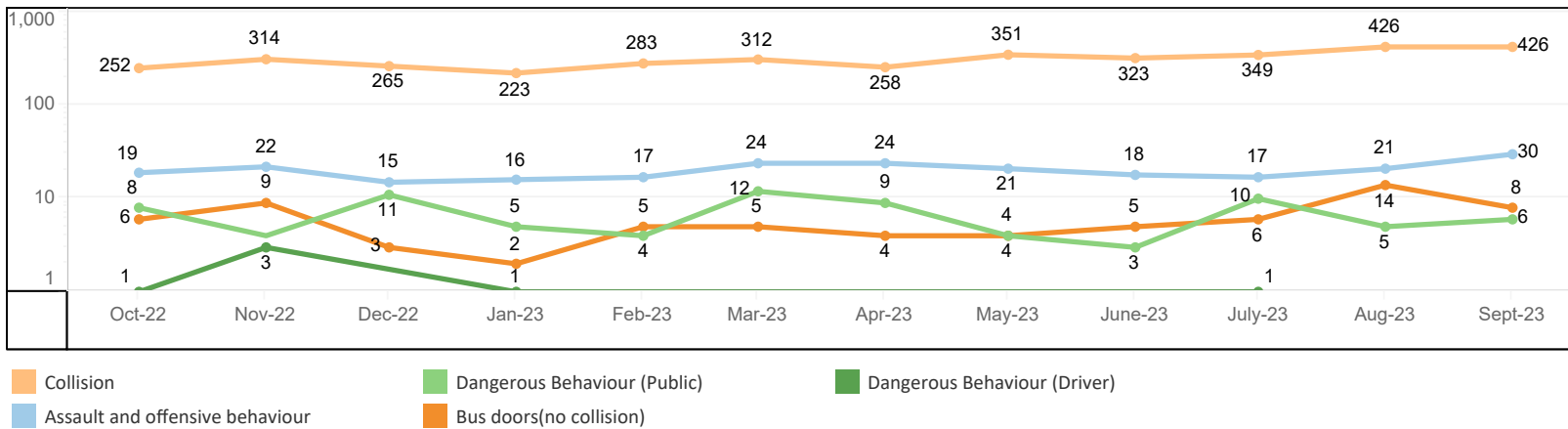
PASSENGER TYPE	Incident Period	
	2022	2023
Passenger		12
Pedestrian	1	
Public		3

### Threatening/Intimating Behaviour by Incident Description

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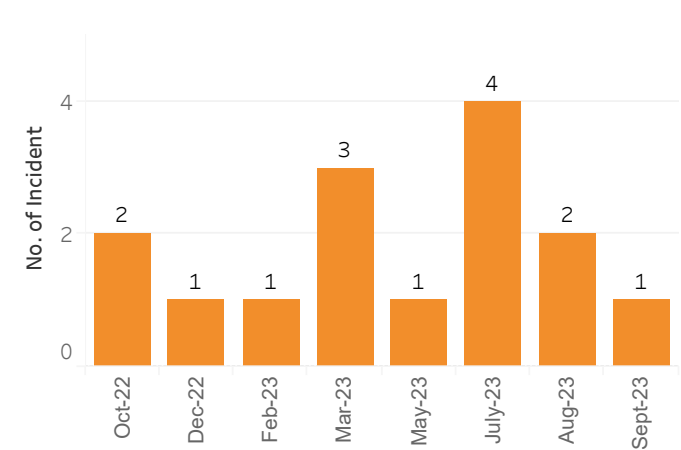
## Bus Incidents - Greater Sydney

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.

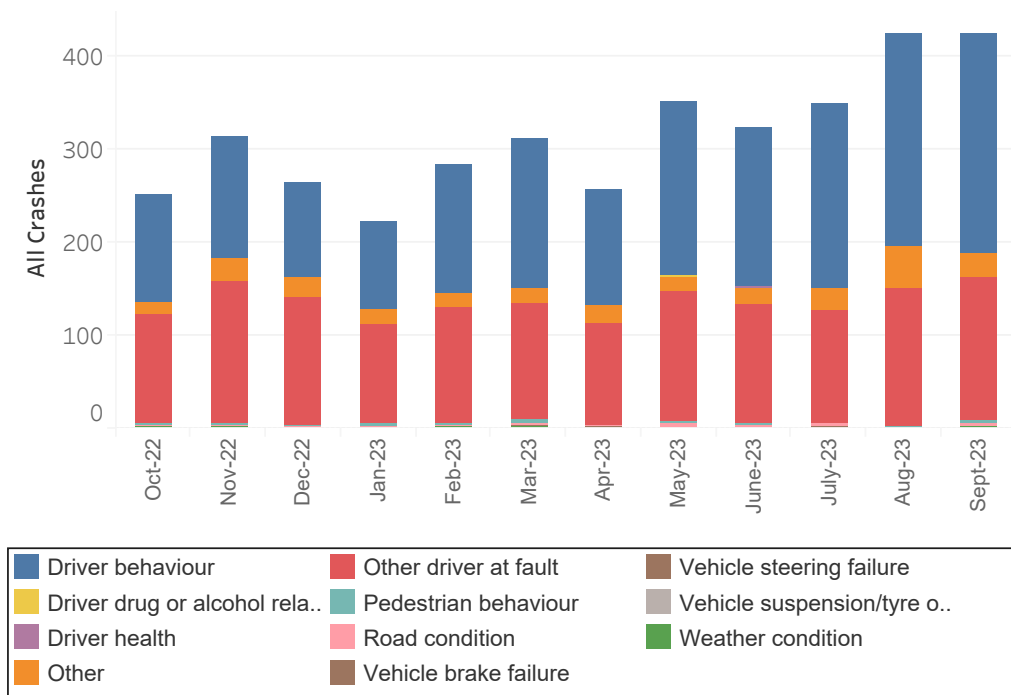


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,406	56.49%
Collision	3,782	25.52%
Slips, trips and falls	692	4.79%
Threatening/ intimidating beh..	475	3.19%
Medical incident(no colli..	346	2.36%
Projectiles	310	2.08%
Assault and offensive behav..	244	1.67%
Thermal Event (No fire, smoke..	174	1.17%

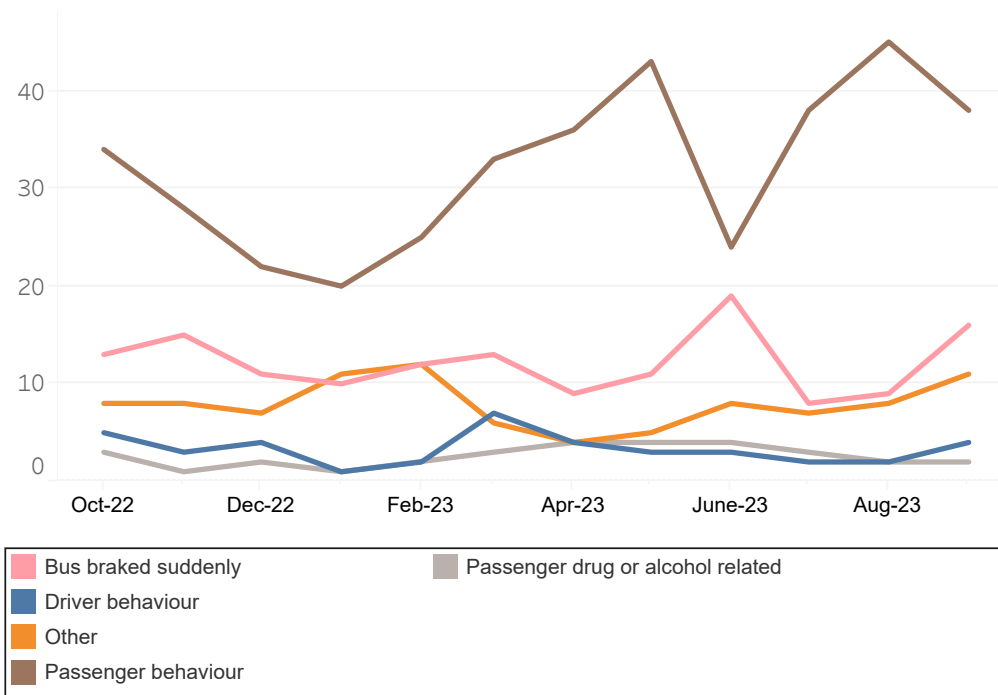
## Fire on Bus



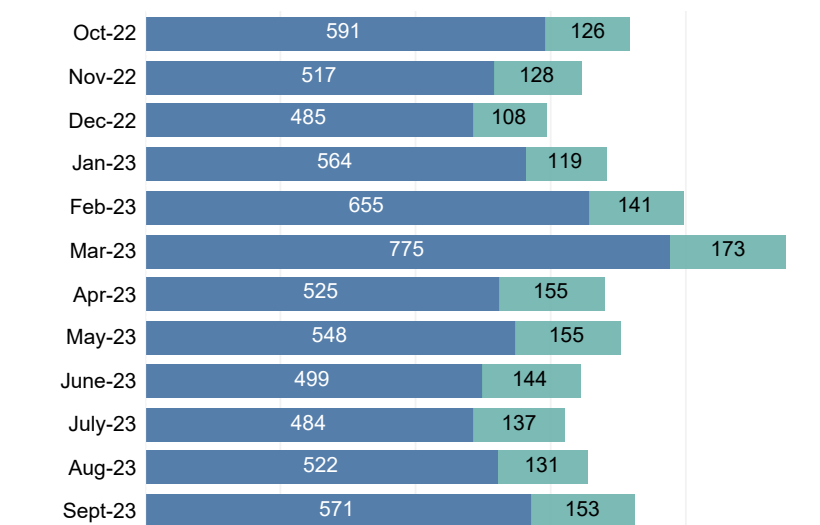
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

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

## Bus Fatalities

PASSENGER TYPE	Incident Period	
	2022	2023
Passenger		1
Pedestrian	1	
Public		2

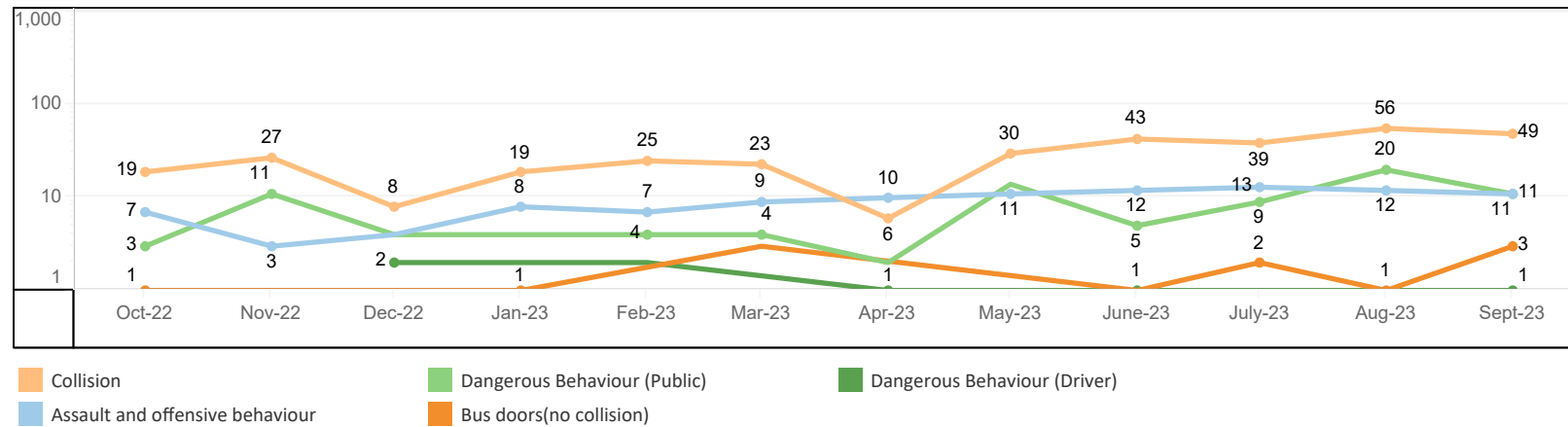
### Threatening/Intimating Behaviour by Incident Description

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## Bus Incidents - ROM

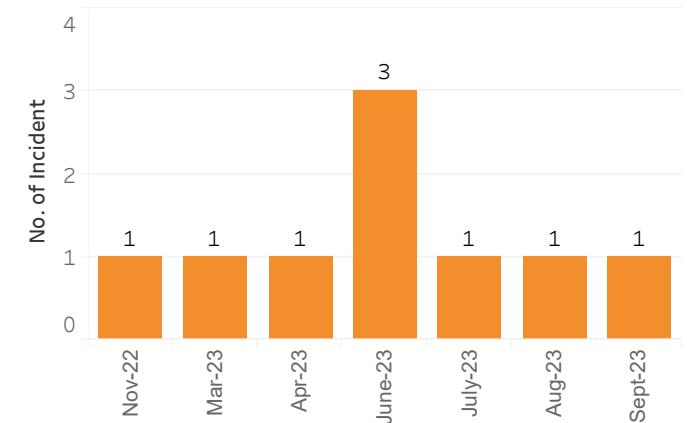
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.

### Major Incident by Type

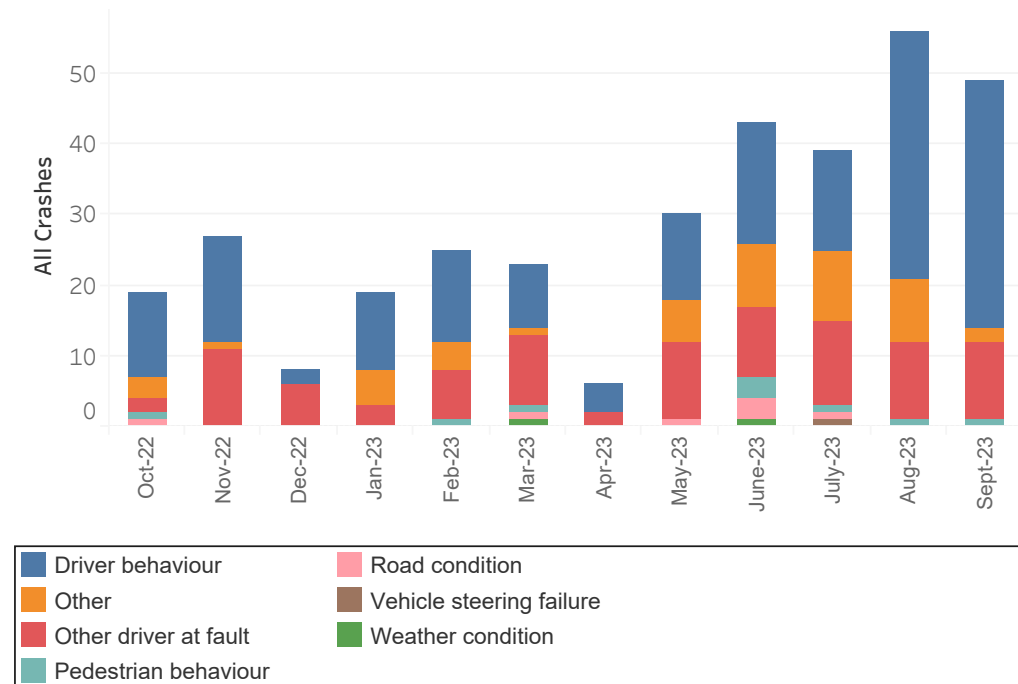


INCIDENT TYPE	No. of Incidents	% of total incidents
Refusal to pay	777.0	33.38%
Collision	344.0	15.25%
Vehicle breakdown	288.0	12.37%
Slips, trips and falls	217.0	9.62%
Threatening/intimidating beh..	156.0	6.74%
Projectiles	149.0	6.40%
Assault and offensive behav..	107.0	4.60%
Dangerous Behaviour (Pub..	87.0	3.74%

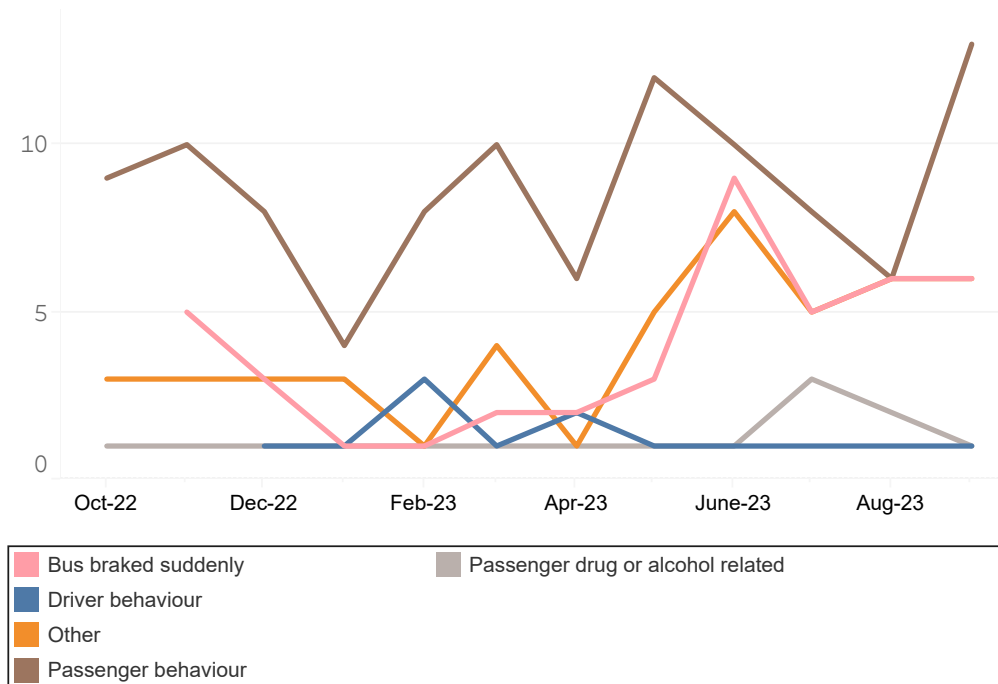
### Fire on Bus



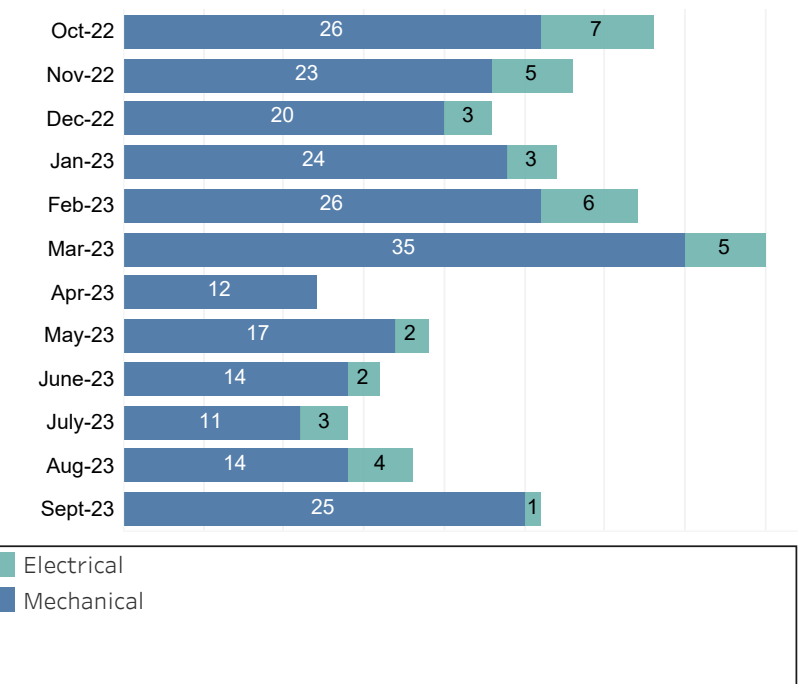
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

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

### Bus Fatalities

PASSENGER TYPE	Incident Period
Passenger	2023
Public	1

### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23
Verbal assault against the driver	5	3	5	7	5	6	6	3	5	9	8	11
Physical threat or intimidation against the driver	4	1	3	1	3	2		7	3	6	11	5
Verbal assault between passengers	1		1	2	1	4	2	1			5	2
Physical threat or intimidation between passengers		2	1	2		1	1	2	1	1	5	2