

Bus Industry Dashboard - Q1 2024



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  
25,775

Cancelled DAs  
211  
Suspended DAs  
355

Bus Compliance

Bus Incidents

CBUS

66.8%



RBUS/OMNI

92.5%



5,800

Industry Status



DAs and Accreditations

Current DA

25,775

DA Issued

2023 Q2	2023 Q3	2023 Q4	2024 Q1
803	891	783	742

DA Renewed

2023 Q2	2023 Q3	2023 Q4	2024 Q1
1,869	1,731	1,394	1,671

DA by Age and Gender

20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80 and Over	Unkno..												
Unknown																									
F																									
M																									
15	113	52	381	99	763	176	1,475	242	1,976	323	2,115	480	3,093	463	3,728	4,026	256	3,070	78	1,642	32	628	2	107	1
F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	Unknown	

DA Cancelled

Dsr Reason	2023 Q2	2023 Q3	2023 Q4	2024 Q1
WILL NOT RENEW	2	1	3	
VOLUNTARY SURRENDER	141	179	173	204
TENURE		1		
NOT FIT & PROPER	2	3	1	1
MEDICAL	1	4		
DECEASED	8	13	9	6
Grand Total	154	201	186	211

DA Suspended

Dsr Reason	2023 Q2	2023 Q3	2023 Q4	2024 Q1
VISA OVERDUE			1	
TRAFFIC/LICENCE				1
SHOW CAUSE		1		3
RMS DRIVERS LICENCE SUSPENDED	37	44	50	87
RMS DRIVERS LIC SURRENDERED	39	41	60	73
RMS DRIVERS LIC EXPIRED	5	7	17	30
RMS DRIVERS LIC CANCELLED	1	1		1
RMS DRIVER'S LICENCE NOT ACTIVE	4	5	4	1
OTHER	2	1	1	
MEDICAL	26	43	57	74
IDL OVERDUE	12	25	12	8
FAILED TO PROVIDE MEDICAL	39	32	54	74
FAILED DRIVING TEST		1		
DRUG TEST POSITIVE	1	5		
CRIMINAL RECORD		1		
CHARGES PENDING	1	3	2	3
Grand Total	167	210	258	355

Accreditation

LDTC	815
RPS	549
Grand Total	1,364

LDTC: Long Distance Tuorist Charter  
RPS: Regular Passenger Service

Operators

950

Accreditation Issued/Renewed

	Issued	Renewed
2023 Q2	9	92
2023 Q3	5	71
2023 Q4	3	67
2024 Q1	14	379



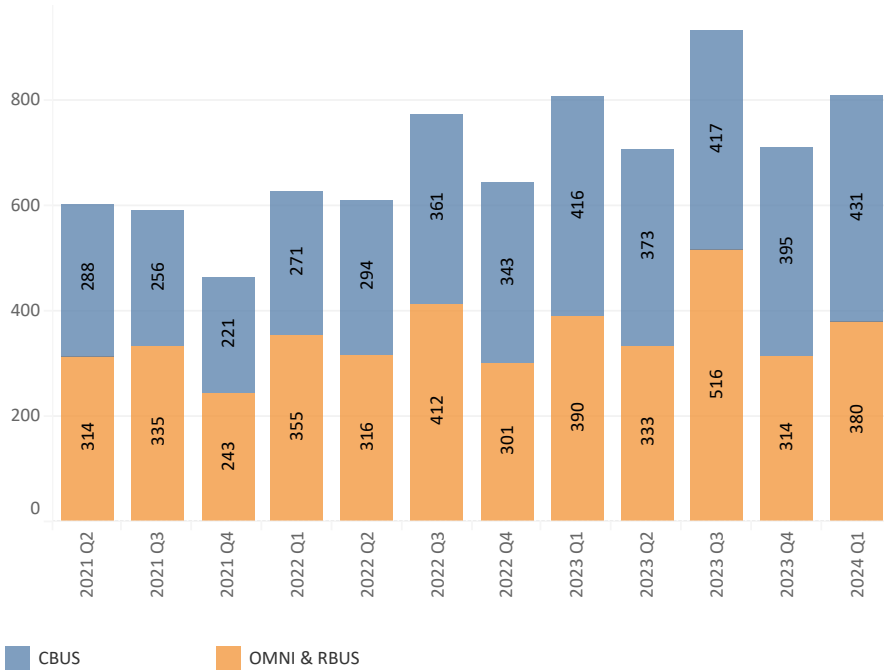
Heavy Vehicle Compliance



Transport  
for NSW

Notices Issued

Notices Issued to Vehicle Units

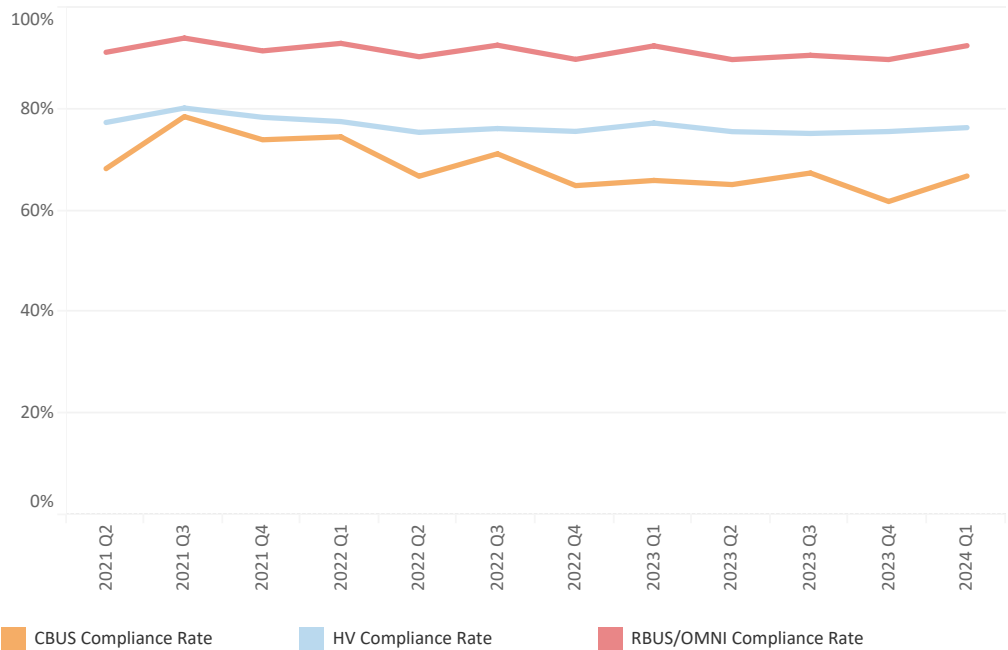


• In the last 3 year period (2021 Q2 to 2024 Q1), **8,275** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2024 Q1, only **2.2%(18)** 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%**. This is considerably higher than CBUS registered buses (**68.8%**) and the heavy vehicle industry (**77.0%**).

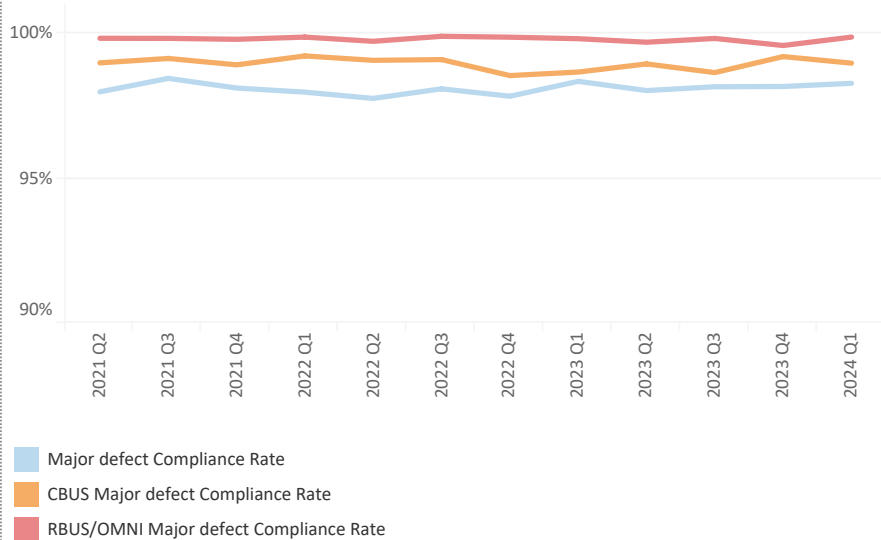
• The compliance rate remains stable across all bus registration usages and the heavy vehicle industry (includes all programs\*\*).

*\*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)



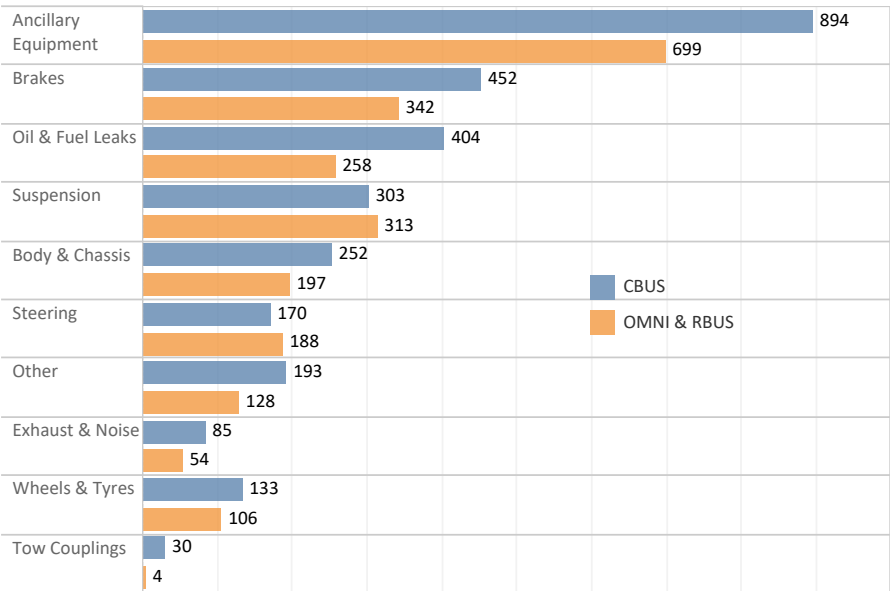
• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

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

• On average **99.7%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q1 2024. (Only **0.3%** of buses have been issued with Major defect notices in Q1 2024).

Defect Faults

No. of defect fault types identified (All enforcement programs)  
Apr 2023 - Mar 2024

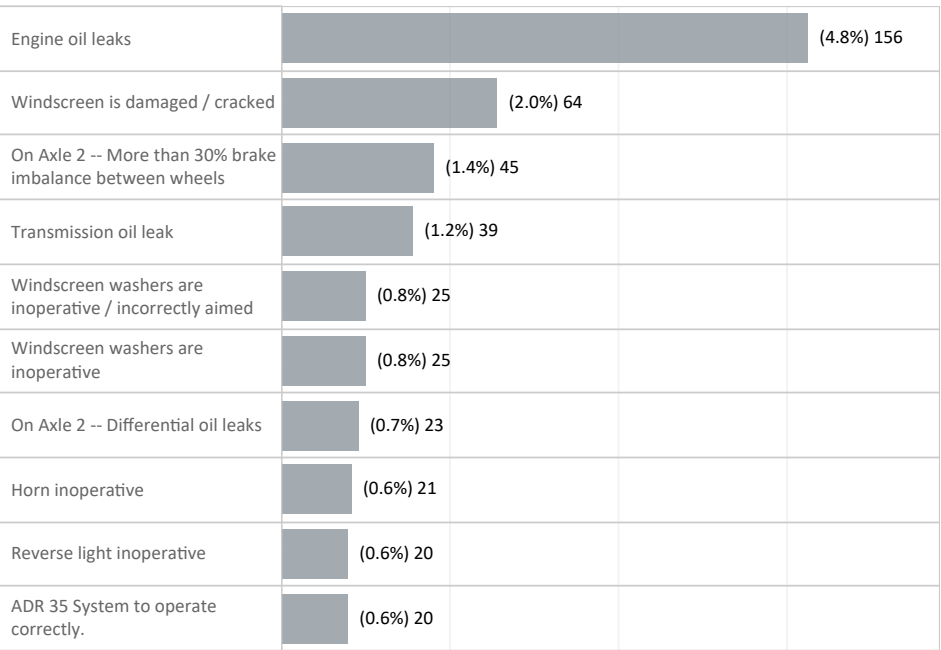


• During the last four quarters, a total of **5,205** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **30.61%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**15.25%** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)  
Apr 2023 - Mar 2024



• 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

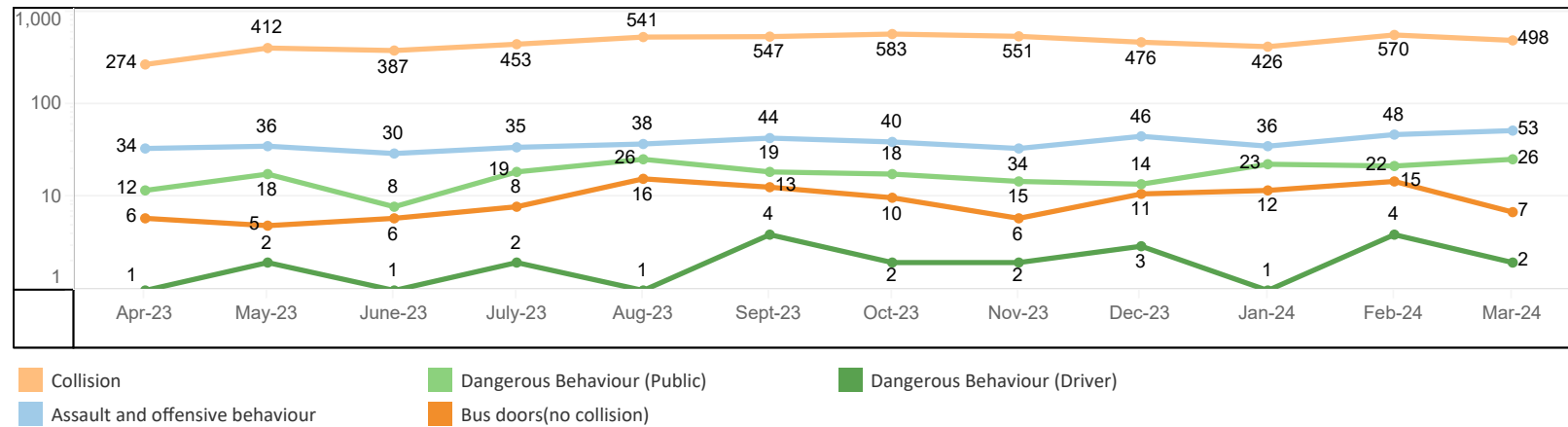
RBUS - Bus / tourist vehicles used for hire

OMNI - Bus operated by the State Transit Authority

## Bus Incidents - ALL

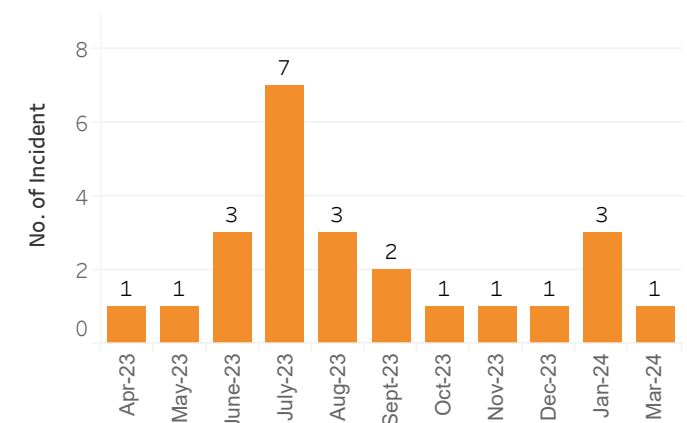
The bus incident reporting is grouped into three regions being Greater Sydney, Outer Metropolitan and Rural and relate to operators who hold a bus contract with Transport for NSW.

### Major Incident by Type

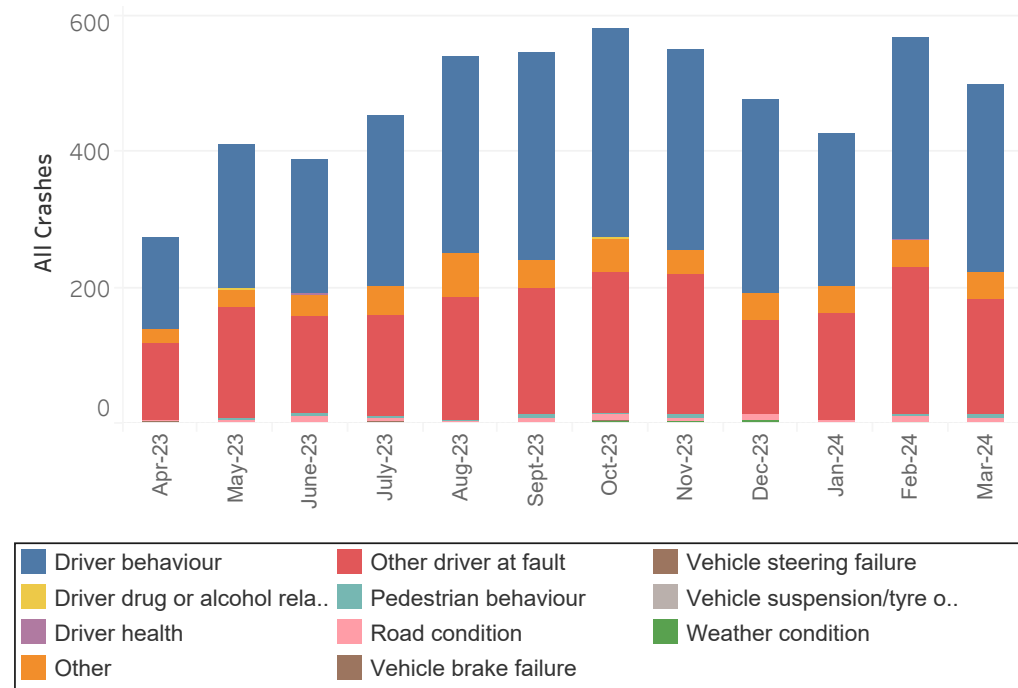


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	10,942	49.73%
Collision	5,718	26.15%
Slips, trips and falls	1,161	5.40%
Refusal to pay	892	4.05%
Threatening/intimidating beh..	866	3.95%
Projectiles	480	2.18%
Assault and offensive behav..	474	2.18%
Medical incident(no colli..	454	2.14%

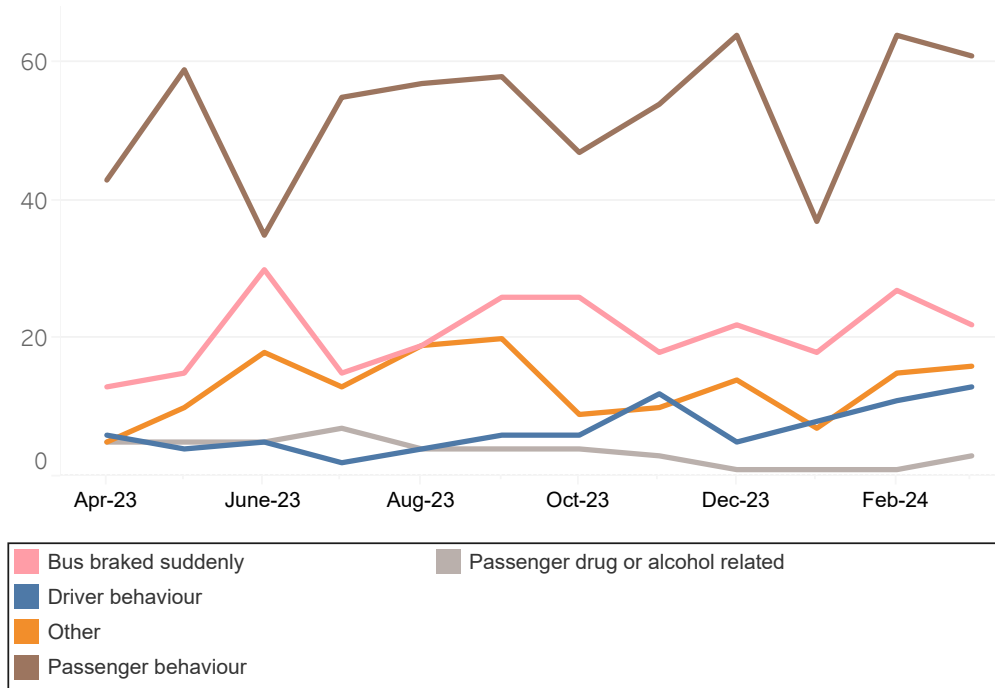
### Fire on Bus



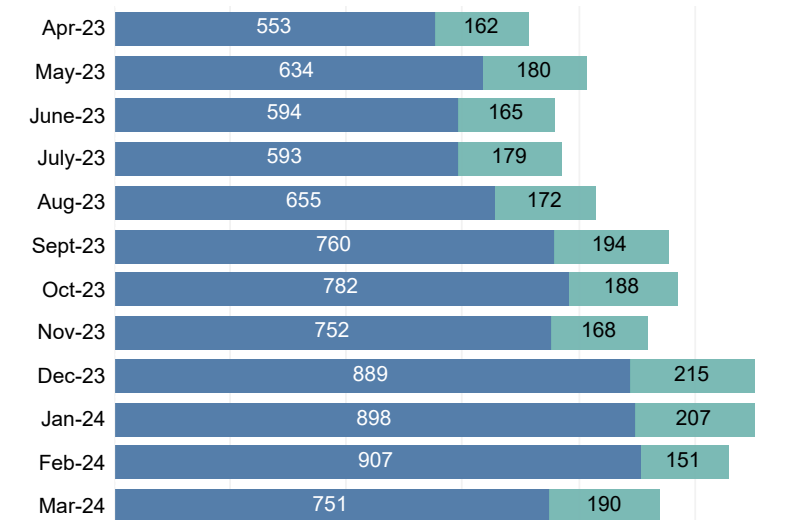
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Indecent exposure by a passenger	2	3	2	1	1	3	4	2	5	4	1	4
Indecent exposure by the driver					1		1					
Physical assault between passengers	13	12	15	15	18	18	21	19	16	17	16	27
Physical assault by the driver		1	1	2		1			1	1	1	1
Physical assault on the driver	15	18	11	15	14	17	11	10	22	13	27	20
Robbery		1			2	2	1	1			1	
Sexual assault between passengers	3	1	1	2	2	3	2	2	2	1	2	1

### Bus Fatalities

PASSENGER TYPE	Incident Period
Passenger	2023
	13
Pedestrian	
	1
Public	
	2

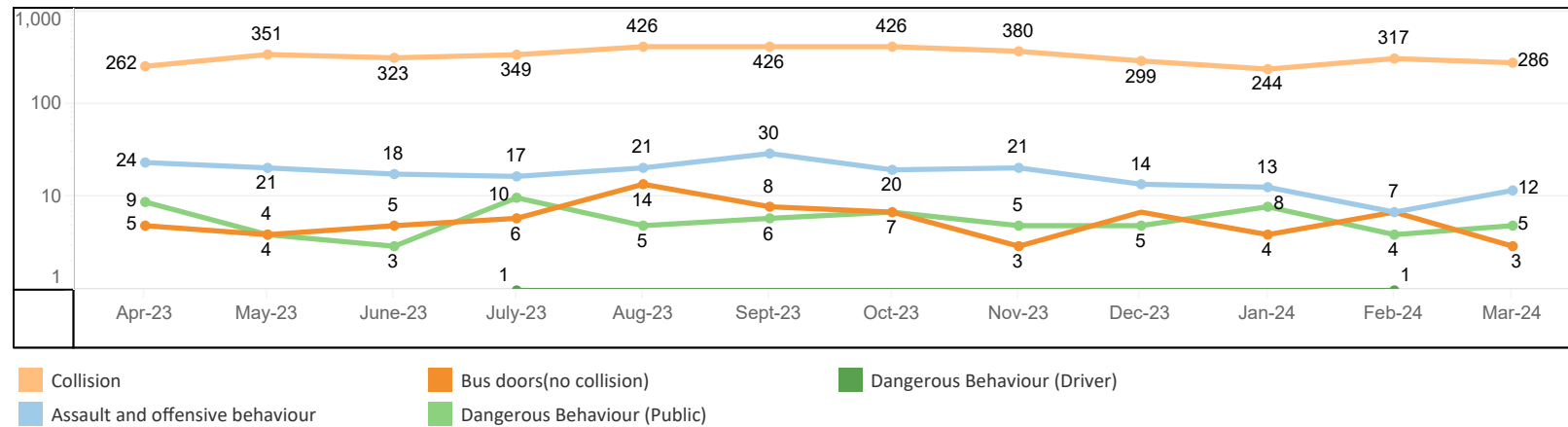
### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Verbal assault against the driver	30	21	31	38	45	42	39	47	54	53	39	66
Physical threat or intimidation against the dri..	12	13	6	12	14	16	13	13	13	12	12	23
Verbal assault between passengers	4	7	4	6	15	13	8	14	19	12	12	16
Physical threat or intimidation between pass..	2	5	4	9	7	6	9	4	7	4	9	2
Physical threat or intimidation by the driver				1	1							1
Verbal assault by the driver								1				

## Bus Incidents - Greater Sydney

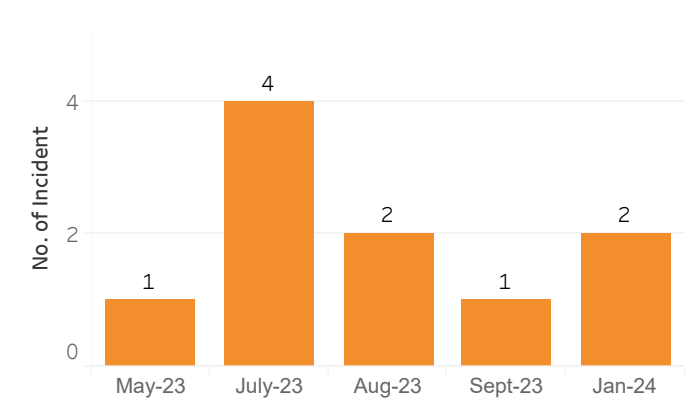
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### Major Incident by Type

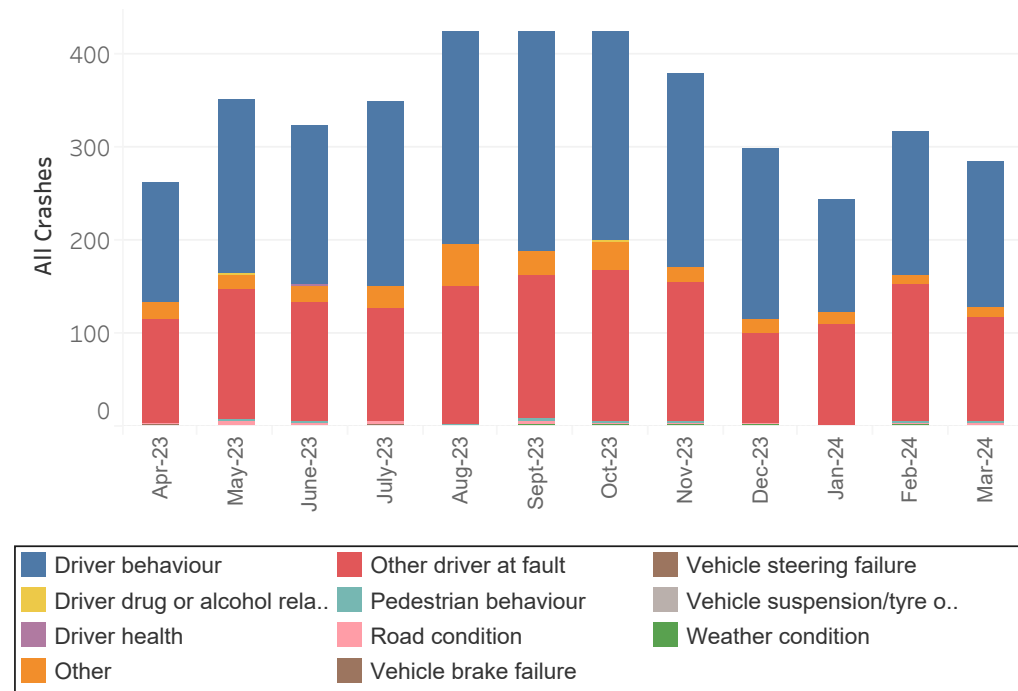


INCIDENT TYPE	No. of Incidents	% of total incidents
Vehicle breakdown	8,132	55.61%
Collision	4,089	28.05%
Slips, trips and falls	690	4.79%
Threatening/intimidating beh..	480	3.29%
Medical incident(no colli..	261	1.82%
Projectiles	257	1.76%
Assault and offensive behav..	218	1.50%
Vandalism	132	0.90%

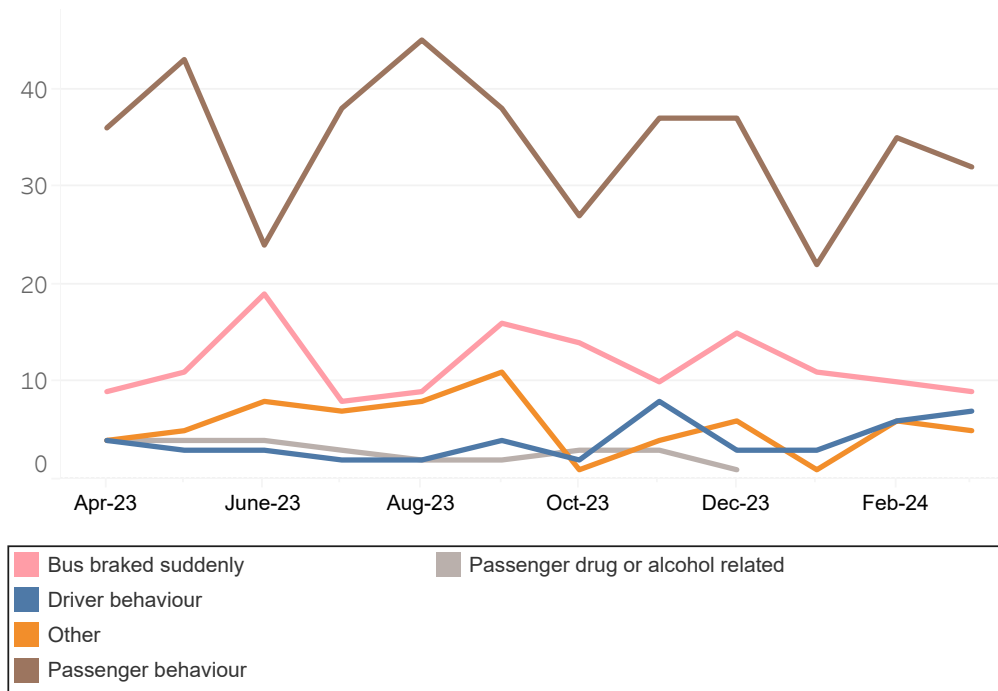
### Fire on Bus



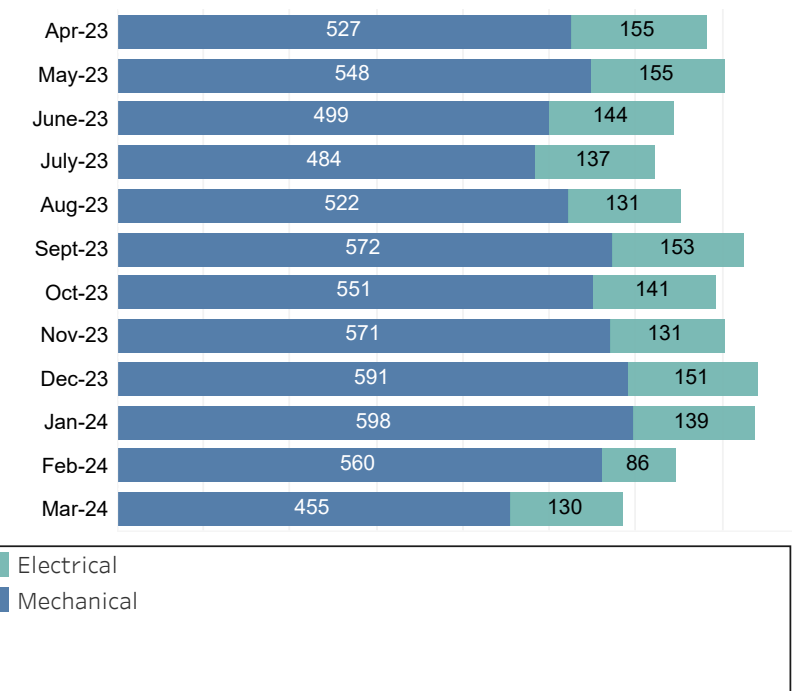
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Indecent exposure by a passenger	1	3	1	1		1		1	2			
Physical assault between passengers	10	4	8	7	12	13	11	12	8	6	2	5
Physical assault by the driver		1	1									1
Physical assault on the driver	10	13	8	8	7	12	7	6	4	6	4	6
Robbery					1	1	1					
Sexual assault between passengers	2			1	1	3	1	2		1	1	

### Bus Fatalities

PASSENGER TYPE	Incident Period
Passenger	2023
	1
Public	1

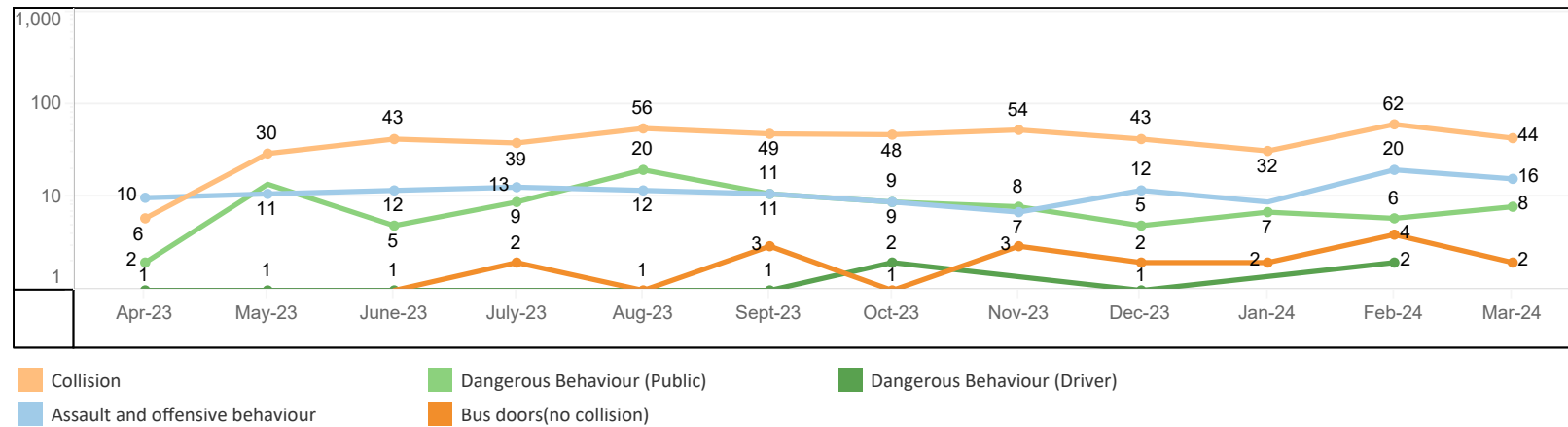
### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Verbal assault against the driver	24	18	25	26	33	27	21	33	25	24	15	19
Verbal assault between passengers	2	5	4	6	8	9	6	13	9	6	6	5
Physical threat or intimidation against the driver	12	6	3	5	3	11	6	3	5	4	4	11
Physical threat or intimidation between passengers	1	3	3	8	2	4	5	2	1	2	4	1
Physical threat or intimidation by the driver				1								
Verbal assault by the driver								1				

## Bus Incidents - ROM

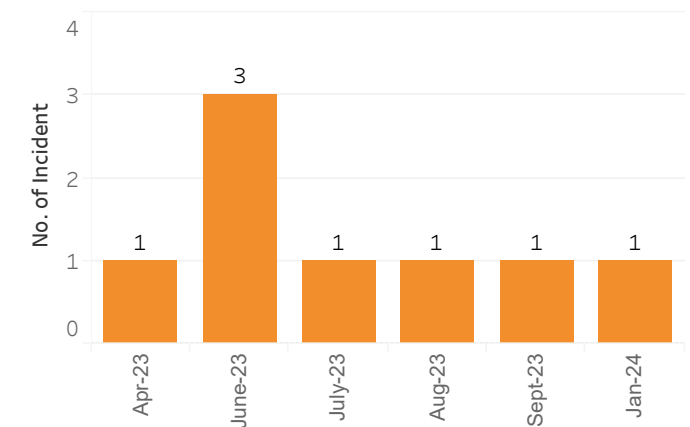
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### Major Incident by Type

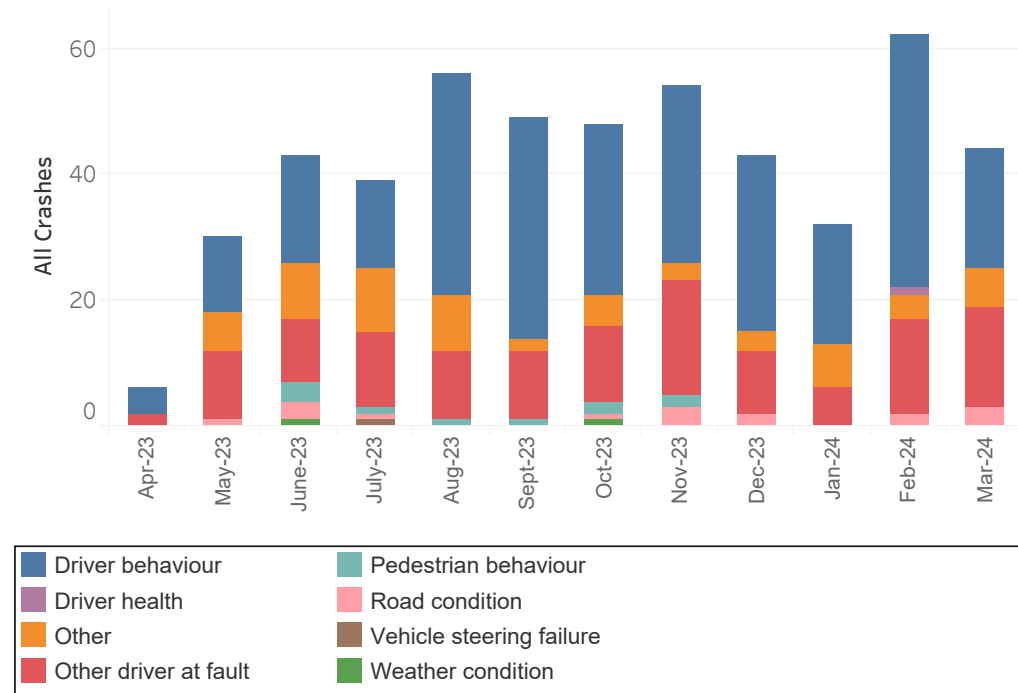


INCIDENT TYPE	No. of Incidents	% of total incidents
Refusal to pay	777.0	30.05%
Collision	506.0	19.99%
Slips, trips and falls	245.0	9.71%
Threatening/intimidating beh..	210.0	8.16%
Vehicle breakdown	199.0	7.70%
Projectiles	164.0	6.34%
Assault and offensive behav..	142.0	5.57%
Dangerous Behaviour (Pub..	104.0	4.02%

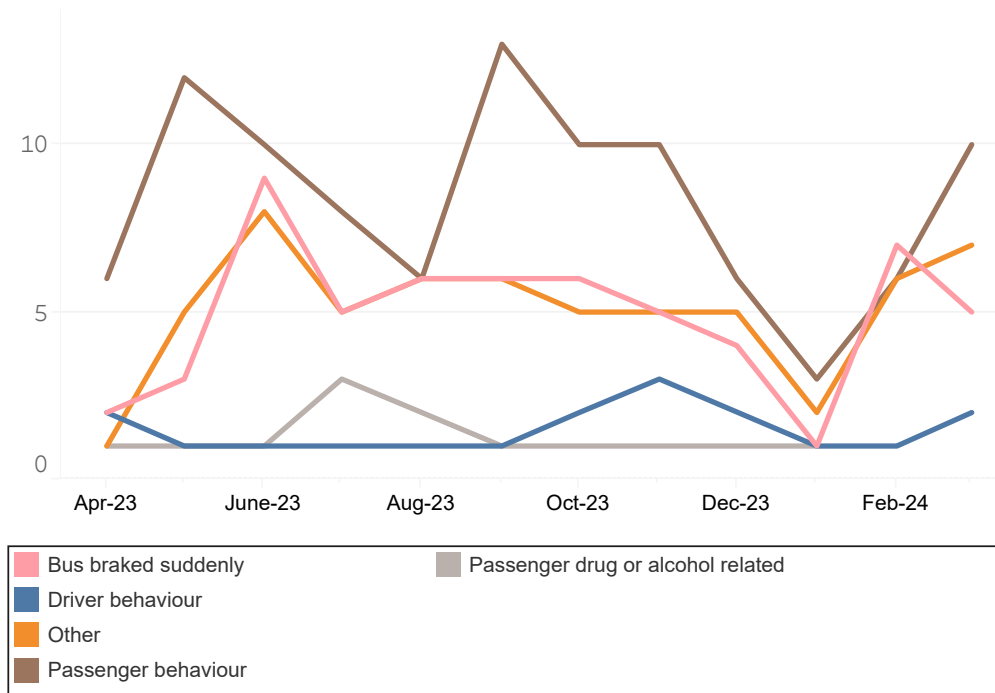
### Fire on Bus



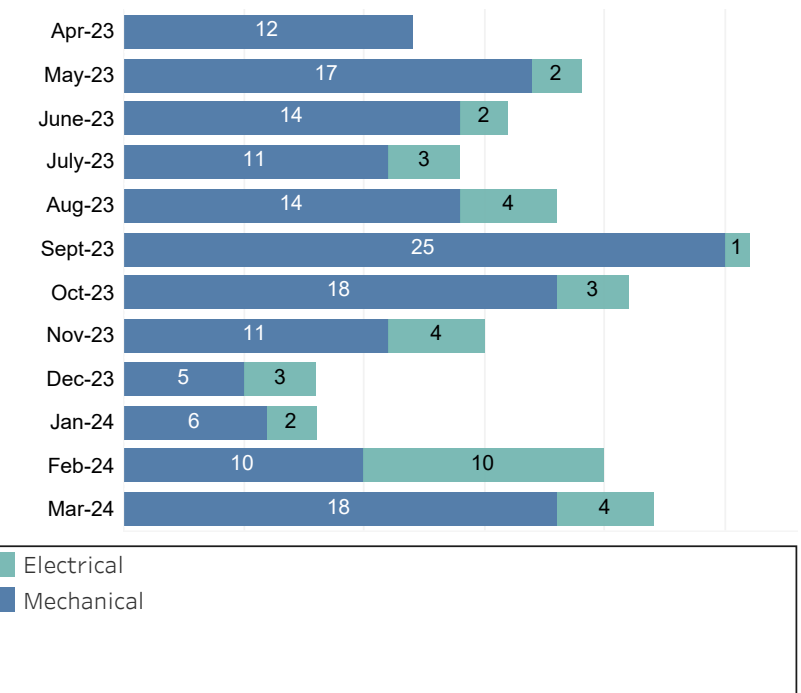
### Number of Collisions by Top Causes



### Slips, Trips and Falls by Cause



### Vehicle Breakdown by Cause



### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Indecent exposure by a passenger	1		1		1	1		1	2	1	1	1
Physical assault between passengers	3	5	7	6	4	5	6	5	2	4	10	8
Physical assault by the driver				1		1			1	1		
Physical assault on the driver	5	5	3	5	5	4	2	1	7	3	8	6
Robbery					1							
Sexual assault between passengers	1	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	Apr-23	May-23	June-23	July-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Verbal assault against the driver	6	3	5	9	8	11	9	7	10	12	8	16
Physical threat or intimidation against the driver		7	3	6	11	5	5	6	7	4	4	2
Verbal assault between passengers	2	1			5	2	2		6	3	1	4
Physical threat or intimidation between passengers	1	2	1	1	5	2	3	1	4			