



## Operational Performance

December 2011

Performance Area	Measure	Full Year 2010-11	Target 2011-12	Dec-11	Year to date 2011-12
Service and patronage	Service reliability adjusted <i>for force majeure (1)</i>	99.92%	99.5%	99.84%	99.85%
	Unadjusted service reliability	99.90%		99.29%	99.46%
	On-time running adjusted <i>for force majeure (2)</i>	98.5%	98.5%	98.6%	98.8%
	Unadjusted on-time running	98.5%		98.6%	98.8%
	Complaints per 100,000 passengers	4.7	6	3.4	3.5
	Patronage	14,502,760		1,401,900	7,136,743
	Patronage growth (3)	1.1%	1%	-0.3%	1.0%
Fleet availability and reliability	Fleet availability (4)	85.9%	80%	89.7%	86.8%
	Vessel reliability (5)	96.5%	95%	97.6%	96.9%

### Notes:

1. Proportion of scheduled services which operated, excluding cancellations caused by events outside Sydney Ferries' control. These include extreme weather or heavy seas which prevent services operating safely. Services suspended as a result of strike action on 8 September are treated as regular cancellations and impacted on the service reliability rate in that month. Services suspended during an authorised staff meeting on 5 September are treated as force majeure cancellations.
2. Proportion of services departing on-time (within 5 minutes of the scheduled departure time from the originating wharf (first wharf in the service)), excluding delays caused by events outside Sydney Ferries' control. These include extreme weather or heavy seas which prevent services operating safely.
3. Growth in patronage compared to the corresponding period in previous year.
4. Proportion of fleet available for services (days available as a percentage of total vessel working days).
5. Proportion of vessels which remain in service without withdrawal as a result of mechanical failure.