

# Bus Industry Dashboard - Q3 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  
26,300

Cancelled DAs  
215  
Suspended DAs  
580

### Bus Compliance

CBUS

66.2%



RBUS/OMNI



91.0%



### Bus Incidents



5,518

Industry Status

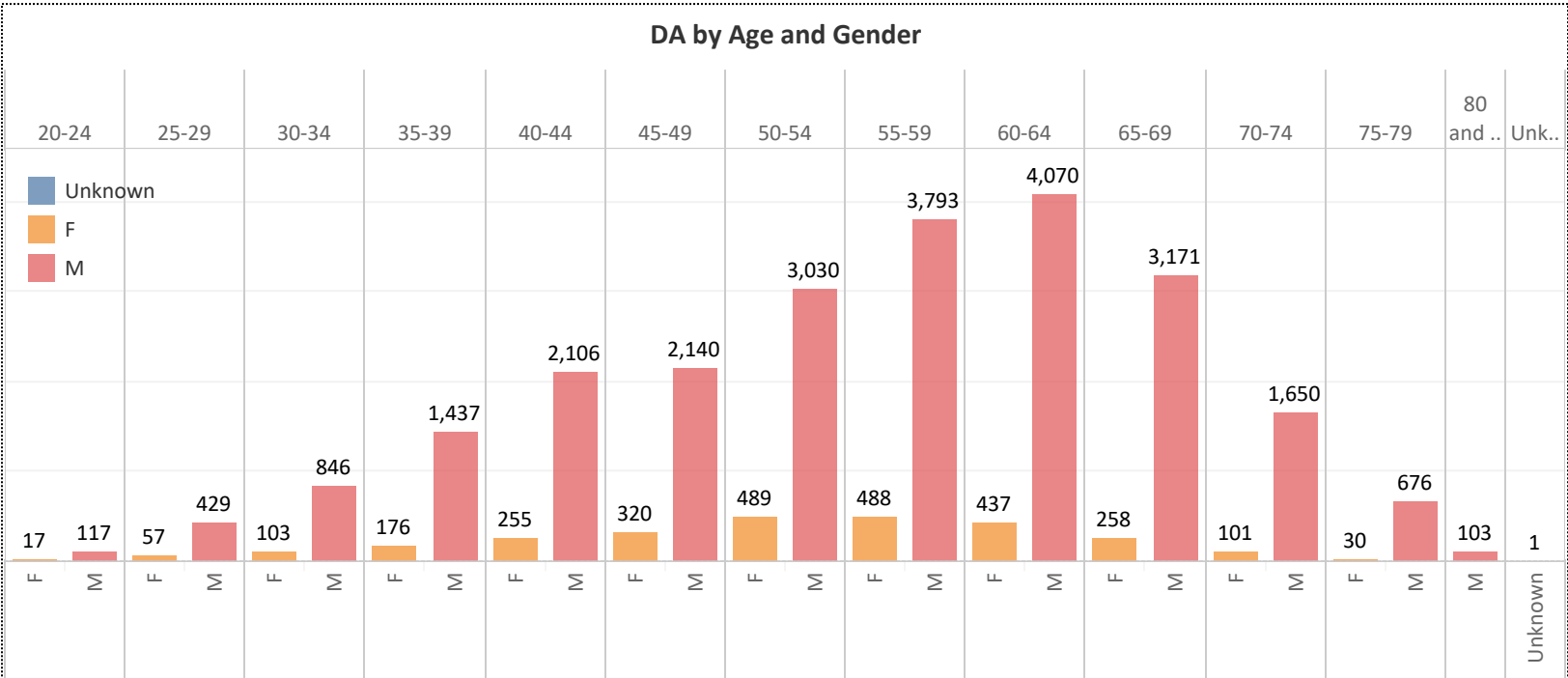


DAs and Accreditations

Current DA			
26,300			

DA Issued			
2023 Q4	2024 Q1	2024 Q2	2024 Q3
783	742	889	990

DA Renewed			
2023 Q4	2024 Q1	2024 Q2	2024 Q3
1,394	1,671	1,725	1,585



DA Cancelled	
Reason	2024 Q3
Voluntary Surrender	215

DA Suspended				
Reason	2023 Q4	2024 Q1	2024 Q2	2024 Q3
Fail to Provide Medical	129	111	172	140
Medical				110
NSW DL Not Active	377	451	314	330

Accreditation	
LDTC	826
RPS	526
Grand Total	1,352
LDTC: Long Distance Tuorist Charter RPS: Regular Passenger Service	

Operators	
950	

Accreditation Issued/Renewed		
	Issued	Renewed
2023 Q4	3	67
2024 Q1	15	379
2024 Q2	16	101
2024 Q3	16	88

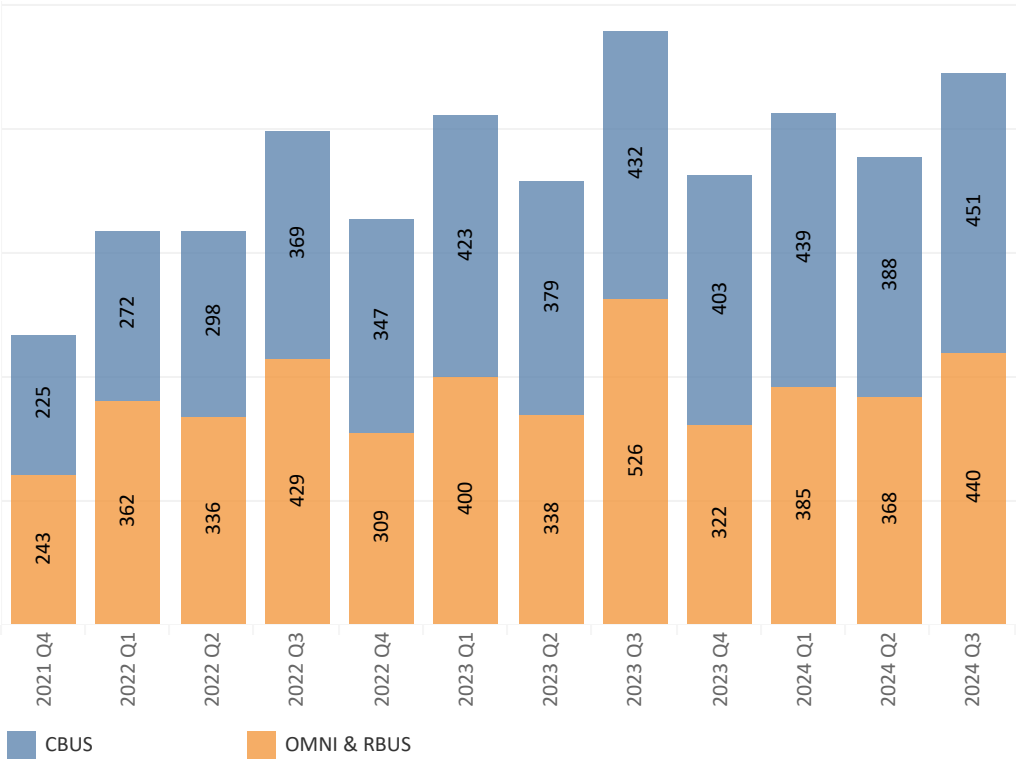


Heavy Vehicle Compliance



Notices Issued

Notices Issued to Vehicle Units

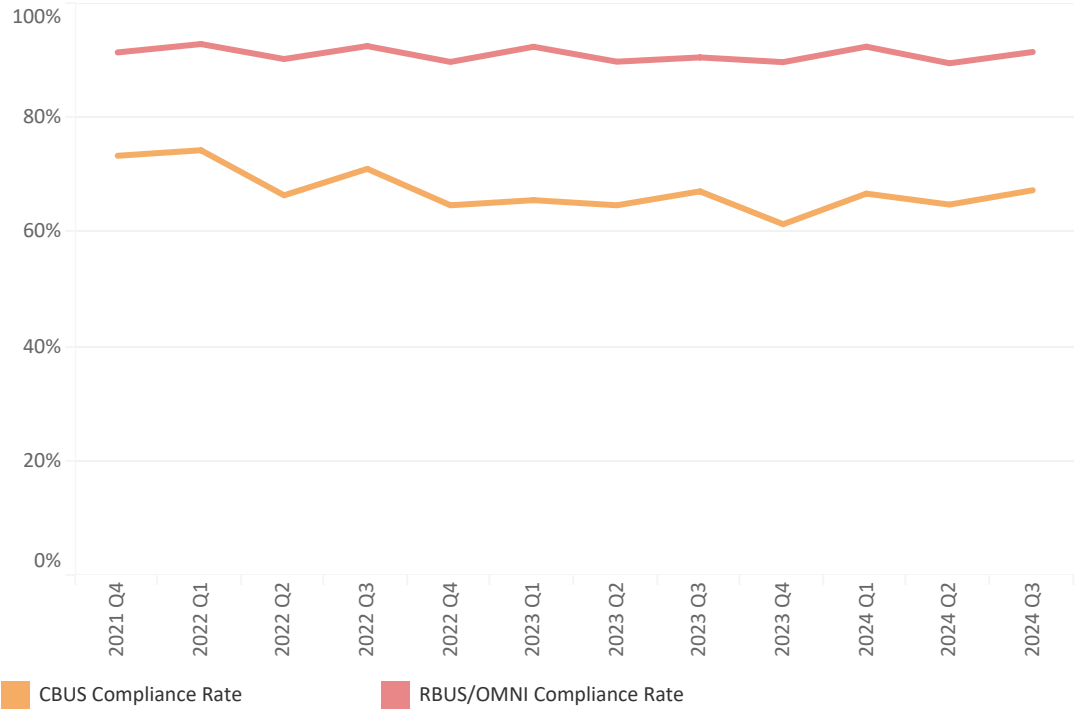


• In the last 3 year period (2021 Q4 to 2024 Q3), **8,664** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2024 Q3, only **2.0%(17)** were major and major grounded in severity and likely to cause a fatality or serious accident.

Compliance

Compliance Rate

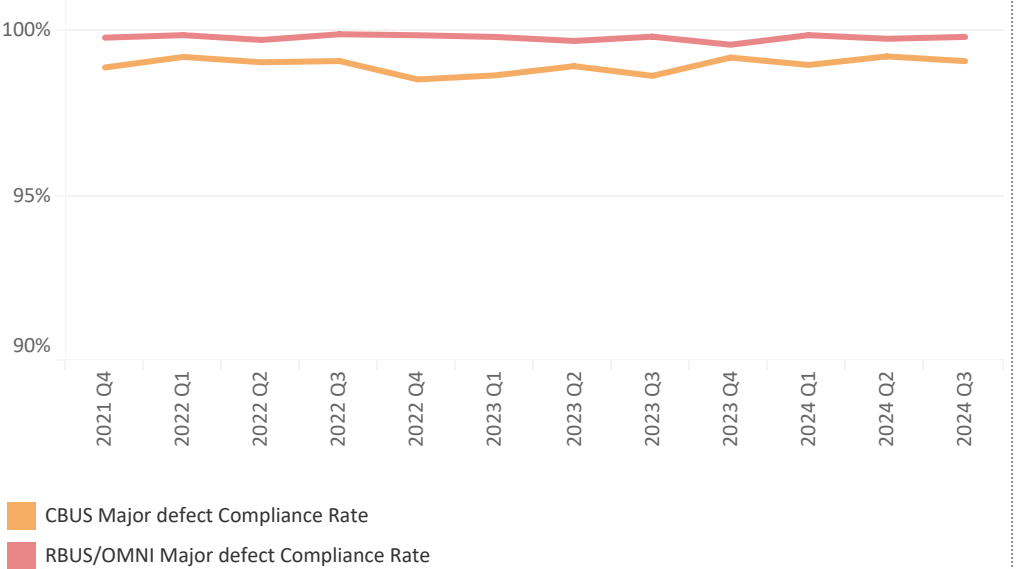


• In the 3 year period , RBUS/OMNI registered buses remain more compliant compared to CBUS .  
• OMNI and RBUS registered buses are generally more compliant with a compliance rate\* of **91.4%**. This is considerably higher than CBUS registered buses (**67.4%**).  
• The compliance rate remains stable across all bus registration usages.

\*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.

Compliance Rate (Major & Major Grounded Defects)

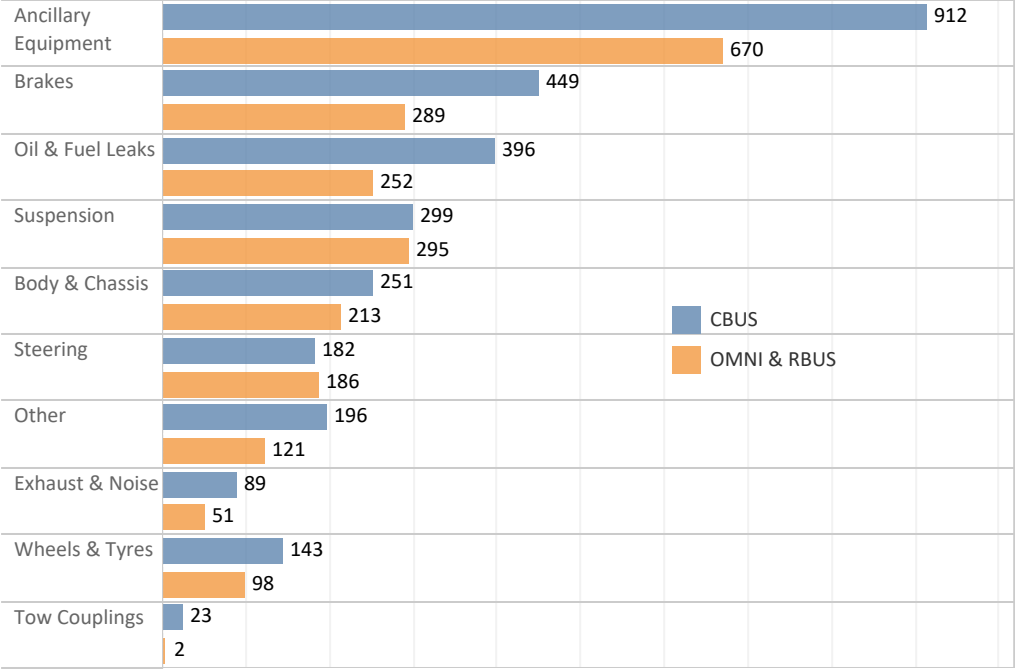
Compliance Rate (Major & Major Grounded defects)  
(All Enforcement Program)



• 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 **98.0%** of CBUS, RBUS, OMNI are compliant (Major & Major Grounded Defects) in Q3 2024. (Only **2.0%** of buses have been issued with Major defect notices in Q3 2024).

Defect Faults

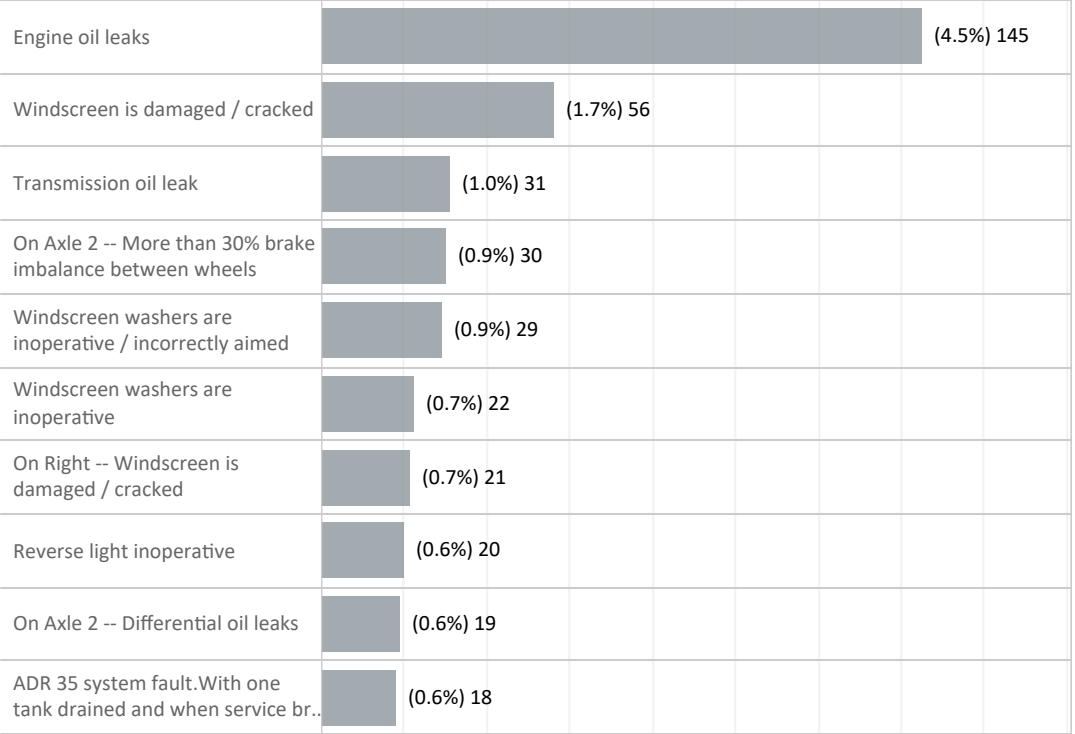
No. of defect fault types identified (All enforcement programs)  
Oct 2023 - Sep 2024



• During the last four quarters, a total of **5,117** defect fault types were identified for RBUS/OMNI and CBUS registered buses.  
• **30.98%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment.**14.44%** were brake related.

Top Identified Mechanical Maintenance Issues

Top mechanical maintainance issues identified (CBUS and RBUS/OMNI)  
Oct 2023 - Sep 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 transmission oil leak.

CBUS - Charter / Airways bus usage - let for hire

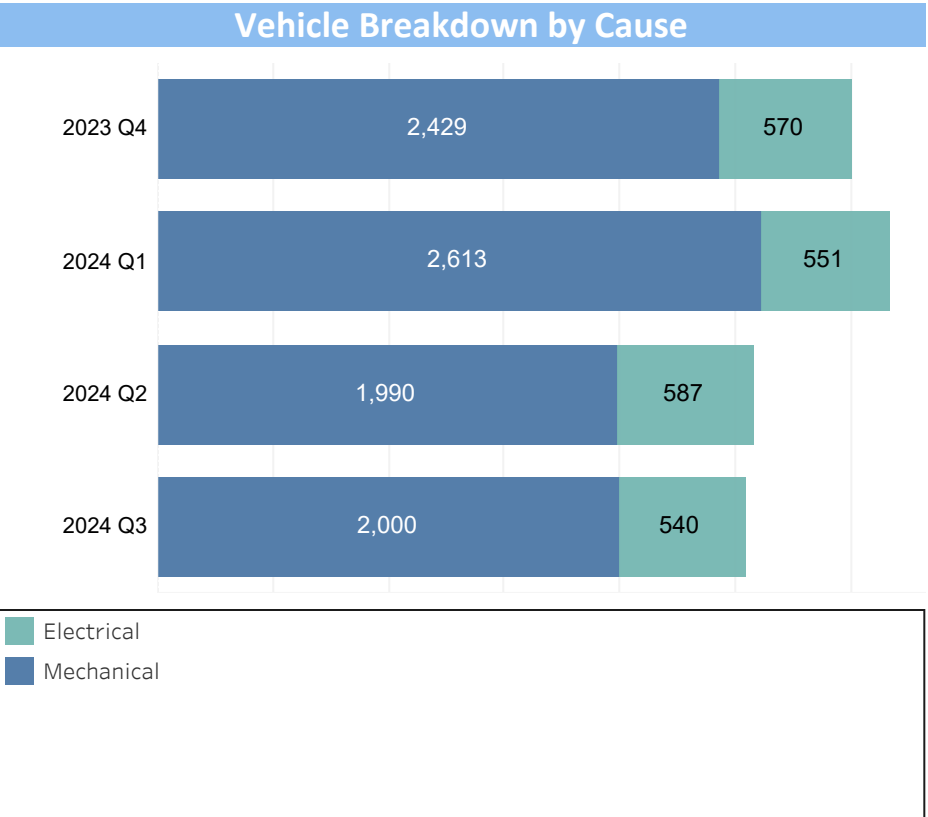
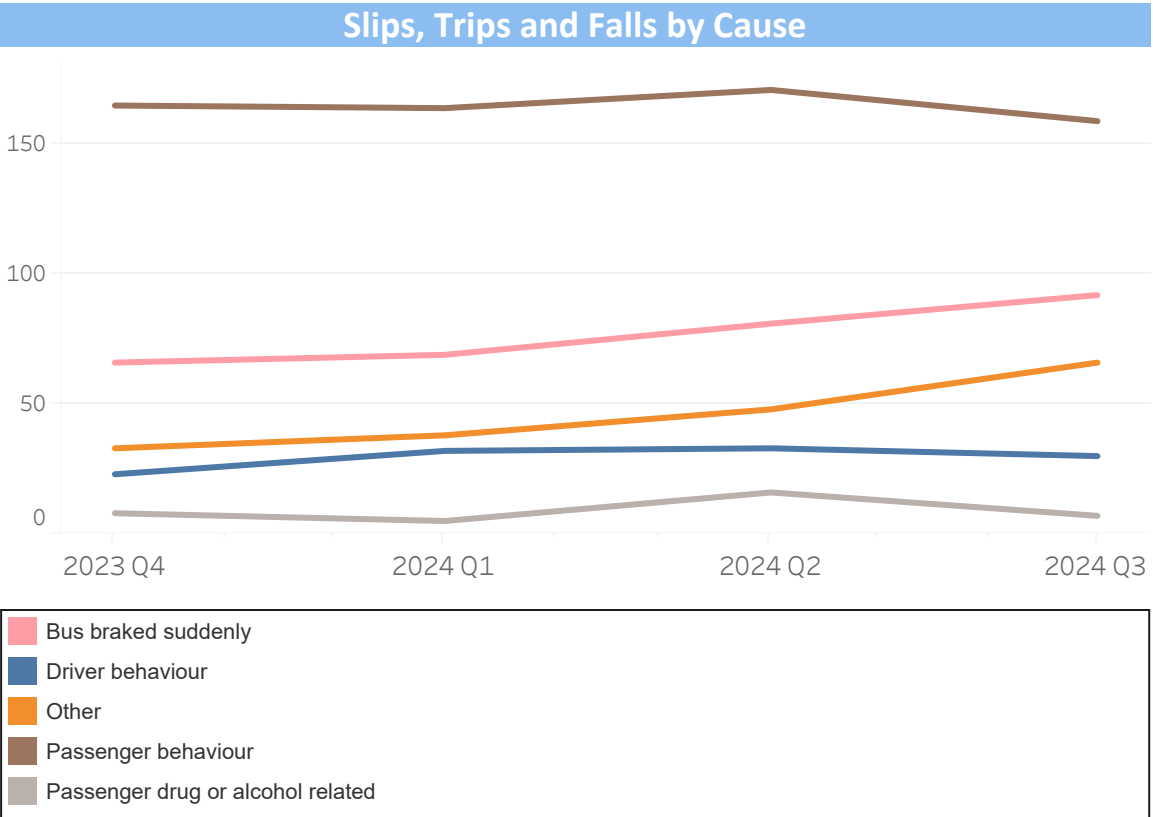
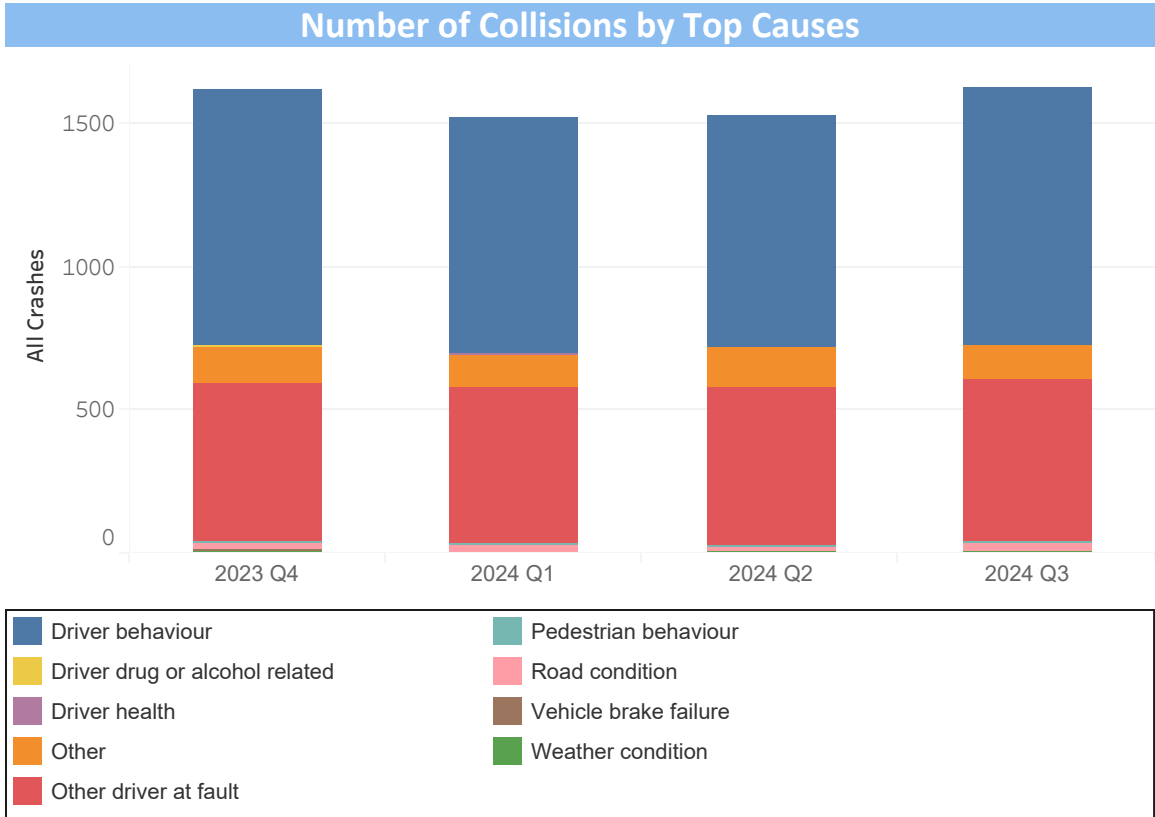
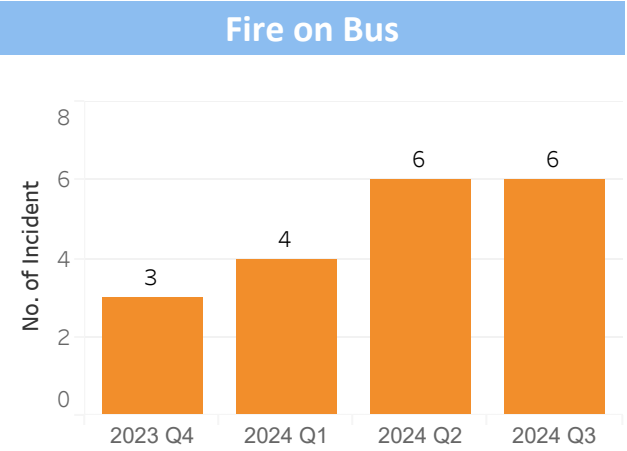
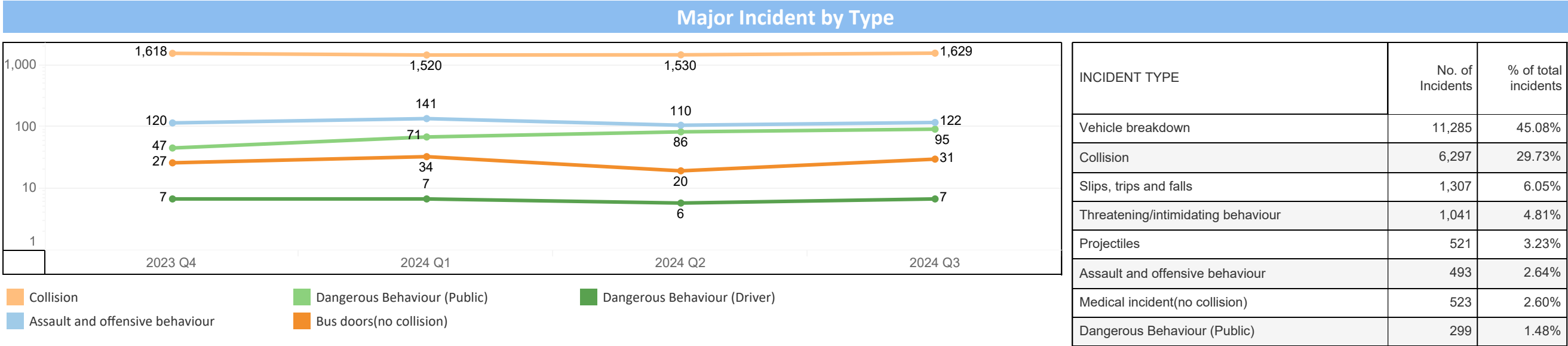
RBUS - Bus / tourist vehicles used for hire

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.



Assault and Offensive Behaviour by Incident Description												
INCIDENT DESCRIPTION	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	June-24	July-24	Aug-24	Sept-24
Indecent exposure by a passenger	4	2	5	4	1	4	3	6	2	4	4	3
Indecent exposure by the driver	1											
Physical assault between passengers	21	19	16	18	16	28	14	15	18	9	15	32
Physical assault by the driver			1	1	1	1			1			
Physical assault on the driver	11	10	22	15	27	20	9	18	16	18	13	13
Robbery	1	1			1						1	
Sexual assault between passengers	2	2	2	1	2	1	2	2	3	4	1	2

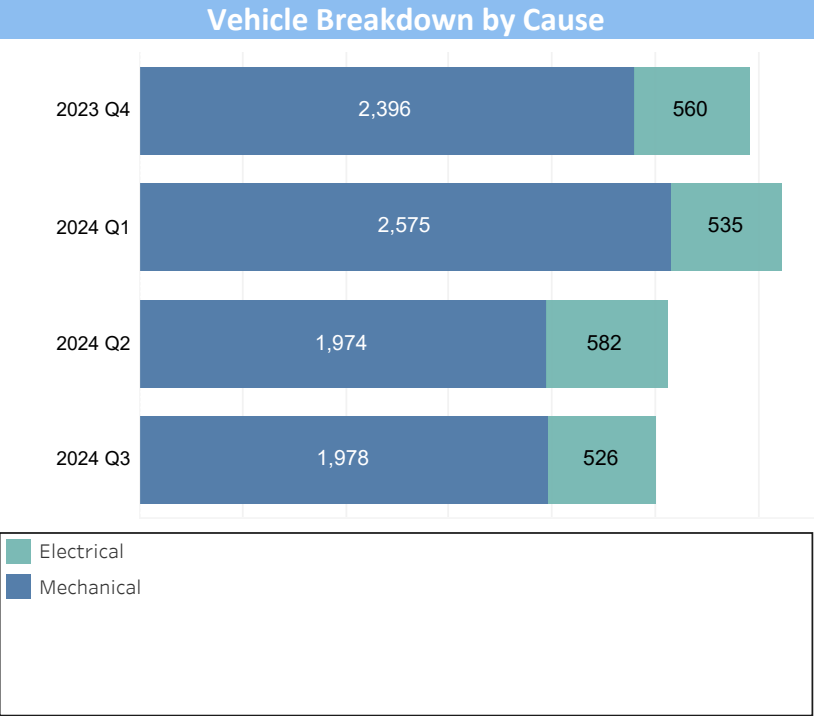
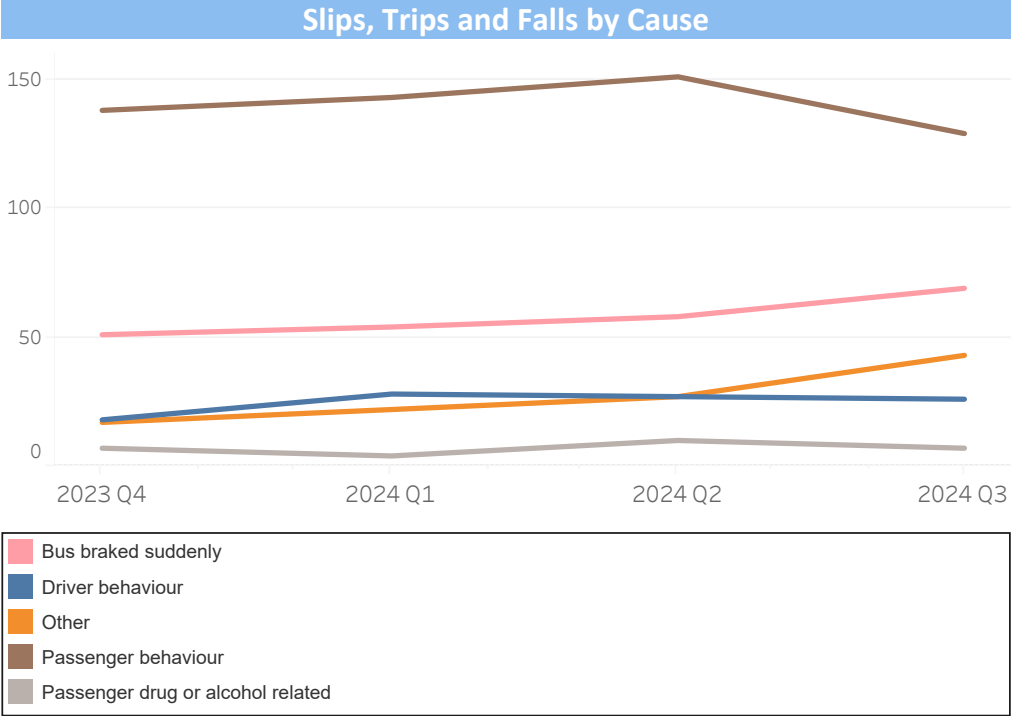
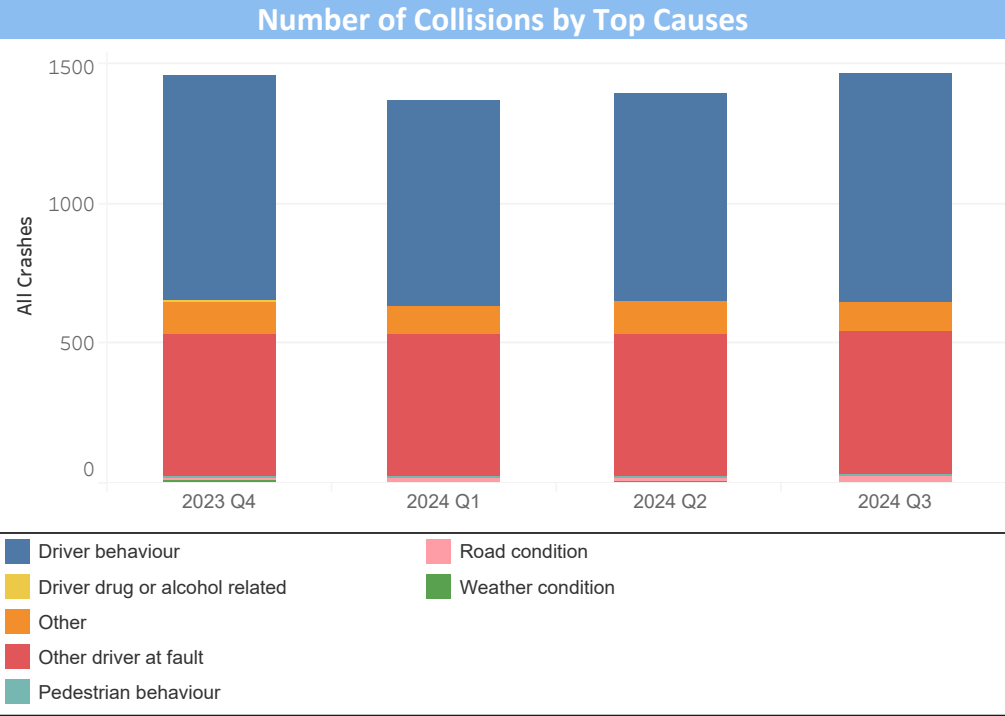
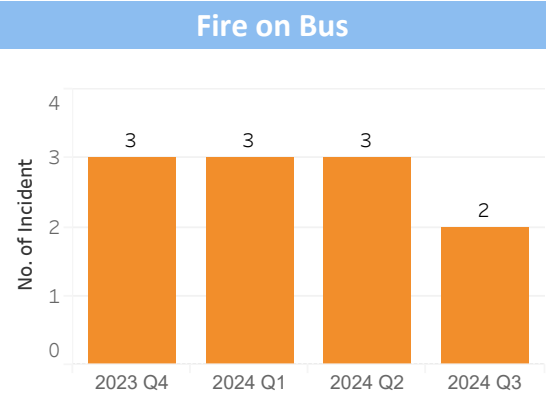
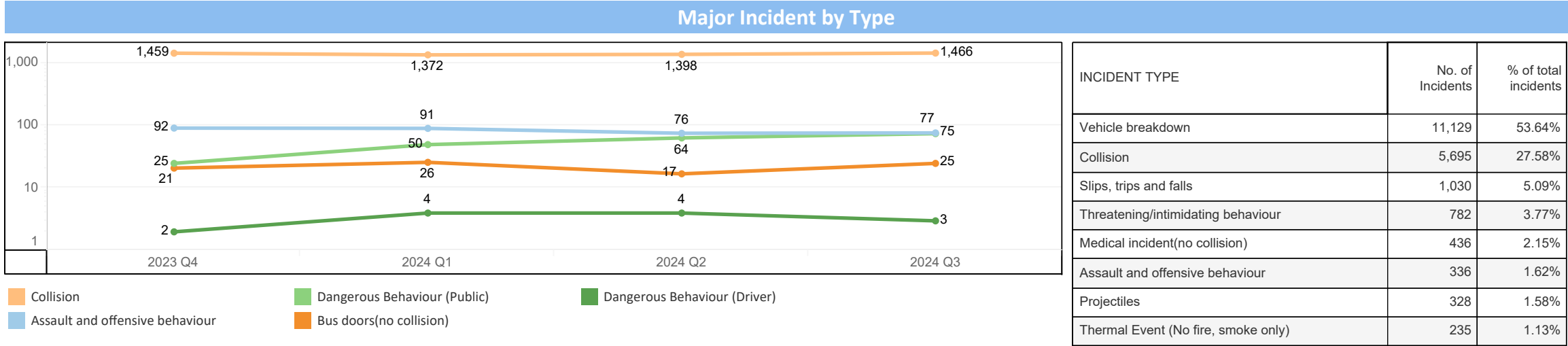
Bus Fatalities		
PASSENGER TYPE	Incident Period	
	2023	2024
Passenger	1	
Pedestrian	1	
Public		6

Threatening/Intimating Behaviour by Incident Description												
INCIDENT DESCRIPTION	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	June-24	July-24	Aug-24	Sept-24
Verbal assault against the driver	39	47	54	54	39	67	52	49	37	53	60	44
Physical threat or intimidation against the driver	13	15	13	13	14	23	23	13	21	18	24	10
Verbal assault between passengers	8	14	19	13	12	16	16	8	13	15	13	18
Physical threat or intimidation between passengers	9	4	7	4	10	2	7	9	8	6	6	3
Physical threat or intimidation by the driver						1		1		1		
Verbal assault by the driver		1						2				

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.



Assault and Offensive Behaviour by Incident Description												
INCIDENT DESCRIPTION	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	June-24	July-24	Aug-24	Sept-24
Indecent exposure by a passenger	4	1	3	3		3	2	4	1	1	2	
Indecent exposure by the driver	1											
Physical assault between passengers	15	14	14	13	6	19	7	9	13	7	8	20
Physical assault by the driver					1	1			1			
Physical assault on the driver	9	9	15	10	18	14	7	15	13	13	11	10
Robbery	1	1			1							
Sexual assault between passengers	1	2	2	1	1		1	1	2	3		1

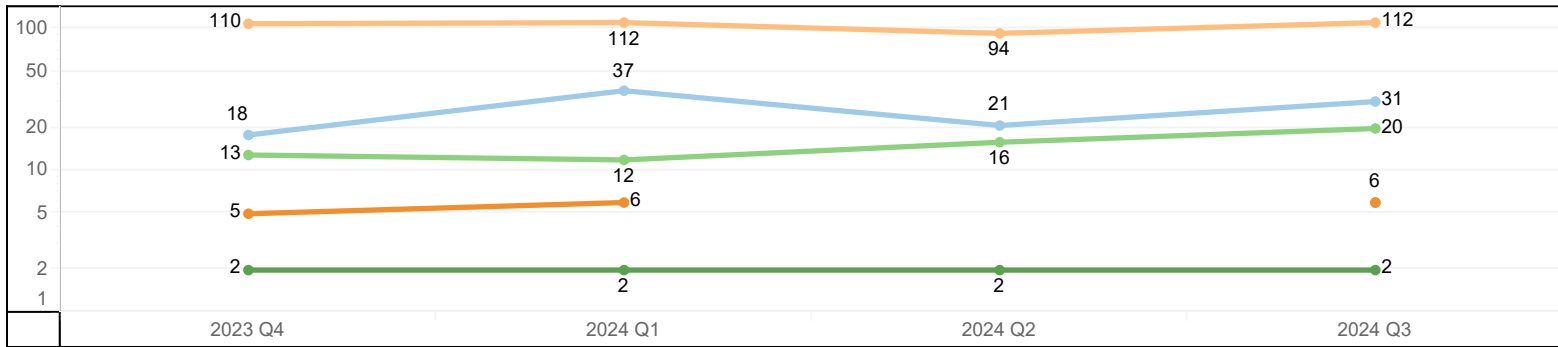
Bus Fatalities		
PASSENGER TYPE	Incident Period	
	2023	2024
Pedestrian	1	
Public		1

Threatening/Intimating Behaviour by Incident Description												
INCIDENT DESCRIPTION	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	June-24	July-24	Aug-24	Sept-24
Verbal assault against the driver	30	40	44	42	31	50	44	35	25	39	46	37
Physical threat or intimidation against the driver	8	7	6	9	10	20	19	10	15	9	14	6
Verbal assault between passengers	6	14	13	10	11	12	13	5	10	13	8	14
Physical threat or intimidation between passengers	6	3	3	4	9	2	5	2	8	4	6	1
Physical threat or intimidation by the driver						1				1		
Verbal assault by the driver		1						1				

## 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.

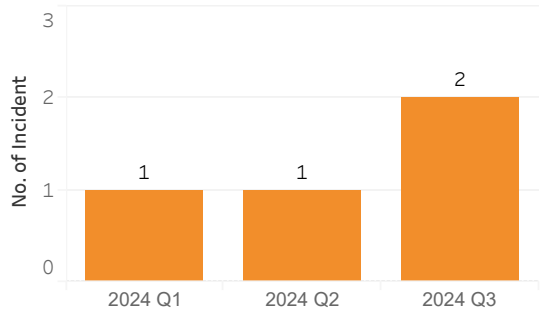
### Major Incident by Type



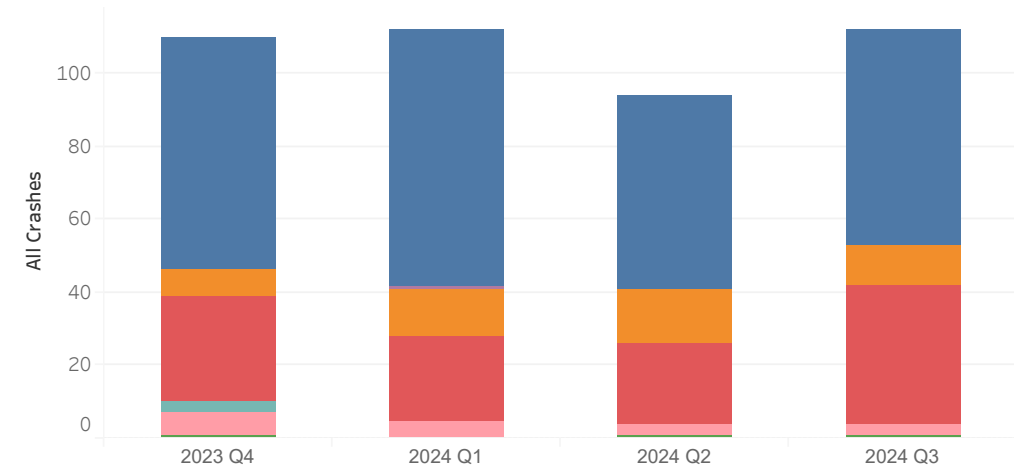
Collision  
Assault and offensive behaviour  
Dangerous Behaviour (Public)  
Bus doors(no collision)  
Dangerous Behaviour (Driver)

INCIDENT TYPE	No. of Incidents	% of total incidents
Collision	428.0	41.25%
Projectiles	150.0	11.60%
Threatening/intimidating behaviour	204.0	10.39%
Slips, trips and falls	188.0	9.01%
Assault and offensive behaviour	107.0	7.57%
Vehicle breakdown	106.0	4.62%
Dangerous Behaviour (Public)	61.0	3.74%
Medical incident(no collision)	59.0	3.71%

### Fire on Bus

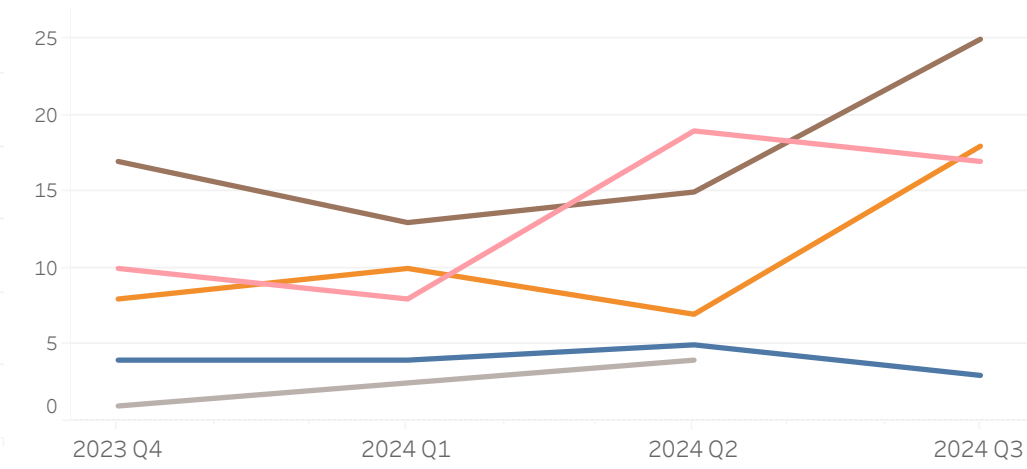


### Number of Collisions by Top Causes



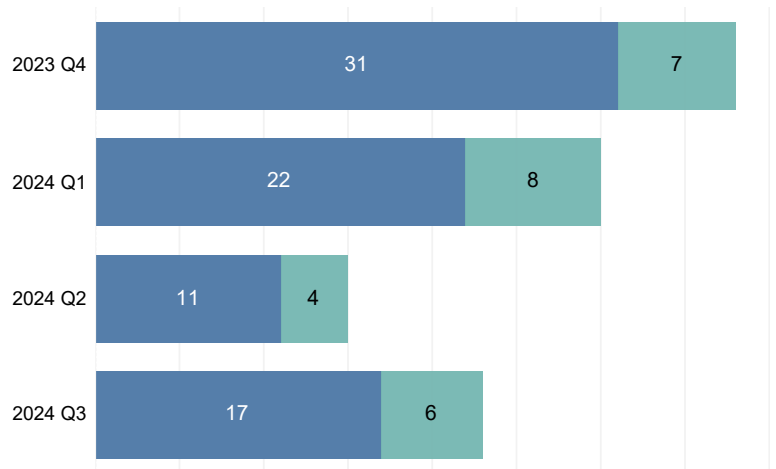
Driver behaviour  
Driver health  
Other  
Other driver at fault  
Pedestrian behaviour  
Road condition  
Weather condition

### Slips, Trips and Falls by Cause



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

### Vehicle Breakdown by Cause



Electrical  
Mechanical

### Assault and Offensive Behaviour by Incident Description

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

### Bus Fatalities

PASSENGER TYPE	Incident Period	
	2023	2024
Passenger	1	
Public		5

### Threatening/Intimating Behaviour by Incident Description

INCIDENT DESCRIPTION	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	June-24	July-24	Aug-24	Sept-24
Verbal assault against the driver	9	7	9	8	6	12	6	13	10	11	11	5
Physical threat or intimidation against the driver	5	8	3	4	4	2	2	2	5	5	7	1
Verbal assault between passengers	2		4	2	1	4	3	3	2	2	2	3
Physical threat or intimidation between passengers	3	1	4				2	6		2		2
Verbal assault by the driver								1				