

# BUS Industry Quarter 4 2018 Dashboard

## Key Findings

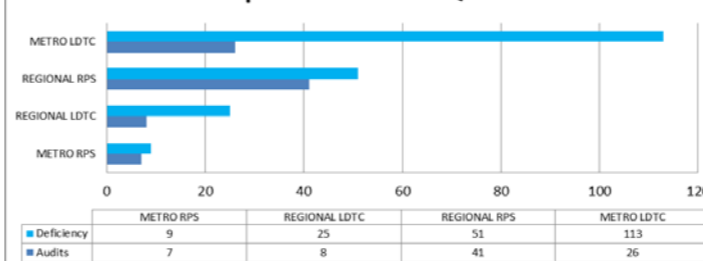
- Bus Driver Authority numbers remained consistent in Quarter 4 (28,594) 2018 compared to previous quarter (28,581). Over 800 authorities were issued in Q4 2018, which remain consistent compared to previous quarter.
- 27 out of 82 audits (33%) in Q4 2018 resulted in zero deficiency.
- The highest deficiency during Bus Operator audits related to registration usage.
- Based on the last three years from January 2016 to December 2018, RBUS/OMNI registered buses remain more compliant compared to CBUS registered buses.
- Physical assaults on drivers remain a key issue within reports of assault and offensive behaviour.
- \* This report represents data as at 31 December 2018 unless otherwise stated. Quarter 4 (Q4) 2018 refers to the period of 1 October 2018 – 31 December 2018.

## Industry Status

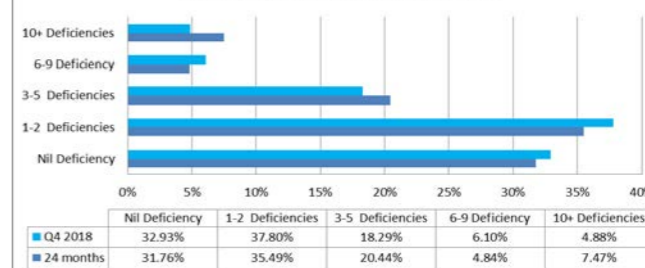
Operators		Bus Drivers																											
No. of bus operators	1,306	Driver Authorities	28,594																										
Current bus accreditations	1,808	Issued	819																										
CBUS – Charter / Airways bus usage - let for hire		Renewed	1,254																										
RBUS – Bus / tourist vehicle used for hire		Suspended	337																										
OMNI – Bus operated by the State Transit Authority		Cancelled	94																										
Bus accreditations		Driver Authorities																											
LDTCC (Long distance tourist charter)	1,168																												
RPS (Regular passenger service)	640	<table border="1"> <thead> <tr> <th>Month</th> <th>Jan-18</th> <th>Feb-18</th> <th>Mar-18</th> <th>Apr-18</th> <th>May-18</th> <th>Jun-18</th> <th>Jul-18</th> <th>Aug-18</th> <th>Sep-18</th> <th>Oct-18</th> <th>Nov-18</th> <th>Dec-18</th> </tr> </thead> <tbody> <tr> <td>Driver Authorities</td> <td>27,128</td> <td>27,360</td> <td>27,601</td> <td>27,830</td> <td>28,262</td> <td>27,916</td> <td>27,959</td> <td>28,308</td> <td>28,581</td> <td>28,085</td> <td>28,370</td> <td>28,594</td> </tr> </tbody> </table>		Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Driver Authorities	27,128	27,360	27,601	27,830	28,262	27,916	27,959	28,308	28,581	28,085	28,370	28,594
Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18																	
Driver Authorities	27,128	27,360	27,601	27,830	28,262	27,916	27,959	28,308	28,581	28,085	28,370	28,594																	
Issued	26																												
Renewed	138																												
Suspended	55																												

## Independent Audit Results

### Independent Audits - Q4 2018



### Breakdown of Operator Result



**Metro Operators:** 26 audits were conducted on Metro LDTCC operators with 113 deficiencies detected. 7 audits were conducted on Metro RPS operators with 9 deficiencies detected.

**Regional Operators:** 8 audits were conducted on Regional LDTCC operators with 25 deficiencies detected. 41 audits were conducted on Regional RPS operators with 51 deficiencies detected.

- In Q4 2018, 82 independent audits were completed with 198 deficiencies detected at an average of 2.4 deficiencies per audit.
- 27 audits in Q4 2018 resulted in nil deficiencies being detected. Four operators received 10 or more deficiencies, with one operator receiving 26 deficiencies.

### Top Detected Deficiencies

Audit Component	Deficient Operator	%
7.5 Registration Usage	27	32.93%
10.7.3 Reported notifiable incident	26	31.71%
8.7 Implementation of maintenance plan	20	24.39%
12.1 Records Management	17	20.73%
10.5.1 DA and licence currency checks	15	18.29%

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

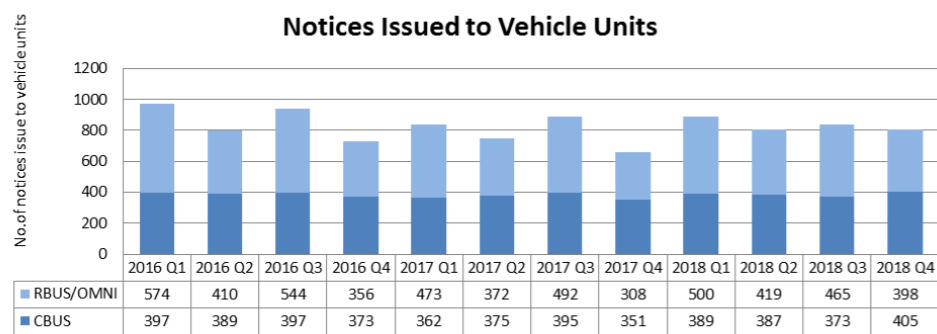
### Annual Self-Assessment Report

ASARs reported in the last 12 months – drug and alcohol testing results		
	Drug	Alcohol
Tests conducted	3,647	47,110
Confirm positive	38	33
Drivers tested	2,593	7,032

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

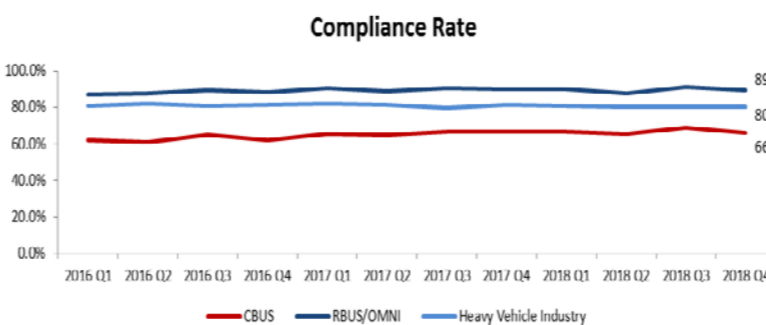
## Heavy Vehicle Compliance

### Notices Issued



- In the 3 year period (2016 Q1 to 2018 Q4), over 9,900 notices were issued to RBUS/OMNI and CBUS registered buses.
- Of all the notices issued to RBUS/OMNI and CBUS registered buses in 2018 Q4, only 4.7 percent (38) were major or major grounded in severity and likely to cause a fatality or serious accident.

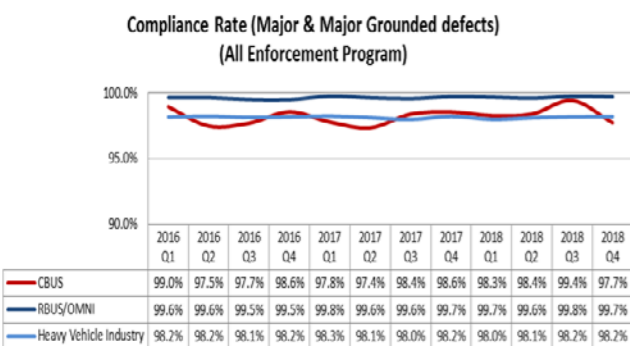
### Compliance



- 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 89.4 percent in Q4 2018. This is considerably higher than CBUS registered buses (66.1%) and the heavy vehicle industry (80.5%).
- The rates of compliance across all bus registration usages and the heavy vehicle industry (includes all programs) continue to remain stable.

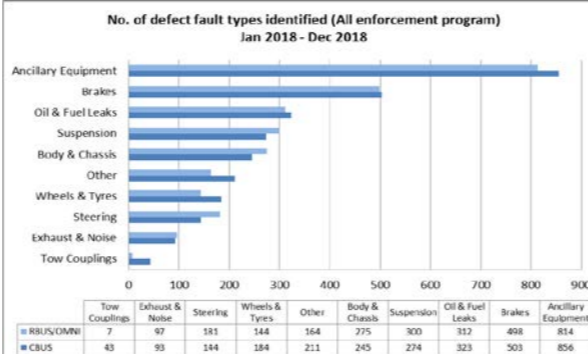
\*Compliance Rate: The compliance rate indicates the percentage of vehicle units not found to have any breaches against heavy vehicle legislation at the time of inspection.

### Compliance Rate (Major & Major Grounded Defects)



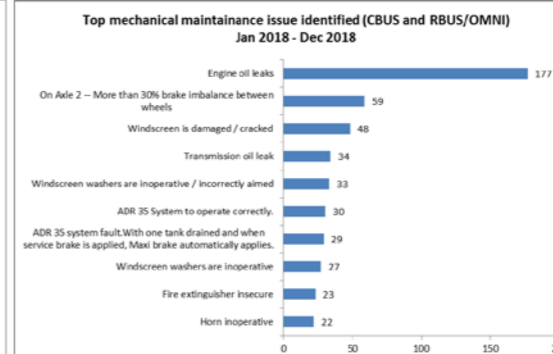
- Focusing on major defects (major and major grounded) that are likely to cause a serious accident or fatality shows the majority of buses inspected do not receive a major and/or major grounded defect.
- The three year trend in compliance rate (major and major grounded defects) across RBUS/OMNI remains stable while CBUS fluctuates by approximately 1 percent.
- On average 98.7 percent of CBUS, RBUS, OMNI are compliant in Q4 2018. (Only 1.3 % of buses have been issued with Major defect notices in Q4.)

### Defect Faults



- During the last four quarters, a total of 5,668 defect fault types were identified for RBUS/OMNI and CBUS registered buses.
- 29.5 per cent of all defect fault types identified for RBUS/OMNI and CBUS registered buses were for ancillary equipment. 17.7 per cent were brake related.

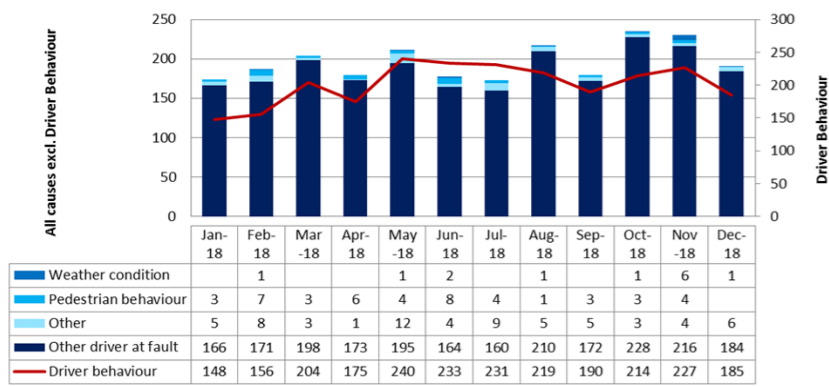
### Top Identified Mechanical Maintenance Issues



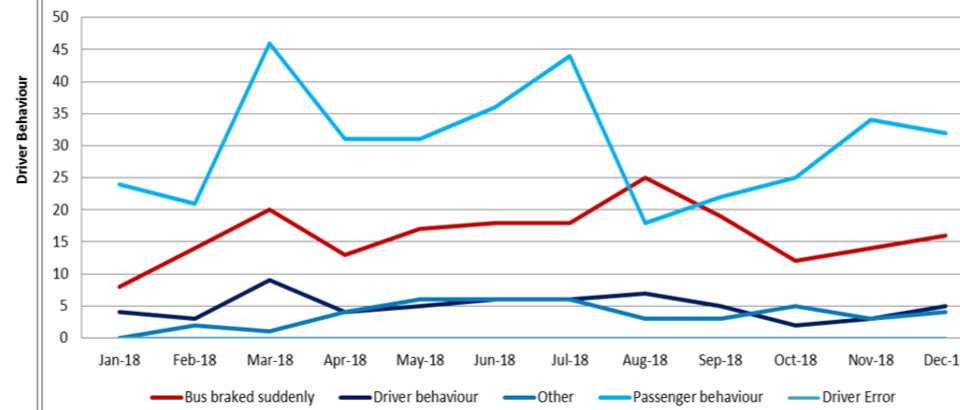
- The graph displays the top 10 mechanical maintenance issues identified for RBUS/OMNI and CBUS registered buses inspected during the last 12 months.
- The top three mechanical issues identified were engine oil leaks, more than 30 per cent brake imbalance between wheels on axle 2 and damaged windscreen.

## BUS Incidents

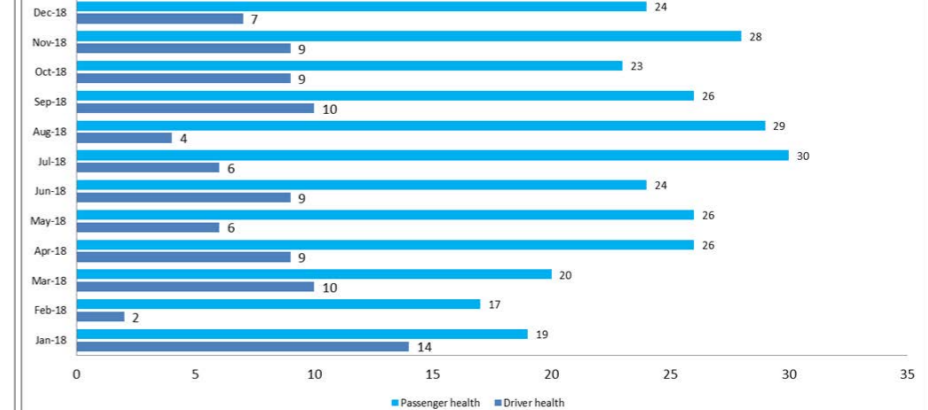
### Number of Collisions by Major Causes



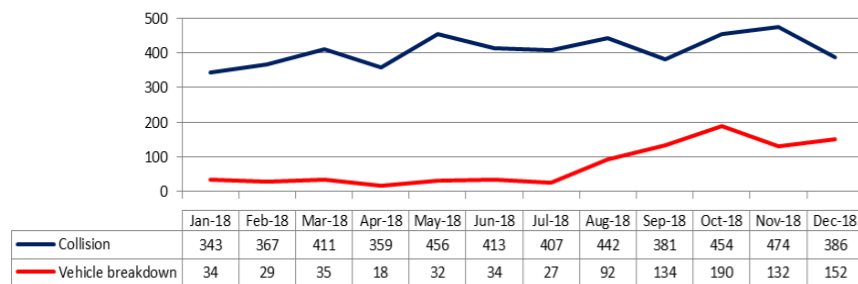
### Slips, Trips and Falls by Causes



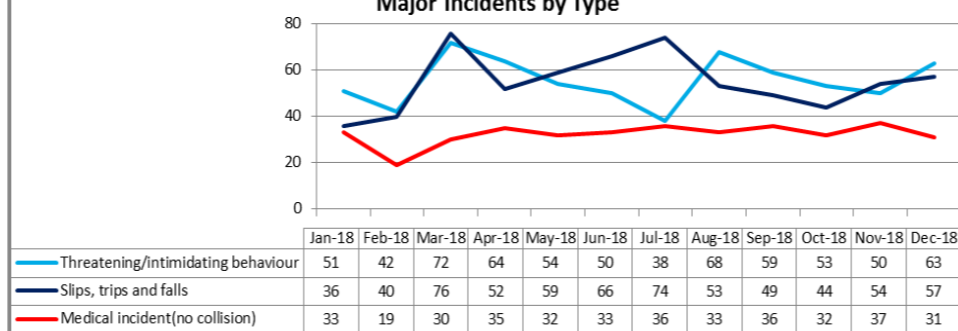
### Medical Incident (incident that does not result in a collision) by Incident Description



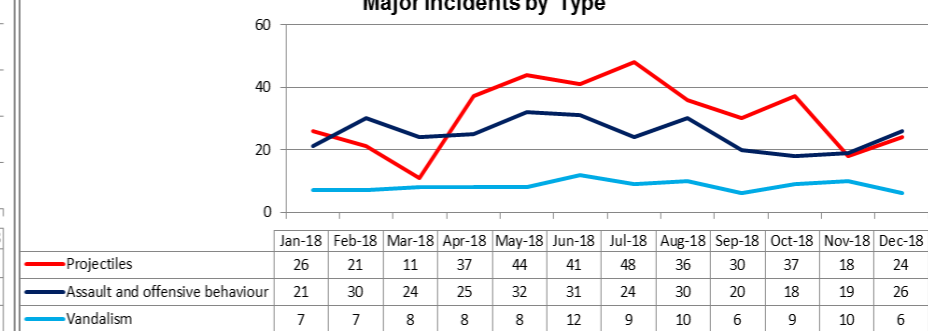
### Major Incidents by Type



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#### Major Incidents by Type:

- 4,893 (59.1%) of total incidents (8,286) reported in 12 month period were Collisions. In the previous reporting period Collisions were also recorded at 60.7 percent of total incidents.
- 909 (11.0%) Vehicle Breakdowns recorded in period. This is the second highest ranking incident type.
- 664 (8.0%) of incidents are for Threatening/ Intimidating Behaviour.
- 660 (8.0%) incidents are Slips, Trips and falls. This is the second highest incident type.
- 387 (4.7 %) medical incidents recorded in period. February 2018 is the lowest month in 12 month period of recorded Medical Incidents. Monthly average is 32 incidents however February has only 19. 7.1 percent (548) vehicle breakdowns were recorded in the period. This is the second highest ranking incident type.
- 373 (4.5%) of total incidents are Projectiles, averaging 31 per month for 2018.
- 300 (3.6%) of incidents are Assault and offensive behaviour. Physical assault between passengers (26). Physical assault on Driver (22). Sexual assault between passengers (1) in Q4 2018.
- 100 (1.2%) incidents logged as Vandalism. This is the lowest ranking incident type of the top 8 reported.

### Assault and Offensive Behaviour by Incident Description

INCIDENT DESCRIPTION	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Physical assault between passengers	7	12	11	7	15	16	6	8	8	5	10	11
Physical assault on the driver	11	12	10	13	13	10	11	13	8	7	4	11
Sexual assault on the driver	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	3	1	0	2	2	3	2	5	3	3	3	2
Indecent exposure by a passenger	0	3	0	1	0	1	1	1	1	3	0	1
Sexual assault between passengers	0	1	3	1	0	1	3	0	0	0	0	1
Indecent exposure by the driver	0	0	0	0	0	0	0	0	0	0	0	0
Physical assault by the driver	0	1	0	0	0	0	1	3	0	0	2	0
Graffiti	0	0	0	0	0	0	0	0	0	0	0	0
Passenger health	0	0	0	0	0	0	0	0	0	0	0	0
Rocks/Bricks/Bottles etc.	0	0	0	0	0	0	0	0	0	0	0	0
Sexual assault by the driver	0	0	0	1	1	0	0	0	0	0	0	0

### BUS Fatalities

Fatality by year	Passenger	Driver/Employee	Pedestrian	Public	Pedestrian School Child
2014	0	1	1	0	0
2015	1	1	0	2	0
2016	1	1	3	1	1
2017	1	0	2	3	1
2018	1	1	4	3	0

Data Sources:  
 TIMS  
 DRIVES  
 Independent Audit Deficiencies Spreadsheet  
 ASAR Results Database  
 VROP  
 BUS Incident Management System