

## Bus Industry Quarter 3 2019 Dashboard

### Key Findings

- Bus Driver Authority numbers remained consistent in Quarter 3 (28,707) 2019 compared to previous quarter (28,633). Over 400 authorities were suspended (due to medical reason) in Q3 2019, which increased significantly compared to Q1 (192).
- 35 out of 83 audits (41.46%) in Q3 2019 resulted in zero deficiency.
- The highest deficiency during Bus Operator audits related to reporting incidents in the Bus Incident Management Database and implementation of maintenance plans.
- Based on the last three years from October 2016 to September 2019, RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses.
- The top three mechanical issues identified were engine oil leaks, more than 30 per cent brake imbalance between wheels on axle 2 and transmission oil leak.
- 30.7 percent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 16.8 percent were brake related.
- Physical assaults on drivers remain a key issue within reports of assault and offensive behaviour.

\* This report represents data as at 30 September 2019 unless otherwise stated. Quarter 3 (Q3) 2019 refers to the period of 1 July 2019 – 30 September 2019

#### Data Sources:

TIMS  
DRIVES  
Independent Audit Deficiencies Spreadsheet  
ASAR Results Database  
VROP  
Bus Incident Management System

### Industry Status

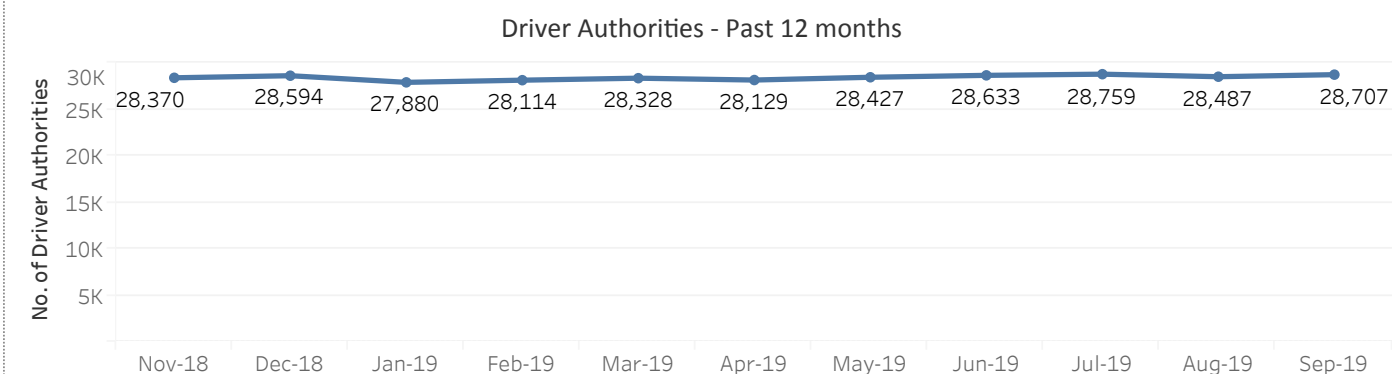
Operators		Bus Drivers	
No. of bus operators	1,386	Driver Authorities	28,707
Current bus accreditations	1,757	Driver authorities issued	711
		Driver authorities renewed	1,633
		Driver authorities suspended	413
		Driver authorities cancelled	161

LDTC - Long distance tourist charter  
RPS - Regular passenger service

#### Bus accreditations

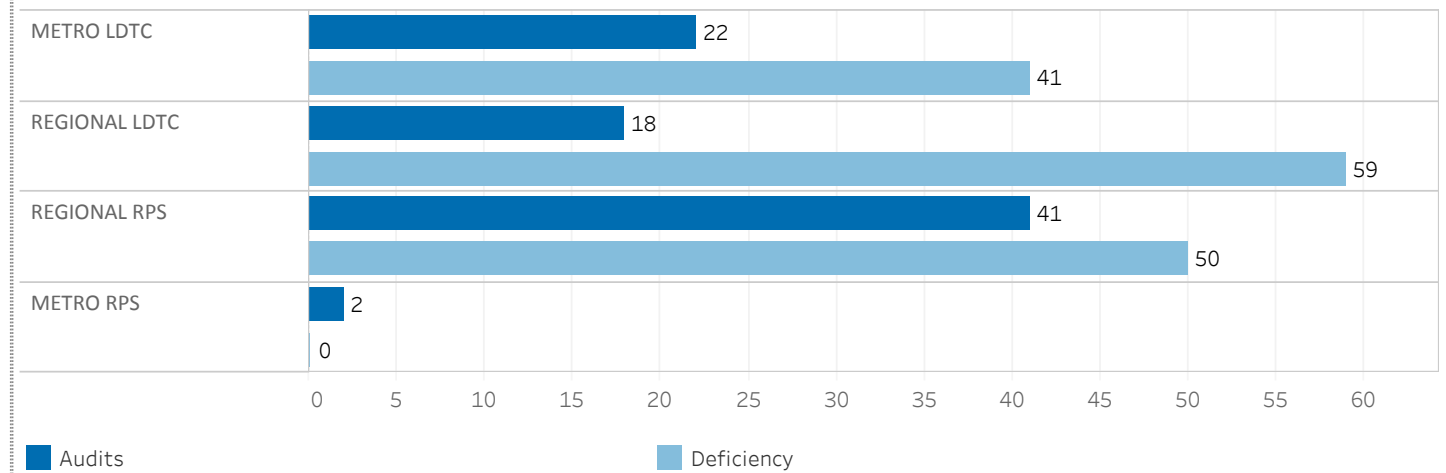
LDTC	1,134
RPS	623
Accreditations issued	26
Accreditations renewed	73
Accreditations suspended	45

#### Driver Authorities

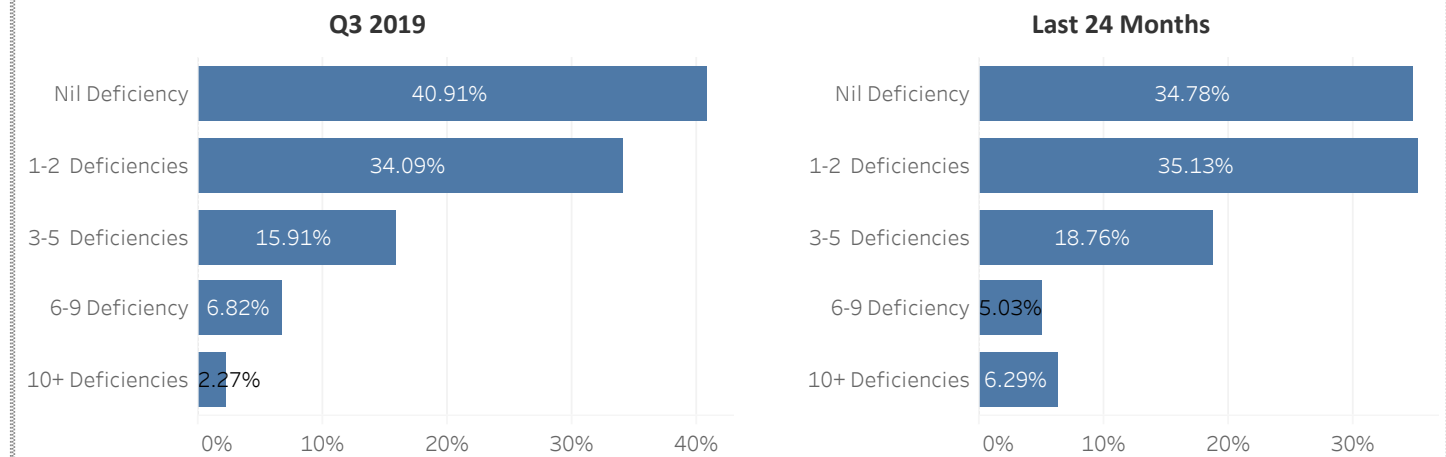


### Independent Audit Results

#### Independent Audits - Q3 2019



#### Breakdown of operator result



- In Q3 2019, 83 independent audits were completed with 150 deficiencies detected at an average of 1.8 deficiencies per audit .
- 35 audits in Q3 2019 resulted in nil deficiencies being detected. 1 operators received 10 or more deficiencies.

#### Top Detected Deficiencies

Implementation of maintenance plan	12	27.3%
Reported notifiable incident	11	25.0%
Registration Usage	9	20.5%
Records Management	3	6.8%
Implementation of sample maintenance plan	4	9.1%

This table shows the five most common deficiencies detected at independent audits and the percentage of audited operators where the deficiency was found.

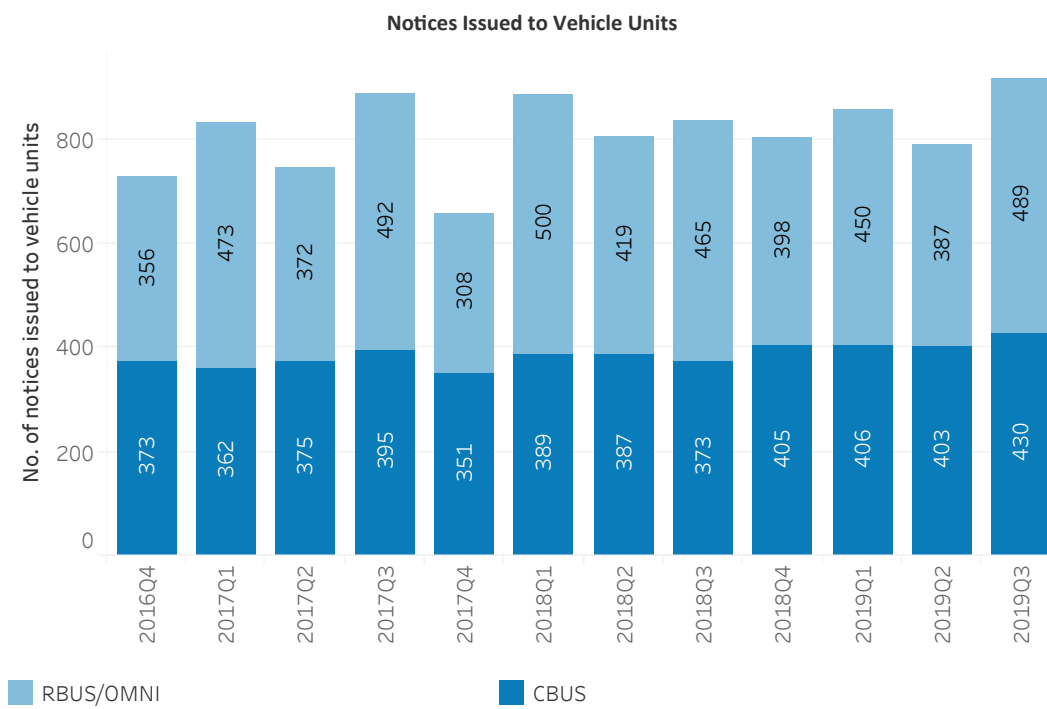
#### Annual Self-Assessment Report

	Drug Test	Alcohol Test
Test conducted	7,288	898.0
Confirm positive	49	0.0
Transport Safety workers	4,691	335.0

One test can have more than one driver. One driver can be tested more than once.

# Heavy Vehicle Compliance

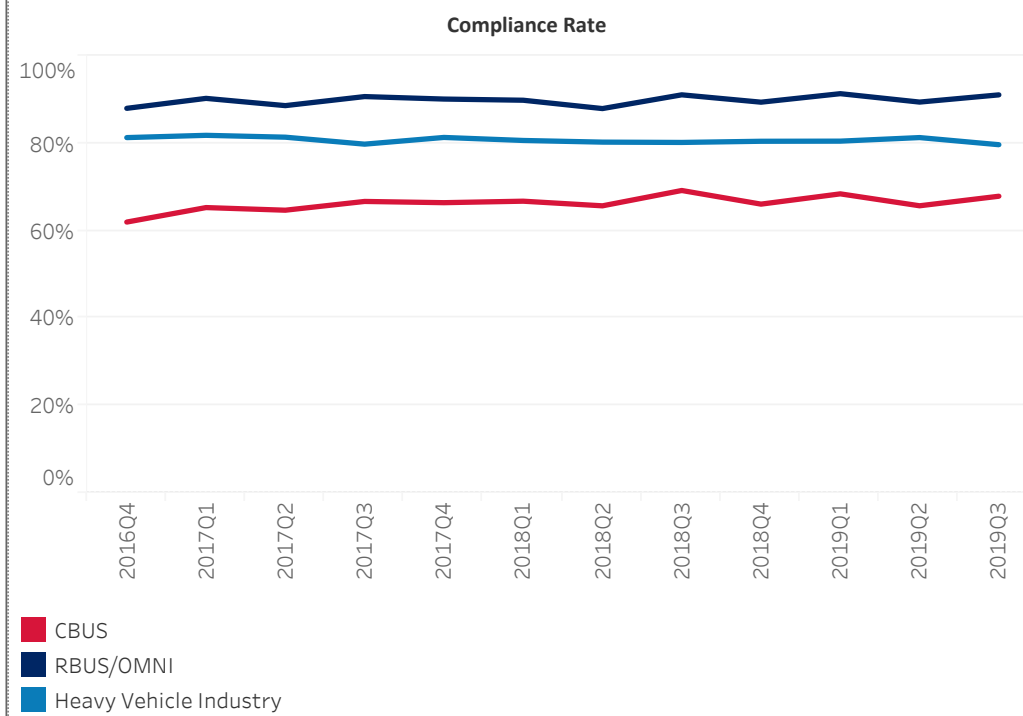
## Notices Issued



• In the last 3 years period (2016 Q4 to 2019 Q3), **9,758** notices were issued to RBUS/OMNI and CBUS registered buses.

• Of all notices issued to RBUS/OMNI and CBUS registered buses in 2019 Q3, only **3.6% (45)** were major and major grounded in severity and likely to cause a fatality or serious accident.

## Compliance



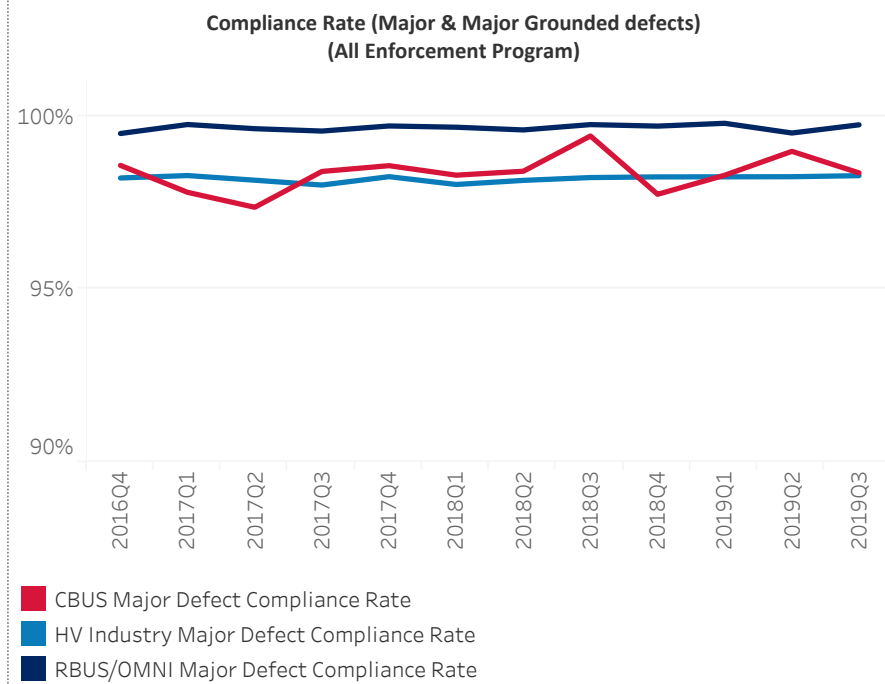
• In the 3 year period , RBUS/OMNI registered buses remain more compliant compared to CBUS .

• OMNI and RBUS registered buses are generally more compliant with a compliance rate\* of **90.6%** in Q3 2019. This is considerably higher than CBUS registered buses (**68.3%**) and the heavy vehicle industry (**79.6%**).

• The compliance rate across all bus registration usages and the heavy vehicle industry (includes all programs) continue to remain stable.

\*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)

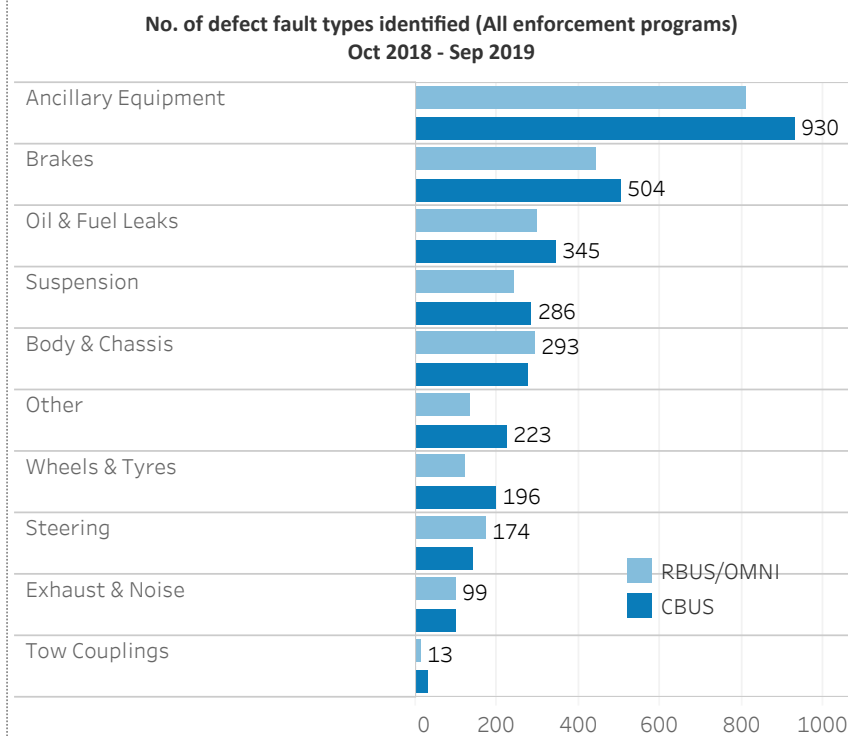


• Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.

• The three year trend in 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 Q3 2019. (Only **0.5%** of buses have been issued with Major defect notices in Q3 2019).

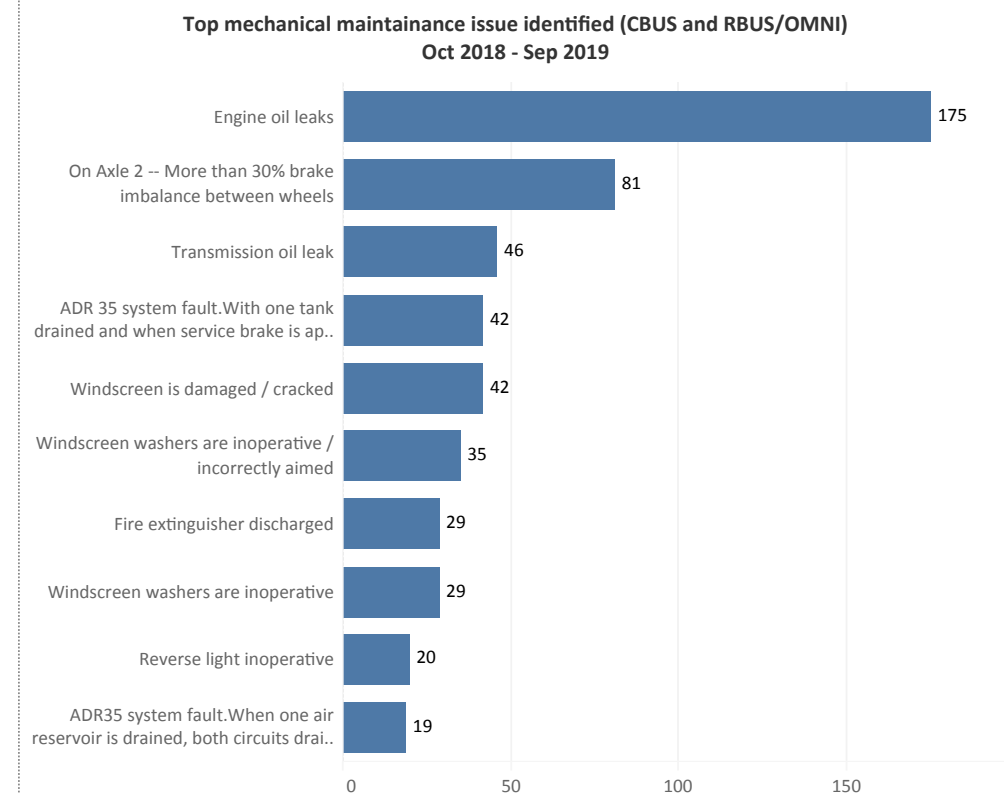
## Defect Faults



• During the last four quarters, a total of **6,189** defect fault types were identified for RBUS/OMNI and CBUS registered buses.

• **31.0%** of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. **16.7%** were brake related.

## Top Identified Mechanical Maintenance Issues



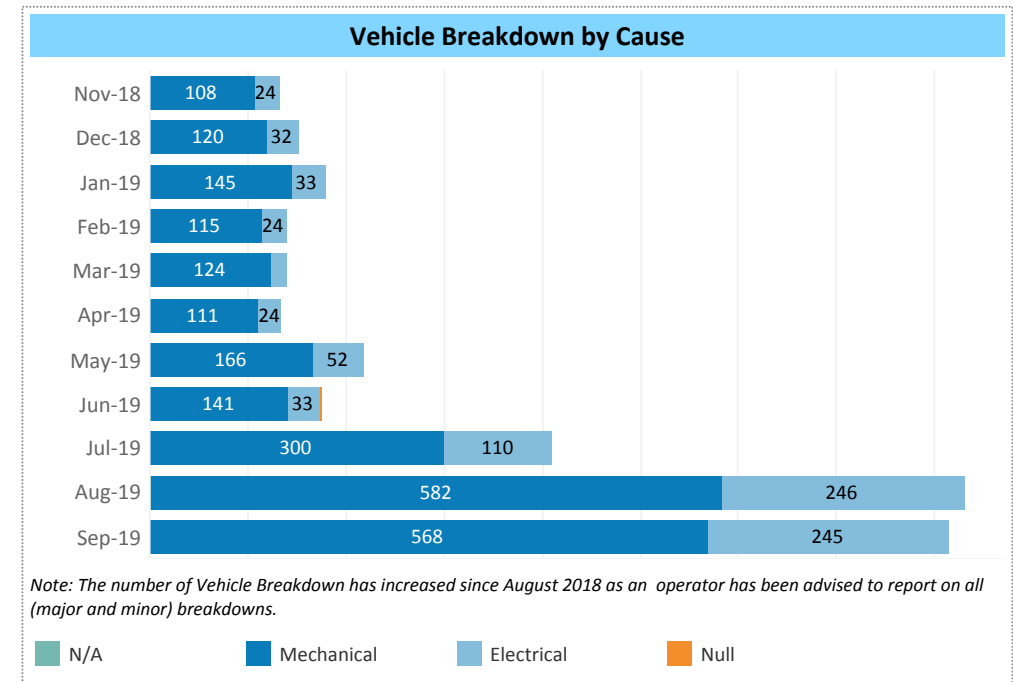
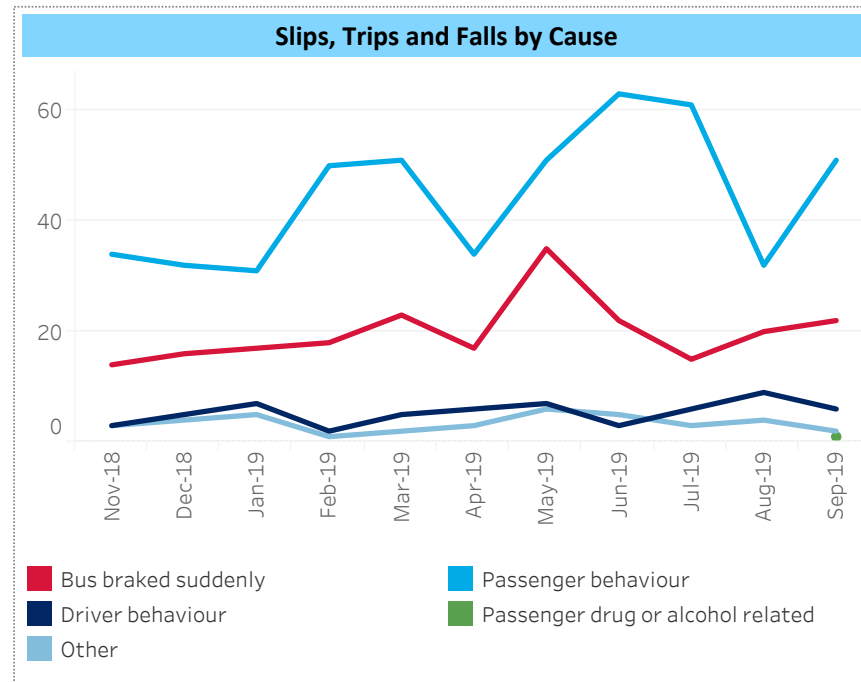
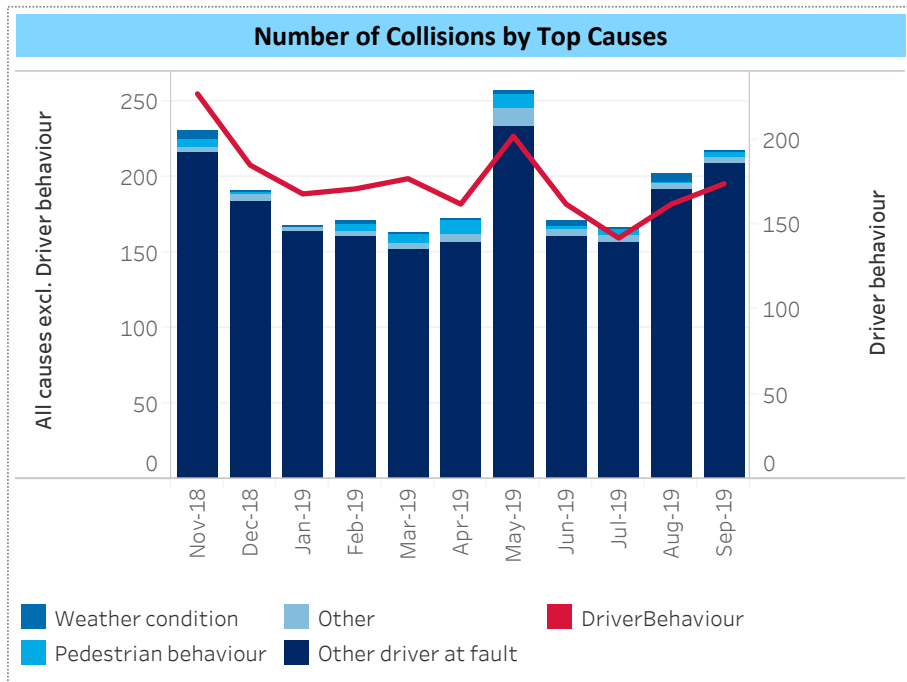
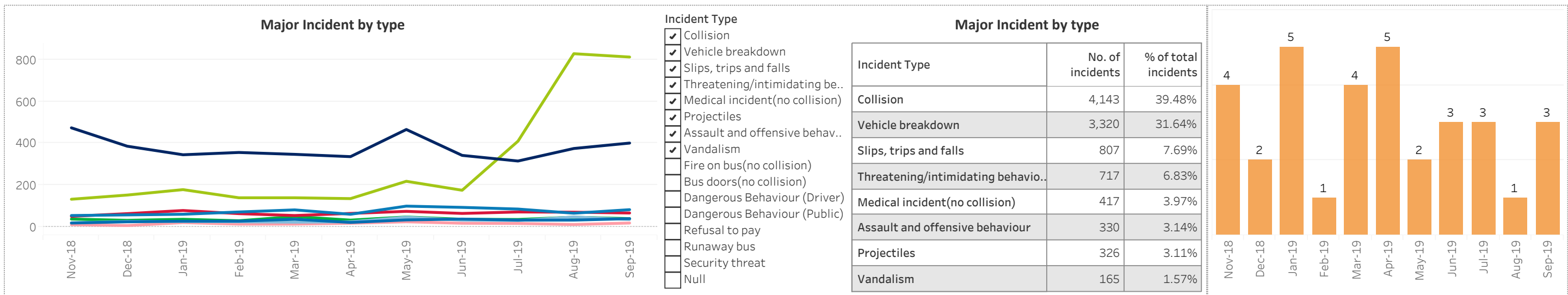
• The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.

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

# BUS Incidents

## Top 8 Incidents by Incident Type - Past 12 months

## Fire on BUS



**Assault and Offensive Behaviour by Incident Description**

Incident Description	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Physical assault between passengers	10	11	9	8	9	11	17	15	12	18	16
Physical assault on the driver	4	11	11	11	11	10	20	9	14	23	12
Sexual assault between passengers		1	1	1			2		2	1	4
Robbery	3	2	4	4		1	4	5	2	4	2
Indecent exposure by a passenger		1			1	1	3	2		1	1
Physical assault by the driver	2				1	1		1			

**BUS Fatalities**

Year of Incident Period	Passenger	Driver/Employee	Pedestrian	Public	Pedestrian School Children
2014	0	1	1	0	0
2015	1	1	0	2	0
2016	1	1	3	1	1
2017	1	0	1	3	1
2018	1	1	4	3	0
2019	0	0	3	3	1

**Threatening/Intimidating Behaviour by Incident Description**

Incident Description	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Physical threat or intimidation against the d..	12	14	18	6	9	10	18	8	14	24	14
Physical threat or intimidation between pass..	16	27	30	15	8	15	10	11	9	11	11
Physical threat or intimidation by the driver		1								1	1
Verbal assault against the driver	19	17	19	26	22	24	32	29	32	22	22
Verbal assault between passengers	3	4	10	15	15	15	14	16	15	10	18
Verbal assault by the driver			1	1					1	2	

# BUS Industry Dashboard

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