

Bus Industry Dashboard - Q4 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  
25,706

Cancelled DAs  
188  
Suspended DAs  
315

Bus Compliance

Bus Incidents

CBUS

61.8%



RBUS/OMNI



89.8%

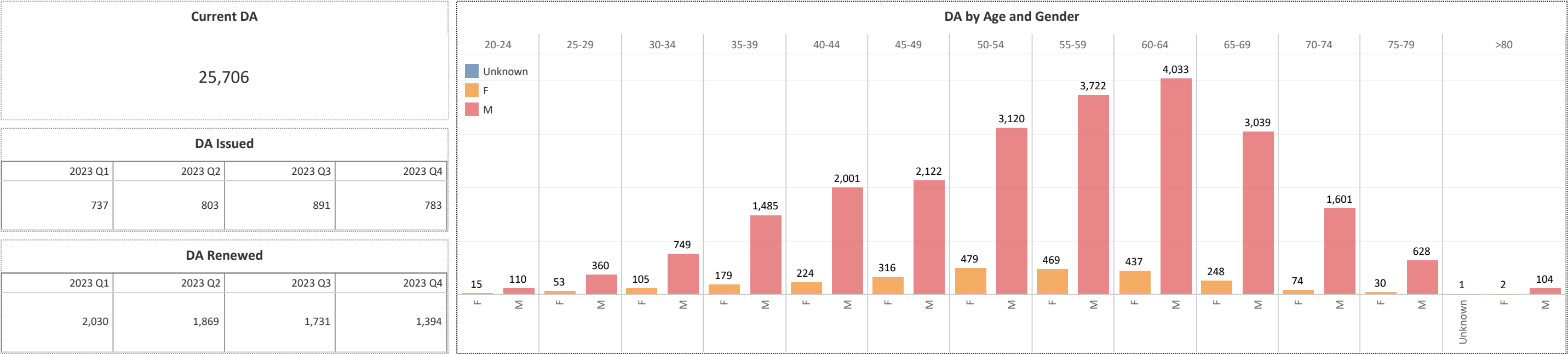


5,523

Industry Status



DAs and Accreditations



| DA Cancelled        |         |         |         |         | DA Suspended                    |         |         |         |         |
|---------------------|---------|---------|---------|---------|---------------------------------|---------|---------|---------|---------|
| Dsr Reason          | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | Dsr Reason                      | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 |
| WILL NOT RENEW      |         | 2       | 1       | 3       | VISA OVERDUE                    | 1       |         |         | 1       |
| VOLUNTARY SURRENDER | 209     | 143     | 179     | 175     | SHOW CAUSE                      |         |         | 1       | 1       |
| TENURE              | 2       |         | 1       |         | RMS DRIVERS LICENCE SUSPENDED   | 28      | 43      | 52      | 67      |
| NOT FIT & PROPER    |         | 2       | 3       | 1       | RMS DRIVERS LIC SURRENDERED     | 38      | 42      | 43      | 66      |
| MEDICAL             |         | 1       | 4       |         | RMS DRIVERS LIC EXPIRED         | 12      | 5       | 8       | 21      |
| ENTERED IN ERROR    | 1       |         |         |         | RMS DRIVERS LIC CANCELLED       | 1       | 1       | 1       |         |
| DECEASED            | 11      | 8       | 13      | 9       | RMS DRIVER'S LICENCE NOT ACTIVE | 11      | 4       | 5       | 4       |
| Grand Total         | 223     | 156     | 201     | 188     | OTHER                           | 2       | 2       | 1       | 1       |
|                     |         |         |         |         | MEDICAL                         | 18      | 34      | 52      | 67      |
|                     |         |         |         |         | IDL OVERDUE                     | 4       | 13      | 25      | 14      |
|                     |         |         |         |         | FAILED TO PROVIDE MEDICAL       | 57      | 49      | 42      | 70      |
|                     |         |         |         |         | FAILED DRIVING TEST             |         |         | 1       |         |
|                     |         |         |         |         | DRUG TEST POSITIVE              | 1       | 1       | 5       | 1       |
|                     |         |         |         |         | CRIMINAL RECORD                 |         |         | 1       |         |
|                     |         |         |         |         | CHARGES PENDING                 | 1       | 1       | 3       | 2       |
|                     |         |         |         |         | Grand Total                     | 174     | 195     | 240     | 315     |

| Accreditation   | Operators | Accreditation Issued/Renewed |         |
|---|-----------|------------------------------|---------|
| LDTC  | 963       | Issued                       | Renewed |
| RPS   |           | 2023 Q1                      | 65      |
| Grand Total   |           | 2023 Q2                      | 92      |
| LDTC: Long Distance Tuorist Charter<br>RPS: Regular Passenger Service |           | 2023 Q3                      | 71      |
|   |           | 2023 Q4                      | 67      |



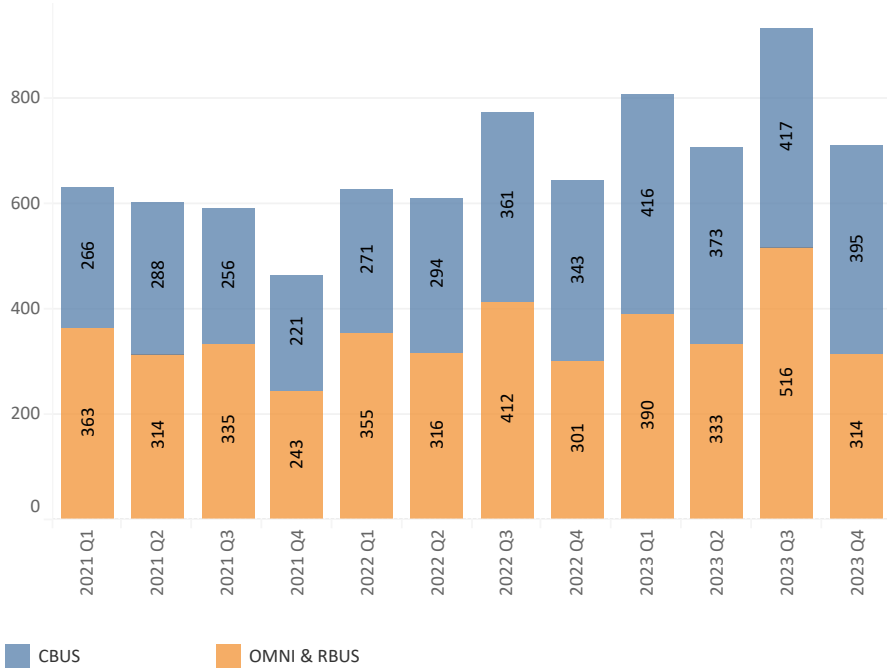
Heavy Vehicle Compliance



Transport  
for NSW

Notices Issued

Notices Issued to Vehicle Units

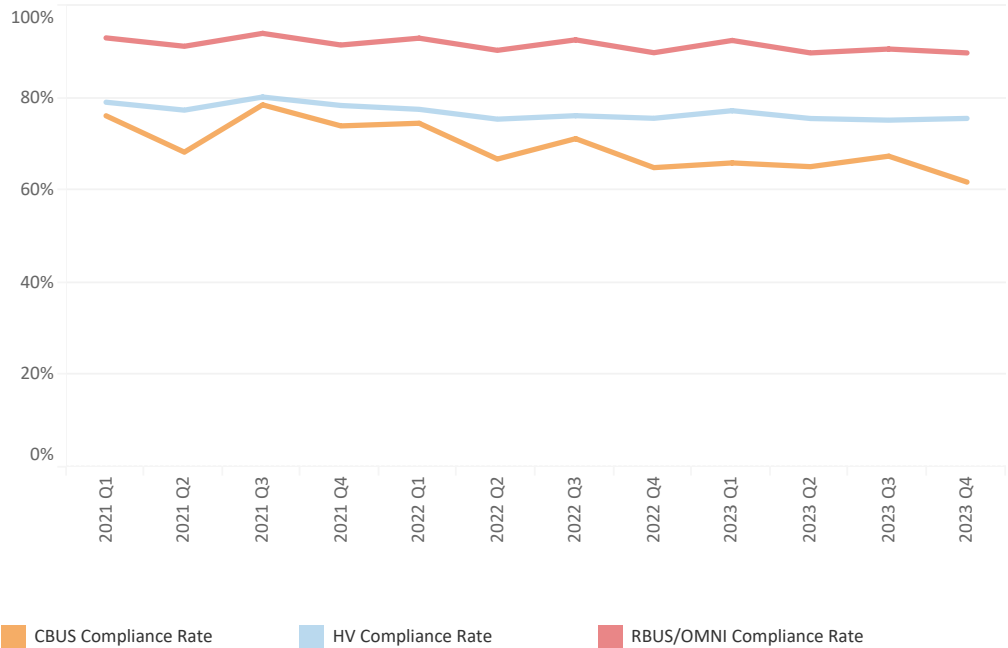


• In the last 3 year period (2021 Q1 to 2023 Q4), **8,093** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2023 Q4, only **2.8%(20)** 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 **91.8%** in Q4 2023. This is considerably higher than CBUS registered buses (**69.7%**) and the heavy vehicle industry (**77.2%**).

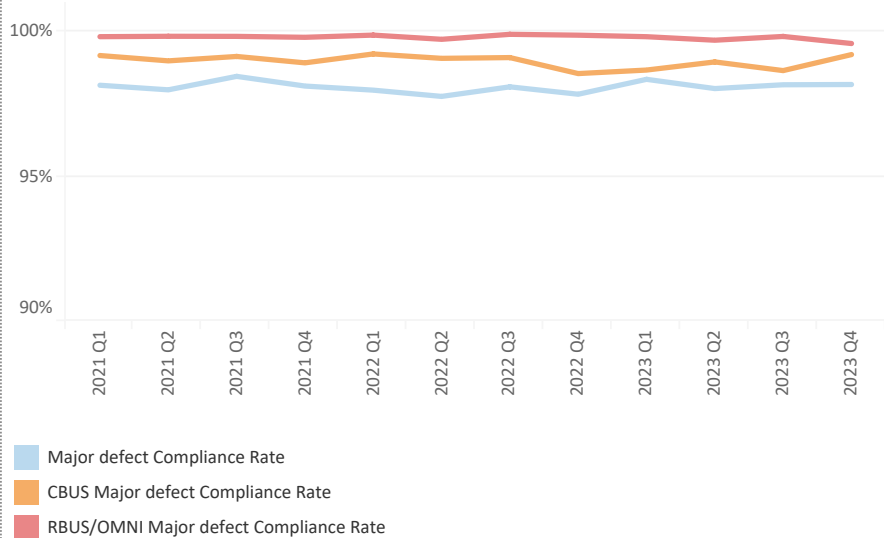
• The compliance rate remains stable across all bus registration usages and the heavy vehicle industry (includes all programs\*\*).

*\*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.*

*\*\*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)



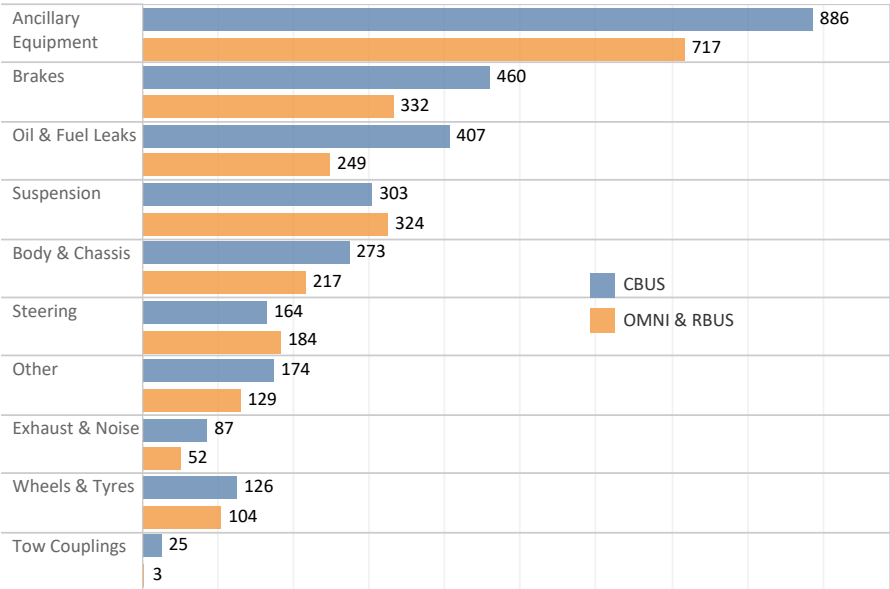
• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

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

• On average **99.5%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q4 2023. (Only **0.5%** of buses have been issued with Major defect notices in Q4 2023).

Defect Faults

No. of defect fault types identified (All enforcement programs)  
Jan 2023 - Dec 2023

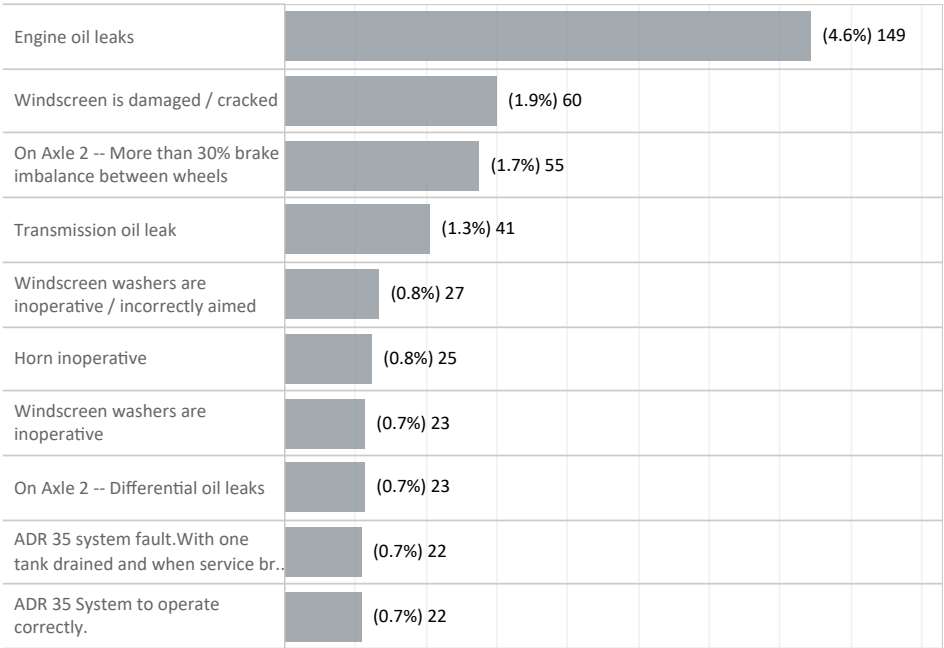


• During the last four quarters, a total of **5,216** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **30.73%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**15.18%** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)  
Jan 2023 - Dec 2023



• The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.

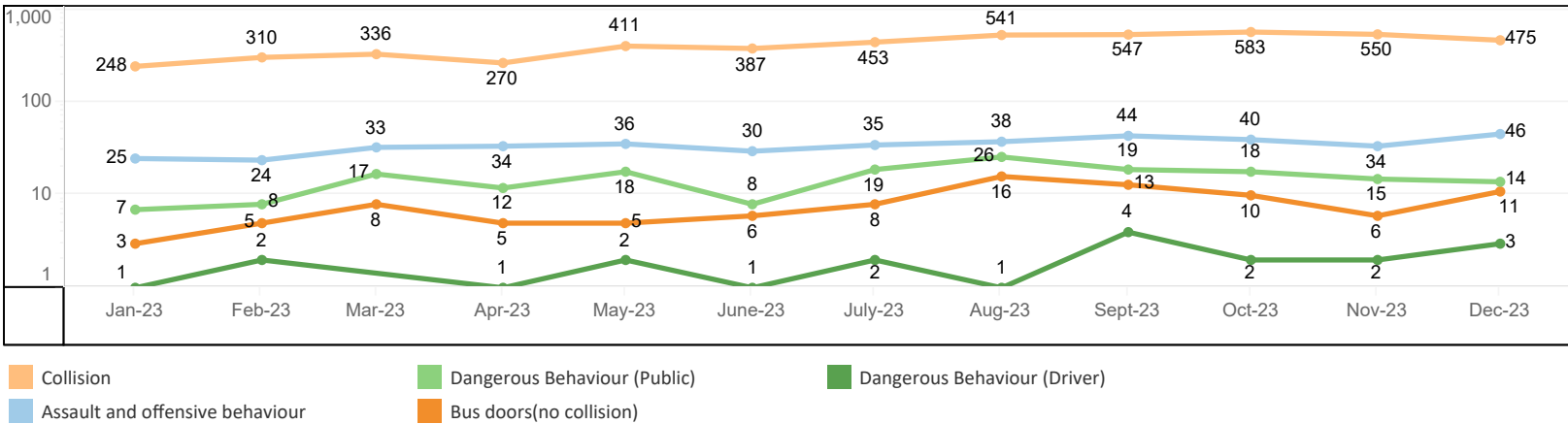
• The top three mechanical issues identified were engine oil leaks, damaged windscreen and on axle 2 - more than 30% brake imbalance between wheels.

CBUS - Charter / Airways bus usage - let for hire

RBUS - Bus / tourist vehicles used for hire

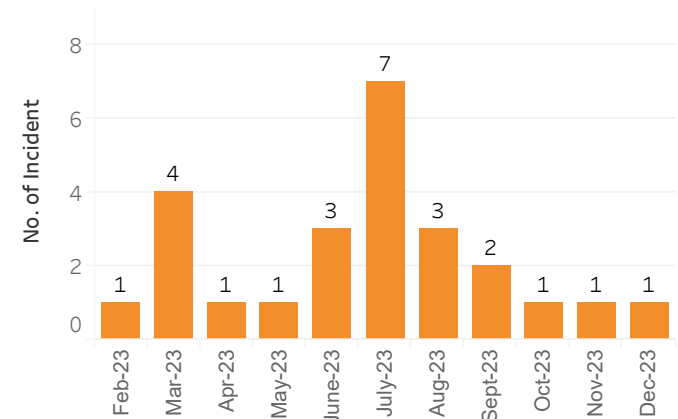
OMNI - Bus operated by the State Transit Authority

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.

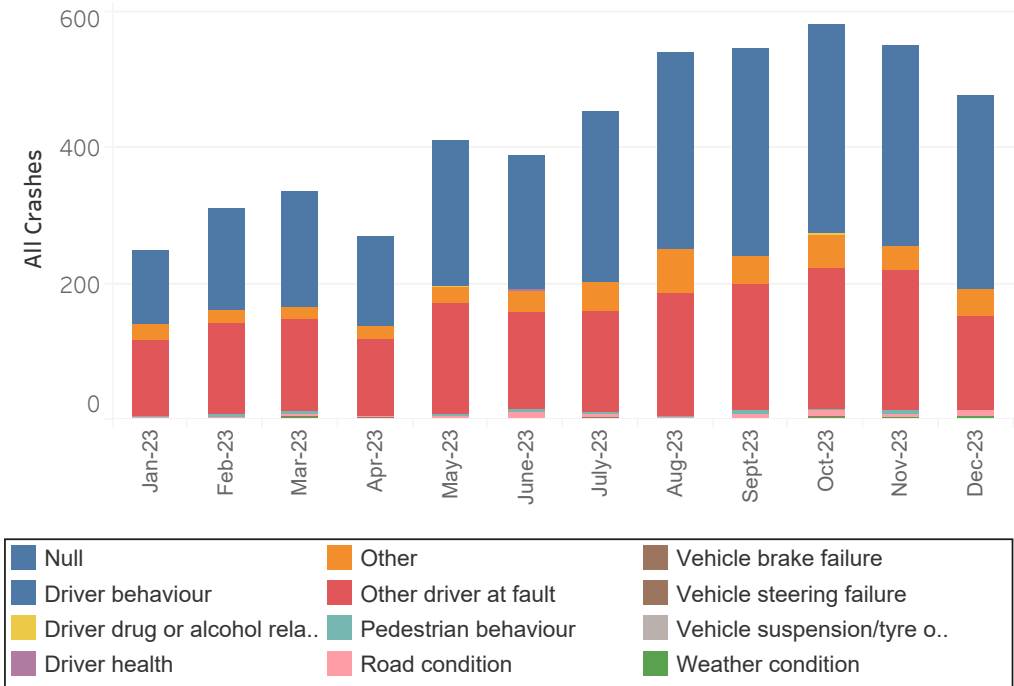


| INCIDENT TYPE                   | No. of Incidents | % of total incidents |
|---------------------------------|------------------|----------------------|
| Vehicle breakdown               | 10,384           | 50.83%               |
| Collision                       | 5,111            | 25.17%               |
| Slips, trips and falls          | 1,054            | 5.28%                |
| Refusal to pay                  | 867              | 4.24%                |
| Threatening/ intimidating beh.. | 747              | 3.67%                |
| Projectiles                     | 473              | 2.32%                |
| Medical incident(no colli..     | 445              | 2.25%                |
| Assault and offensive behav..   | 419              | 2.07%                |

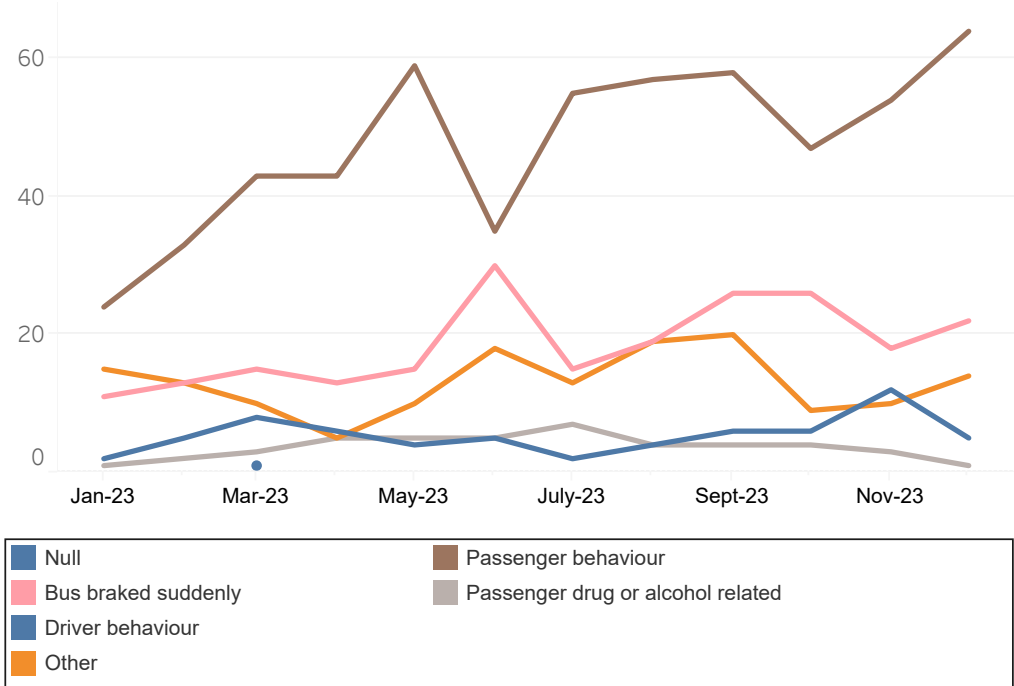
## Fire on Bus



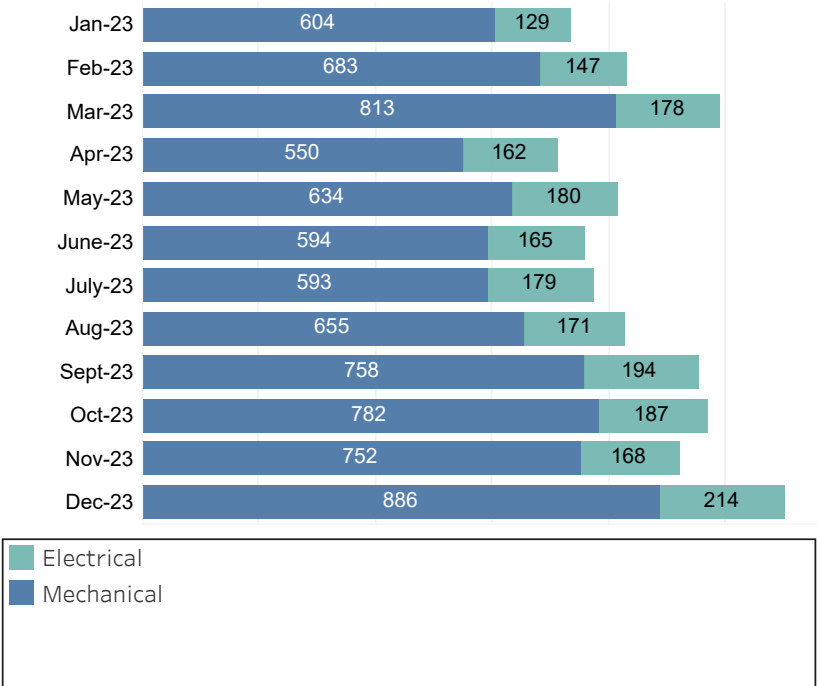
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

| INCIDENT DESCRIPTION                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | June-23 | July-23 | Aug-23 | Sept-23 | Oct-23 | Nov-23 | Dec-23 |
|-------------------------------------|--------|--------|--------|--------|--------|---------|---------|--------|---------|--------|--------|--------|
| Indecent exposure by a passenger    | 1      |        | 1      | 2      | 3      | 2       | 1       | 1      | 3       | 4      | 2      | 5      |
| Indecent exposure by the driver     |        |        |        |        |        |         |         | 1      |         | 1      |        |        |
| Null                                |        |        |        |        |        |         |         |        |         |        | 1      |        |
| Physical assault between passengers | 12     | 14     | 15     | 13     | 12     | 15      | 15      | 18     | 18      | 21     | 19     | 16     |
| Physical assault by the driver      |        |        | 3      |        | 1      | 1       | 2       |        | 1       |        |        | 1      |
| Physical assault on the driver      | 10     | 10     | 10     | 15     | 18     | 11      | 15      | 14     | 17      | 11     | 9      | 22     |
| Robbery                             | 1      |        | 1      |        | 1      |         |         | 2      | 2       | 1      | 1      |        |
| Sexual assault between passengers   | 1      |        | 3      | 3      | 1      | 1       | 2       | 2      | 3       | 2      | 2      | 2      |

## Bus Fatalities

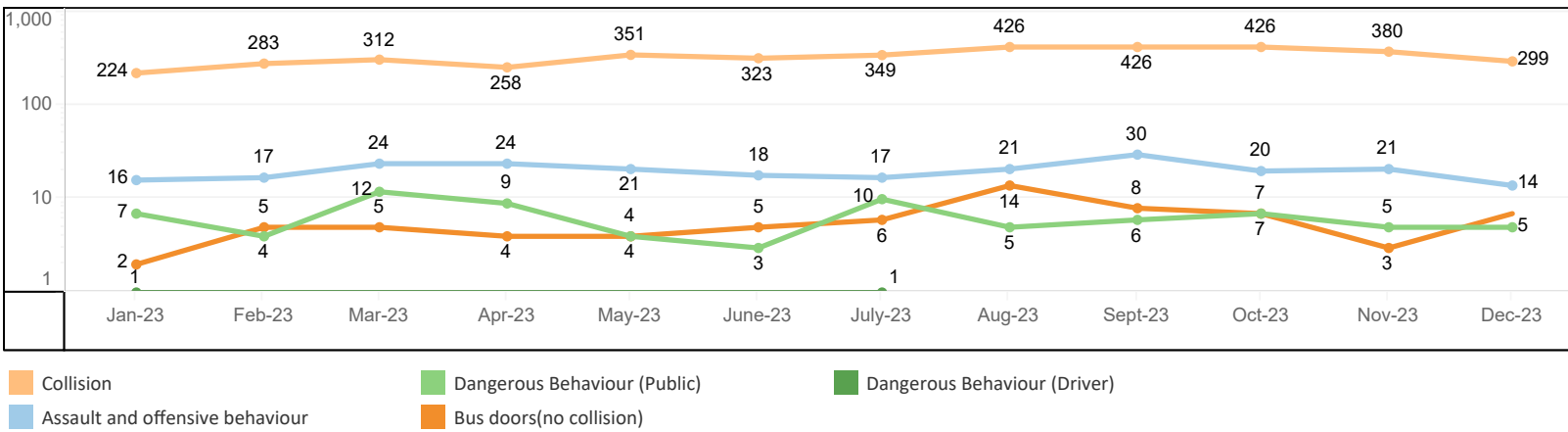
| PASSENGER TYPE | Incident Period |
|----------------|-----------------|
|                | 2023            |
| Passenger      | 13              |
| Pedestrian     | 1               |
| Public         | 3               |

### Threatening/Intimating Behaviour by Incident Description

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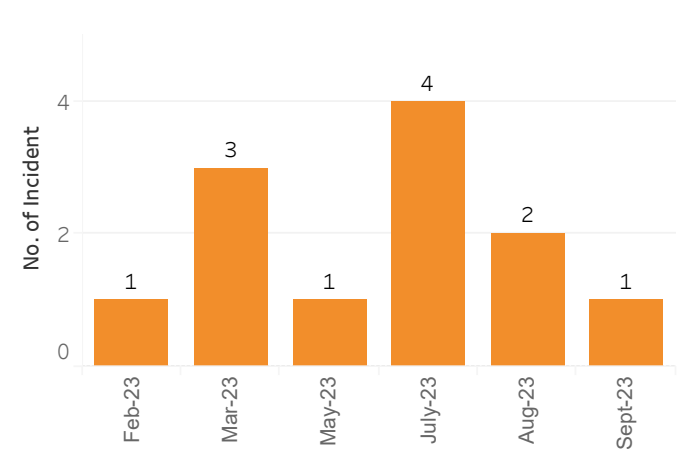
## Bus Incidents - Greater Sydney

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.

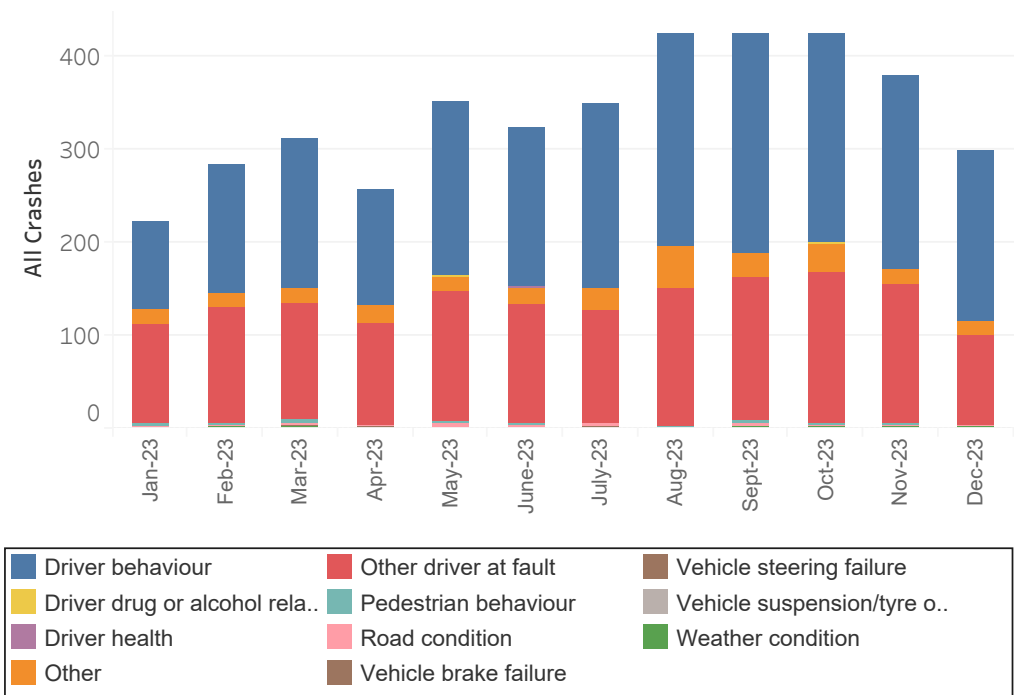


| INCIDENT TYPE                   | No. of Incidents | % of total incidents |
|---------------------------------|------------------|----------------------|
| Vehicle breakdown               | 8,587            | 56.42%               |
| Collision                       | 4,057            | 26.73%               |
| Slips, trips and falls          | 699              | 4.66%                |
| Threatening/intimidating beh..  | 485              | 3.19%                |
| Projectiles                     | 298              | 1.96%                |
| Medical incident(no colli..     | 285              | 1.90%                |
| Assault and offensive behav..   | 243              | 1.61%                |
| Thermal Event (No fire, smoke.. | 159              | 1.04%                |

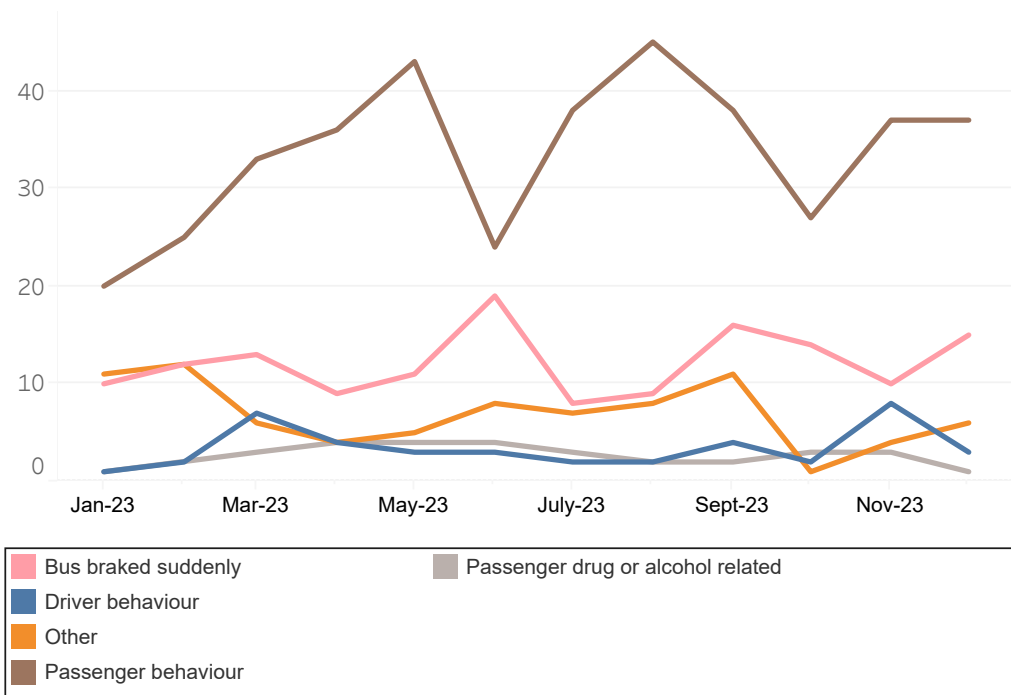
## Fire on Bus



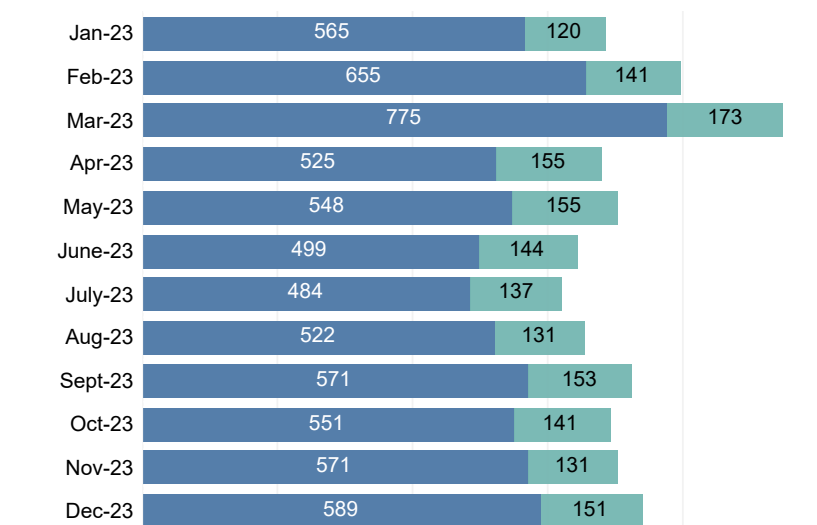
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

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

## Bus Fatalities

| PASSENGER TYPE | Incident Period |
|----------------|-----------------|
|                | 2023            |
| Passenger      | 1               |
| Public         | 2               |

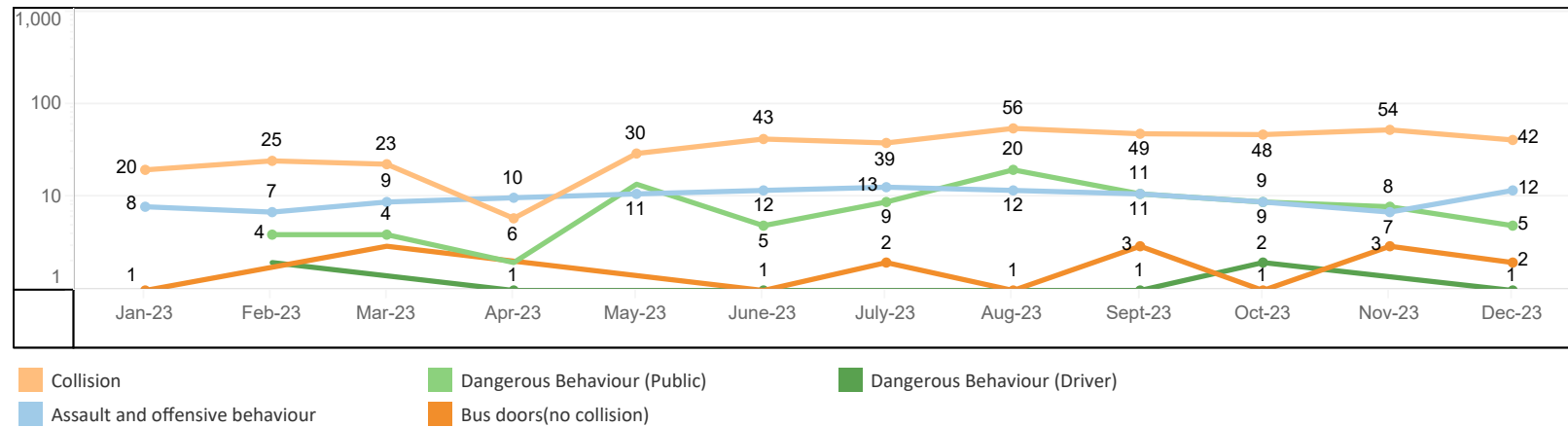
### Threatening/Intimating Behaviour by Incident Description

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## Bus Incidents - ROM

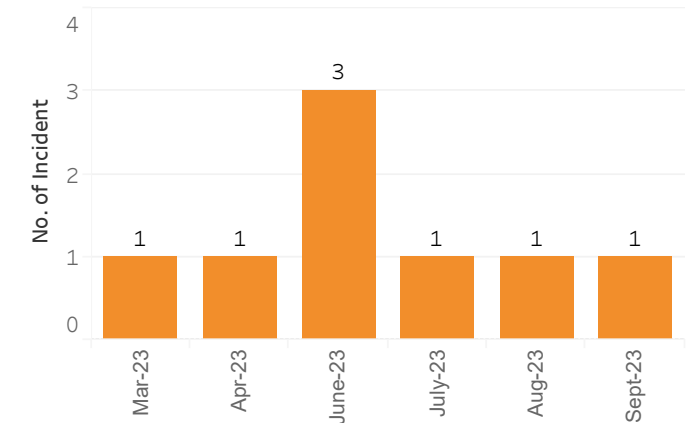
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.

### Major Incident by Type

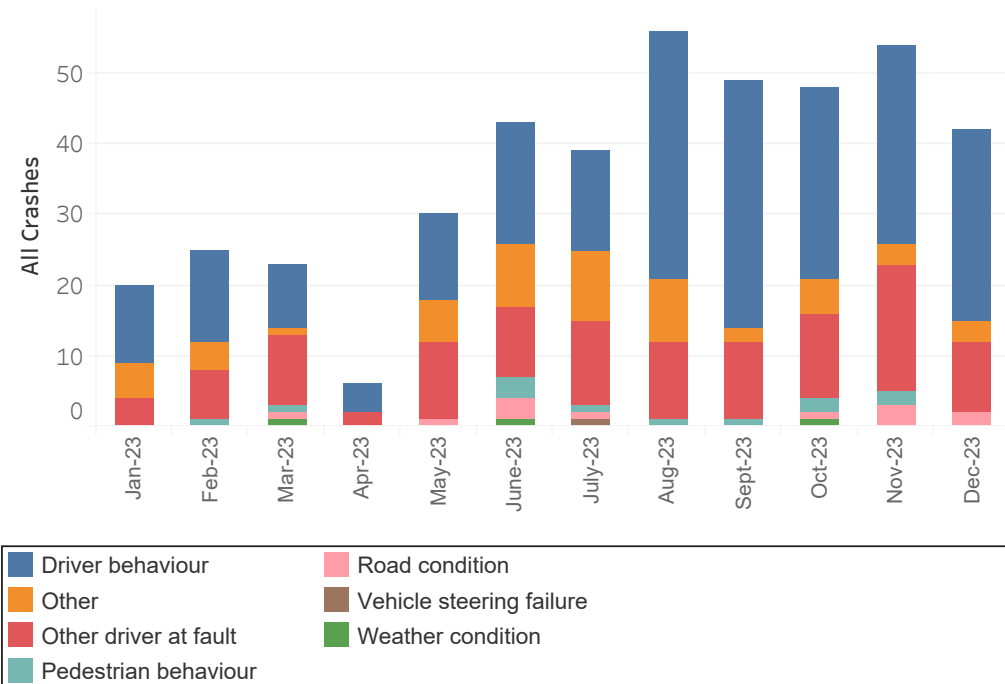


| INCIDENT TYPE                  | No. of Incidents | % of total incidents |
|--------------------------------|------------------|----------------------|
| Refusal to pay                 | 778.0            | 31.47%               |
| Collision                      | 435.0            | 18.08%               |
| Vehicle breakdown              | 248.0            | 10.03%               |
| Slips, trips and falls         | 232.0            | 9.71%                |
| Threatening/intimidating beh.. | 190.0            | 7.73%                |
| Projectiles                    | 149.0            | 6.03%                |
| Assault and offensive behav..  | 121.0            | 4.94%                |
| Medical incident(no colli..    | 88.0             | 3.80%                |

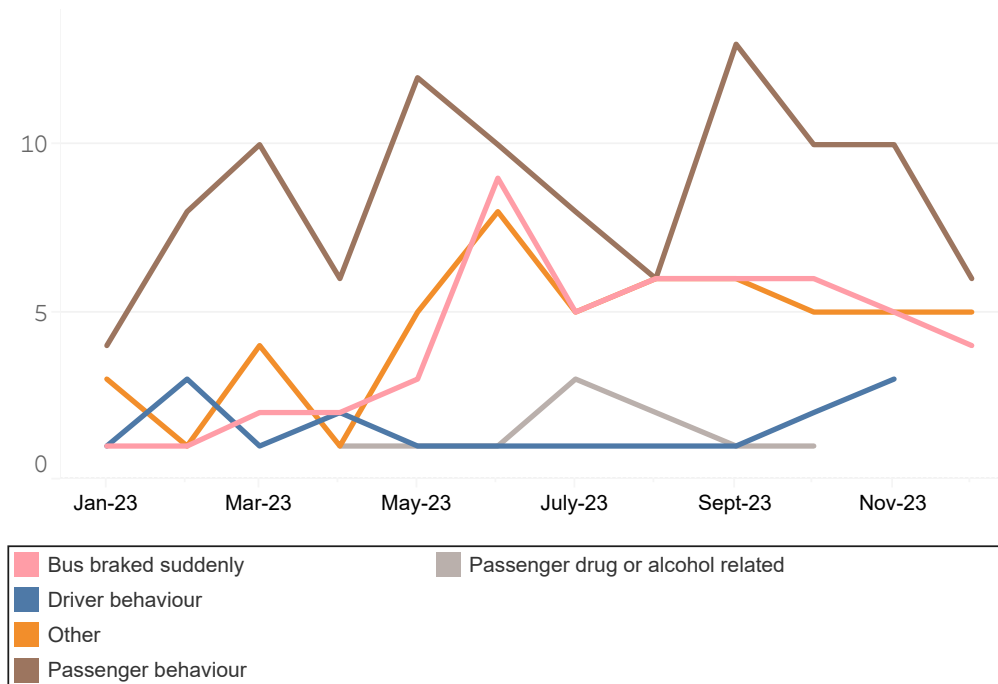
### Fire on Bus



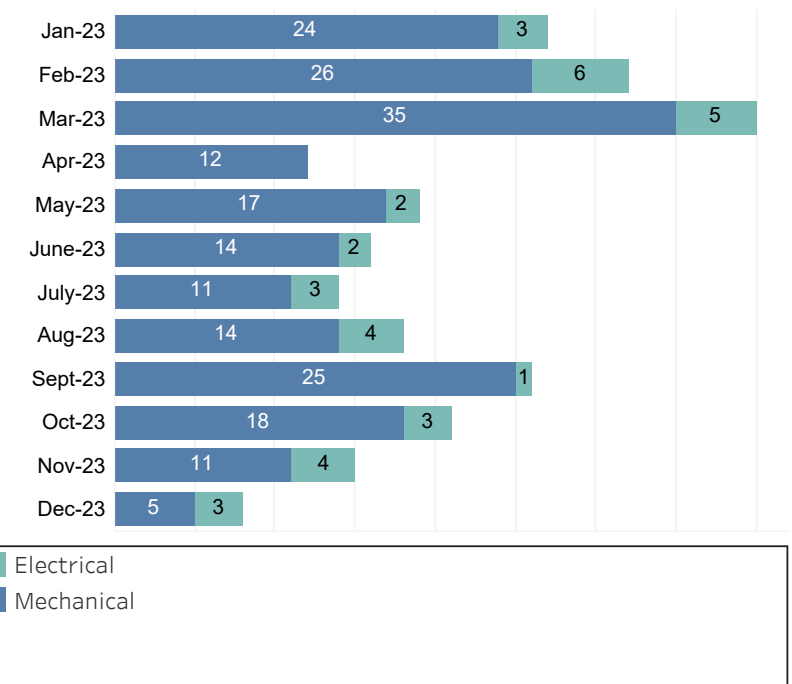
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

| INCIDENT DESCRIPTION                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | June-23 | July-23 | Aug-23 | Sept-23 | Oct-23 | Nov-23 | Dec-23 |
|-------------------------------------|--------|--------|--------|--------|--------|---------|---------|--------|---------|--------|--------|--------|
| Indecent exposure by a passenger    |        |        |        | 1      |        | 1       |         | 1      | 1       |        | 1      | 2      |
| Physical assault between passengers | 7      | 3      | 5      | 3      | 5      | 7       | 6       | 4      | 5       | 6      | 5      | 2      |
| Physical assault by the driver      |        |        |        |        |        |         | 1       |        | 1       |        |        | 1      |
| Physical assault on the driver      | 1      | 4      | 2      | 5      | 5      | 3       | 5       | 5      | 4       | 2      | 1      | 7      |
| 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                               | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | June-23 | July-23 | Aug-23 | Sept-23 | Oct-23 | Nov-23 | Dec-23 |
|--|--------|--------|--------|--------|--------|---------|---------|--------|---------|--------|--------|--------|
| Verbal assault against the driver                  | 7      | 5      | 6      | 6      | 3      | 5       | 9       | 8      | 11      | 9      | 7      | 10     |
| Physical threat or intimidation against the driver | 1      | 3      | 2      |        | 7      | 3       | 6       | 11     | 5       | 5      | 6      | 7      |
| Verbal assault between passengers                  | 2      | 1      | 4      | 2      | 1      |         |         | 5      | 2       | 2      |        | 6      |
| Physical threat or intimidation between passengers | 2      |        | 1      | 1      | 2      | 1       | 1       | 5      | 2       | 3      | 1      | 4      |