



Quarterly Performance Report



State Transit



Quarterly Performance Information

April-June 2012



Transport
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 – March 2012 | Reliability | % of timetable trips commenced their route | Page 5 |
| | On-time Running | % of buses starting their trip within 5 minutes of the scheduled timetable | 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.

OMBS 5 Services for the Newcastle and Lake Macquarie areas



Newcastle

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 June quarter, 2012:

- more than 47.7 million passengers were carried on State Transit bus services
- the State Transit fleet consisted of 2,209 buses
- State Transit operated more than 1.37 million bus services, which was 99.93% of all timetabled services
- the rate of mechanical breakdowns for Sydney Buses was 5.3 per 100,000kms
- State Transit conducted 1,048 breath alcohol tests and 213 drug tests

Compared to the same quarter last year (June quarter, 2011):

- State Transit patronage dropped marginally – 0.6% - 50.74 million (June 2012) v 51.04 million (June 2011)
- the overall State Transit fleet decreased by 43 buses, but increased the number of wheelchair accessible and air-conditioned buses
- the number of bus services operated by State Transit remained static – 1.366 million (June 2012) v 1.367 million (June 2011)
- 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 was static – 5.3 per 100,000km
- the number of drug and alcohol tests dramatically increased compared with the same period last year. There were two positive alcohol test results and three positive drug test results recorded during the March 2012 quarter



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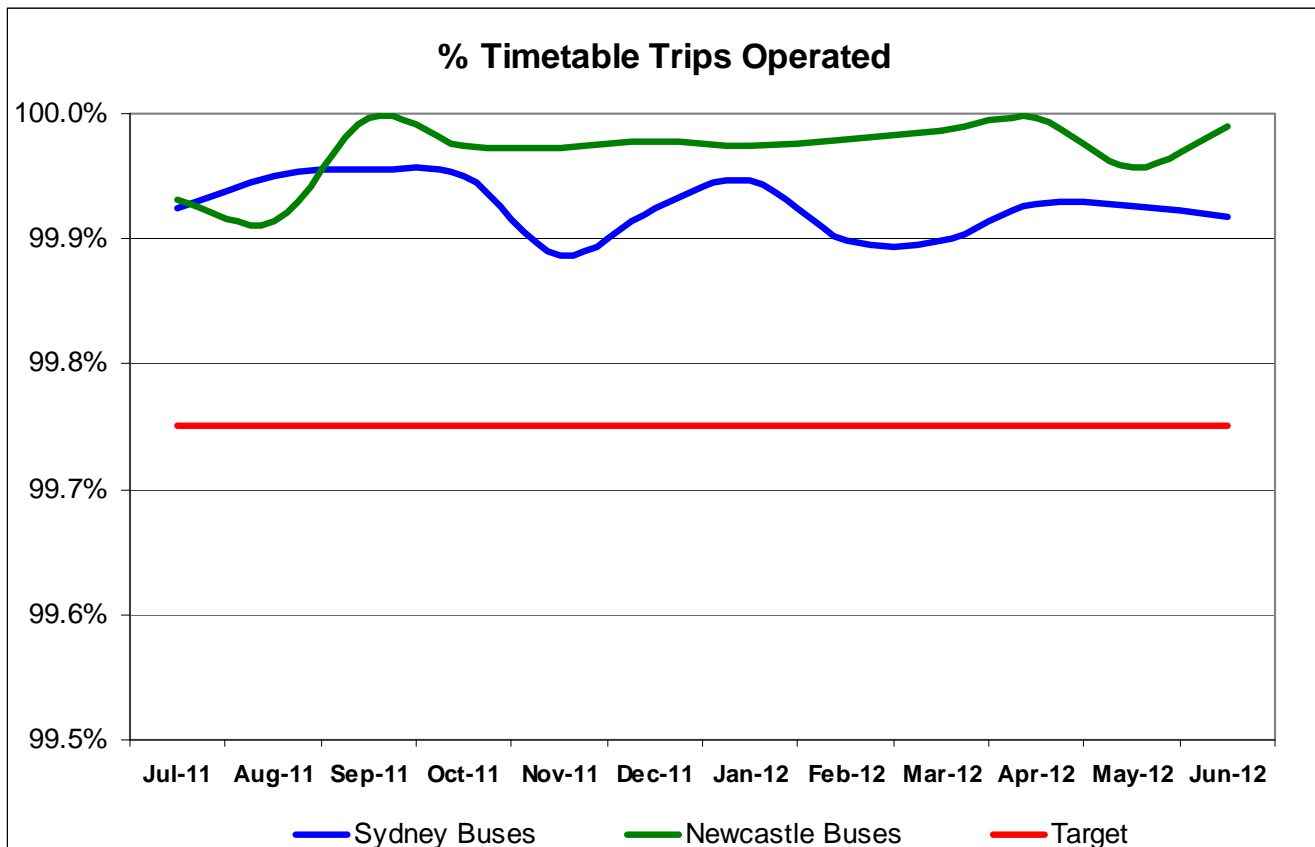
Reliability

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%.

| | June Quarter 2012 | | | March Quarter 2011 | | | June Quarter 2011 | | |
|--------------|------------------------|----------------------|-------------------------------|------------------------|----------------------|-------------------------------|------------------------|----------------------|-------------------------------|
| | 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 | 399,300 | 398,942 | 99.91% | 400,650 | 400,265 | 99.90% | 400,767 | 400,410 | 99.91% |
| Region 7 | 254,540 | 254,358 | 99.93% | 255,026 | 254,864 | 99.94% | 253,458 | 253,325 | 99.95% |
| Region 8 | 197,646 | 197,558 | 99.96% | 195,342 | 195,232 | 99.94% | 194,545 | 194,406 | 99.93% |
| Region 9 | 431,872 | 431,521 | 99.92% | 433,574 | 433,228 | 99.92% | 436,590 | 436,266 | 99.93% |
| Sydney Buses | 1,283,358 | 1,282,379 | 99.92% | 1,284,592 | 1,283,589 | 99.92% | 1,285,360 | 1,284,407 | 99.93% |
| OMBSC 5 | | 82,669 | 99.98% | 81,288 | 81,272 | 99.98% | 82,845 | 82,785 | 99.93% |





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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.

The on-time running for State Transit is defined as a bus that starts its trip between zero to 5 minutes after the scheduled departure time. This allows for circumstances, such as those listed above, which are out of State Transit's control.

From 2012, a different regime is in place to measure the on-time running of bus services. This regime has been determined by Transport for NSW. It measures the on-time running of bus services between the hours of 6am and 10am, on three separate days each month, across 11 different locations in State Transit's operating areas.

| | April 2012 | May 2012 | June 2012 |
|----------|-------------------|-------------------|-------------------|
| | % On-Time Running | % On-Time Running | % On-Time Running |
| Region 6 | 90.3% | 90.3% | 92.8% |
| Region 7 | 92.3% | 92.3% | 87.4% |
| Region 8 | 94.1% | 94.1% | 94.9% |
| Region 9 | 89.9% | 89.9% | 91.3% |



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Patronage

State Transit is committed to increasing the share of commute trips by public transport. Patronage on State Transit bus services passed 200 million passenger trips for the eighth consecutive financial year.

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.

Patronage on State Transit services has remained static compared to the same period last year.

| | June Quarter 2012 | March Quarter 2012 | June Quarter 2011 |
|---|-------------------|--------------------|-------------------|
| Sydney Buses | 47,712,000 | 47,758,000 | 47,974,000 |
| Newcastle Bus & Ferry Services | | 2,918,000 | 3,062,000 |

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.

| | June Quarter 2012 | March Quarter 2012 | June Quarter 2011 |
|--------------------------------------|-------------------|--------------------|-------------------|
| M10 Leichhardt Maroubra Jn | 583,450 | 575,070 | 589,336 |
| M20 Gore Hill Mascot | 482,723 | 468,373 | 444,872 |
| M30 Mosman Sydenham | 566,582 | 544,943 | 510,835 |
| M40 Chatswood Bondi Jn | 407,154 | 406,771 | 358,878 |
| M41 Macquarie Park Hurstville | 393,178 | 377,321 | 327,649 |
| M50 Drummoyne Coogee | 422,451 | 419,118 | 339,636 |
| M52 Parramatta Circular Quay | 732,876 | 715,716 | 714,778 |
| M54 Parramatta Macquarie Pk | 336,207 | 307,747 | 313,204 |



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State Transit Fleet

The number of buses in the State Transit fleet, as of 30 June 2012, was 2,209. This is a decrease year-on-year of 43 buses.

Over the same period, 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 184 buses and the number of air-conditioned buses has also increased by 97.

Under the Metropolitan and Outer Metropolitan Bus System 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 10.45 years.

| | June Quarter 2012 | March Quarter 2012 | June Quarter 2011 |
|------------------------------|------------------------|------------------------|----------------------|
| Total number of buses | 2,209 | 2,202 | 2,252 |
| Wheelchair-accessible | 1,596 (72.3% of fleet) | 1,539 (69.9% of fleet) | 1,412 (63% of fleet) |
| Air conditioned | 1,851 (83.8% of fleet) | 1,794 (81.5% of fleet) | 1,754 (78% of fleet) |
| Average fleet age | 10.45 years | 10.83 years | 10.89 years |



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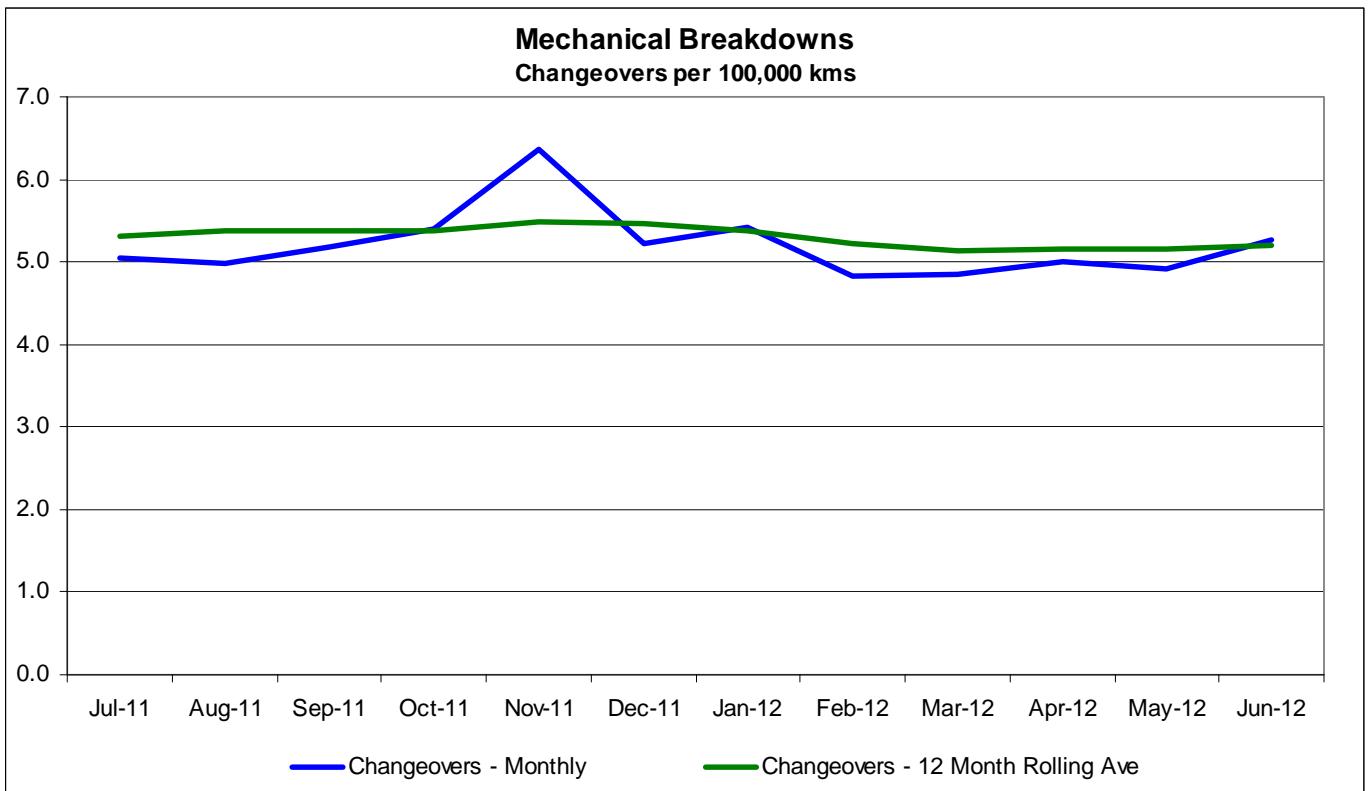
State Transit

Mechanical Breakdowns

State Transit's current fleet of 2,209 buses operate more than 16,000 services a day, travelling more than 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.

| | June Quarter 2012 | | March Quarter 2012 | | June Quarter 2011 | |
|---------------------|---------------------------|---------------------------------------|---------------------------|---------------------------------------|---------------------------|---------------------------------------|
| | 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 | 6,618,574 | 4.7 | 6,738,339 | 4.3 | 6,669,225 | 4.2 |
| Region 7 | 5,014,875 | 5.7 | 5,039,211 | 5.9 | 4,998,329 | 5.9 |
| Region 8 | 4,066,047 | 3.2 | 4,014,330 | 3.4 | 4,050,963 | 3.3 |
| Region 9 | 6,065,122 | 7.1 | 6,089,114 | 7.1 | 6,134,480 | 6.3 |
| Sydney Buses | 21,764,618 | 5.3 | 21,880,994 | 5.3 | 21,852,997 | 5.0 |
| OMBS 5 | 2,104,151 | 2.4 | 2,093,472 | 2.3 | 2,103,879 | 2.0 |





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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.

During the June quarter, the rate of its testing increased significantly compared to the same quarter last year, with zero positive alcohol tests recorded and one positive drug test recorded in the period.

| | Alcohol Testing | | | | | | | | |
|--------------|-------------------|------------------------|----------------------|--------------------|------------------------|----------------------|-------------------|------------------------|----------------------|
| | June Quarter 2012 | | | March Quarter 2012 | | | June Quarter 2011 | | |
| | Tests Conducted | Positive Test Recorded | Positive Results (%) | Tests Conducted | Positive Test Recorded | Positive Results (%) | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| Region 6 | 536 | 0 | 0.0% | 243 | 0 | 0.0% | 124 | 0 | 0.00 |
| Region 7 | 162 | 0 | 0.0% | 407 | 2 | 0.5% | 100 | 0 | 0.00 |
| Region 8 | 143 | 0 | 0.0% | 140 | 0 | 0.0% | 96 | 0 | 0.00 |
| Region 9 | 366 | 0 | 0.0% | 247 | 0 | 0.0% | 102 | 0 | 0.00 |
| Sydney Buses | 1207 | 0 | 0.0% | 1037 | 2 | 0.2% | 422 | 0 | 0.00 |
| OMBSC 5 | 66 | 1 | 1.5% | 11 | 0 | 0.0% | 36 | 0 | 0.00 |

| | Drug Testing | | | | | | | | |
|--------------|-------------------|------------------------|----------------------|--------------------|------------------------|----------------------|-------------------|------------------------|----------------------|
| | June Quarter 2012 | | | March Quarter 2012 | | | June Quarter 2011 | | |
| | Tests Conducted | Positive Test Recorded | Positive Results (%) | Tests Conducted | Positive Test Recorded | Positive Results (%) | Tests Conducted | Positive Test Recorded | Positive Results (%) |
| Region 6 | 33 | 0 | 0.0% | 109 | 2 | 1.8% | 41 | 0 | 0.00 |
| Region 7 | 50 | 1 | 2.0% | 51 | 0 | 0.0% | 41 | 0 | 0.00 |
| Region 8 | 20 | 0 | 0.0% | 16 | 0 | 0.0% | 36 | 0 | 0.00 |
| Region 9 | 83 | 0 | 0.0% | 29 | 1 | 3.4% | 40 | 0 | 0.00 |
| Sydney Buses | 186 | 1 | 0.5% | 205 | 3 | 1.5% | 158 | 0 | 0.00 |
| OMBSC 5 | 28 | 0 | 0.0% | 8 | 0 | 0.0% | 17 | 0 | 0.00 |