



Quarterly Performance Report

▶ State Transit



Quarterly Performance Information

July-September 2013



Transport
State Transit



Quarterly Performance Report

State Transit

Proactive Release Information

Under the *Government Information (Public Access) Act 2009* ('GIPA Act'), government services are encouraged to release information about their operations proactively, unless there is an overriding public interest against disclosure.

The Quarterly Report is intended as a snapshot of our recent performance, providing a focus on key performance areas. The report provides updates for the recent quarterly period, and comparisons to the previous quarter, and for the same period for the previous year.

The Sydney Buses information is a combination of the performance information for Regions 6, 7, 8 and 9. The State Transit information is a combination of information for Sydney Buses and Newcastle Buses.

The information that is provided in this report includes the following:

Quarterly Report – September 2013	Reliability	% of timetable trips commenced their route	Page 5
	On-time Running	% of buses starting their trip within 2 minutes before and 6 minutes after their scheduled departure time.	Page 6
	Patronage	Total patronage	Page 7
	State Transit Fleet	<ul style="list-style-type: none"> • Total fleet • Air-conditioned and wheelchair-accessible buses • Average age 	Page 8
	Mechanical Breakdowns	Number of mechanical breakdowns per 100,000 kilometres	Page 9
	Drug & Alcohol Testing	<ul style="list-style-type: none"> • Total tests conducted • Total positive tests recorded 	Page 10

The report also provides a further breakdown of the data that is provided in the annual reports.

The Information presented in this report is provided by the following contract regions:

Region 6 Services for the Inner Western and South Western suburbs

Provides services for the regional centres of Lidcombe, Strathfield, Burwood, Five Dock, Ashfield, Marrickville, Kogarah, Leichhardt, Newtown, Balmain, Glebe, Pyrmont and the CBD.

Region 7 Services for the North Western, Northern Harbour and Riverside suburbs

Provides services for the regional centres of Crows Nest, Chatswood, Ryde, Epping, Macquarie Park, Eastwood and Artarmon.



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Region 8 Services for the Northern Beaches and Lower North Shore

Provides services for the regional centres of North Sydney, Neutral Bay, Mosman, Manly, Dee Why, Brookvale, Mona Vale and Palm Beach.

Region 9 Services for the Eastern and South Eastern suburbs

Provides services for the regional centres of Kings Cross, Paddington, the Airport, Botany, Maroubra, Coogee, Bondi Beach, Bondi Junction, Randwick, Double Bay and Redfern.

OMBSC 5 Services for the Newcastle and Lake Macquarie areas



Sydney





Summary

Boasting the biggest bus fleet in Australia and also one of the most modern, State Transit manages one of the largest bus networks in the world.

During the September quarter, 2013:

- 50.947 million passengers were carried on State Transit services;
- the State Transit fleet consisted of 2,166 buses;
- more than 1.31 million Sydney Buses services operated during the September quarter and more than 85,100 Newcastle Buses services operated over that same period;
- the rate of mechanical breakdowns for Sydney Buses was 6.1 per 100,000kms; and
- State Transit conducted 315 breath alcohol tests and 93 drug tests across its staff.

Compared to the same quarter last year (September quarter, 2012):

- Combined patronage on Sydney Buses and Newcastle Buses & Ferries services increased 0.46%: 50.947 million (September quarter, 2013) v 50.714 million (September quarter, 2012).
- State Transit increased the number of wheelchair-accessible and air-conditioned buses in its fleet.
- State Transit exceeded its reliability target of 99.75% across all five regions that it is contracted to operate in.
- The rate of mechanical breakdowns for Sydney Buses services increased marginally from 6.0 buses per 100,000km (September quarter, 2012) to 6.1 per 100,000km (September quarter, 2013).



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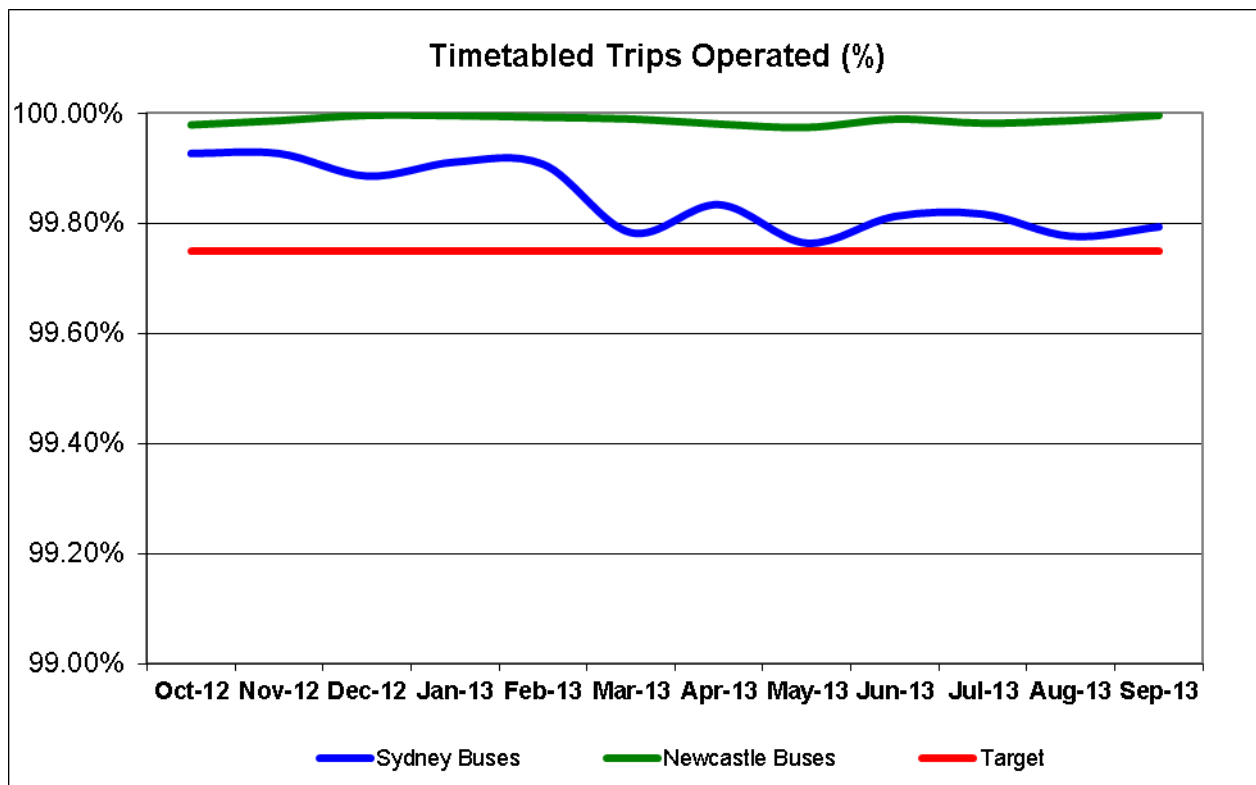
Reliability

The reliability of bus services is a critical component in State Transit's objective of attracting travellers to public transport.

The **reliability** of State Transit services is measured by the number of timetabled services that are operated.

State Transit's reliability target across all its services is 99.75%.

	September Quarter 2013			June Quarter 2013			September Quarter 2012		
	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)	Total Timetabled Trips	Total Trips Operated	Timetabled Trips Operated (%)
Region 6	391,741	390,924	99.79%	389,676	388,808	99.78%	408,192	407,904	99.93%
Region 7	265,464	264,804	99.75%	258,157	257,656	99.81%	261,352	261,274	99.97%
Region 8	208,385	208,188	99.91%	197,211	197,006	99.90%	199,216	199,139	99.96%
Region 9	447,510	446,500	99.77%	435,019	434,061	99.78%	435,527	435,172	99.92%
Sydney Buses	1,313,100	1,310,416	99.80%	1,280,063	1,277,531	99.80%	1,304,287	1,303,489	99.94%
OMBSC 5	85,138	85,128	99.99%	85,521	85,505	99.98%	84,029	84,020	99.99%





On-Time Running

On-time running is important to everyone and many factors can affect the reliable performance of bus services including traffic accidents, special events, wet weather conditions and road works. Bus services are also delayed by motorists who park in bus stops, illegally use bus-only lanes, park in clearways and those who refuse to give way to buses when pulling out from bus stops.

A bus service is deemed as having operated on-time if it starts its trip between two minutes before and six minutes after its scheduled departure time. This allows for circumstances, such as those listed above, which are out of a bus operator's control.

On-time running data is collected by Transport for NSW on three separate days each month, between the hours of 6am and 10am. This is done across 11 different locations in State Transit's operating areas.

	<i>July 2013</i>	<i>August 2013</i>	<i>September 2013</i>
	<i>% On-Time Running</i>	<i>% On-Time Running</i>	<i>% On-Time Running</i>
<i>Region 6</i>	94.3%	91.2%	91.4%
<i>Region 7</i>	93.1%	88.9%	89.8%
<i>Region 8</i>	96.7%	92.2%	94.9%
<i>Region 9</i>	94.6%	93.9%	91.4%



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Patronage

State Transit is committed to increasing the share of commute trips by public transport.

To attract customers to bus services, State Transit works hard to maintain a high level of service reliability, a high level of comfort on board the buses and a high level of convenience for passengers in ensuring that services go to where they need them to go.

	Sept Quarter 2013	June Quarter 2013	Sept Quarter 2012
Sydney Buses	48,005,000	48,041,000	47,713,000
Newcastle Bus & Ferry Services	2,942,000	2,974,000	3,001,000

Metrobus services operated by State Transit

State Transit commenced Metrobus services in October 2008 with the introduction of the M10 service between Leichhardt and Kingsford.

These Metrobus services provide high-frequency, high-capacity links between key employment and growth centres across Sydney. State Transit now operates eight Metrobus routes.

	Sept Quarter 2013	June Quarter 2013	Sept Quarter 2012
M10 Leichhardt – Maroubra Jn	618,928	610,276	585,190
M20 Gore Hill – Mascot	544,594	534,388	501,471
M30 Mosman – Sydenham	597,063	598,788	564,935
M40 Chatswood – Bondi Jn	470,979	454,210	422,777
M41 Macquarie Park – Hurstville	442,912	427,640	426,487
M50 Drummoyne – Coogee	490,136	478,293	445,897
M52 Parramatta – Circular Quay	774,490	753,742	751,830
M54 Parramatta – Macquarie Park	359,167	349,440	340,492



State Transit Fleet

The number of buses in the State Transit fleet, as of 31 September 2013 was 2,166.

Over the past 12 months, with the introduction of new buses and the retirement of older vehicles, the overall number of wheelchair-accessible buses in the fleet has increased by 95 buses and the overall number of air-conditioned buses increased by 93.

Under the Metropolitan and Outer Metropolitan Bus Service Contracts, the average age of the State Transit bus fleet should be no more than 12 years. Over the last 12 months, the average age of the State Transit bus fleet has decreased to 9.93 years.

	Sept Quarter 2013	June Quarter 2013	Sept Quarter 2012
Total number of buses	2,166	2,166	2,195
Wheelchair-accessible	1,723 (79.5% of fleet)	1,718 (79.3% of fleet)	1,628 (74.2% of fleet)
Air-conditioned	1,976 (91.2% of fleet)	1,971 (91% of fleet)	1,883 (85.8% of fleet)
Average fleet age	9.93 years	9.80 years	10.23 years



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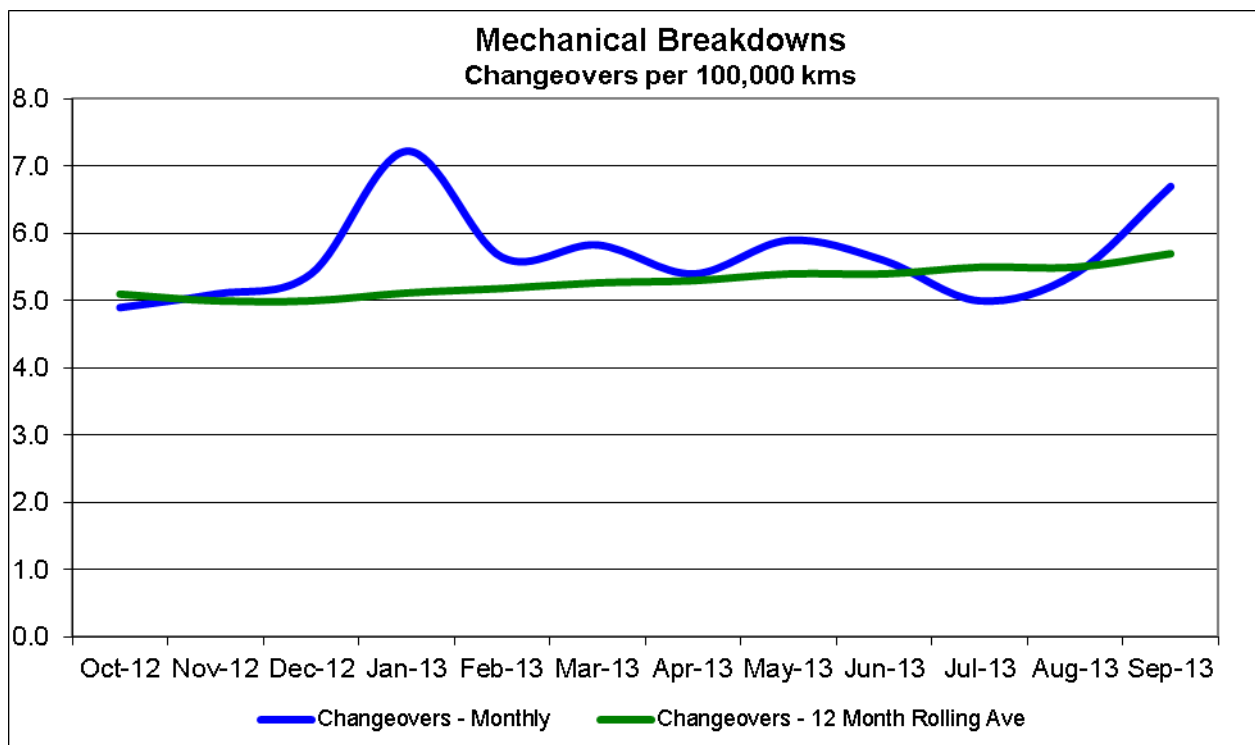
State Transit

Mechanical Breakdowns

State Transit's current fleet of 2,166 buses operate more than 16,000 services a day, travelling around 90 million kilometres every year. Travelling such distances means significant amounts of wear and tear on buses, engines and fittings. Mechanical breakdowns are to be expected in any vehicle industry, and State Transit works hard to drive repairs down.

Mechanical breakdowns constitute any incident involving engine, transmission, overheating or braking problems that prevent a bus from safely continuing its journey. The bus may still be operable, but State Transit has withdrawn the bus from service in the interests of customer comfort or safety. These changeovers are measured against the number of kilometres that the fleet travels.

	September Quarter 2013		June Quarter 2013		September Quarter 2012	
	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms	Total Kilometres Operated	Mechanical Breakdowns per 100,000 kms
Region 6	6,045,789	5.7	6,159,835	5.1	6,905,709	4.8
Region 7	5,195,489	5.7	5,032,244	5.6	5,207,635	5.7
Region 8	4,290,392	3.2	4,052,258	3.3	4,131,664	4
Region 9	6,291,394	8.8	6,082,886	9.2	6,278,057	6.8
Sydney Buses	21,823,064	6.1	21,327,223	6.0	22,523,065	5.4
OMBSC 5	2,166,412	1.4	2,130,188	1.5	2,168,377	1.2





Drug and Alcohol Testing

State Transit introduced an alcohol and drugs program in 2004 with a commitment to a safe and clean environment. The organisation has taken steps to ensure that all employees are aware of their obligations under its stringent alcohol and drug testing policy.

All Transport Safety Employees are subject to random drug and alcohol testing, 24 hours a day, seven days a week, and all State Transit employees are subject to testing as a result of an incident, or if there is reasonable cause that the employee may be under the influence of alcohol or other drugs while at work.

	Alcohol Testing					
	September Quarter 2013			June Quarter 2013		
	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)
Region 6	115	0	0.00%	207	0	0.00%
Region 7	49	0	0.00%	116	0	0.00%
Region 8	51	0	0.00%	143	1	0.70%
Region 9	60	0	0.00%	67	0	0.00%
Sydney Buses	275	0	0.00%	533	1	0.19%
OMBSC 5	40	0	0.00%	0	0	0.00%

	Drug Testing					
	September Quarter 2013			June Quarter 2013		
	Tests Conducted	Positive Test Recorded	Positive Results (%)	Tests Conducted	Positive Test Recorded	Positive Results (%)
Region 6	20	0	0.00%	40	1	2.50%
Region 7	12	0	0.00%	25	1	4.00%
Region 8	18	0	0.00%	76	0	0.00%
Region 9	27	0	0.00%	25	0	0.00%
Sydney Buses	77	0	0.00%	166	2	1.20%
OMBSC 5	16	0	0.00%	0	0	0.00%