

On-time Running Performance in 2011-12¹

December 2011

On-time Running Rate 2011-12¹

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Full Year
Inner Harbour	Operated services:	9,615	9,770	9,322	9,697	10,119	9,983							58,506
	All delays	112	72	103	141	160	132							720
	Delays due to <i>force majeure</i> ²	0	3	5	0	0	0							8
	Adjusted on-time running rate ³	98.8%	99.3%	98.9%	98.5%	98.4%	98.7%							98.8%
	Unadjusted on-time running rate	98.8%	99.3%	98.9%	98.5%	98.4%	98.7%							98.8%
Parramatta River	Operated services:	2,351	2,389	2,271	2,355	2,394	2,337							14,097
	All delays	19	50	35	45	47	58							254
	Delays due to <i>force majeure</i> ²	0	0	0	0	0	0							0
	Adjusted on-time running rate ³	99.2%	97.9%	98.5%	98.1%	98.0%	97.5%							98.2%
	Unadjusted on-time running rate	99.2%	97.9%	98.5%	98.1%	98.0%	97.5%							98.2%
Manly Ferry	Operated services:	2,174	2,165	2,075	2,172	2,083	2,302							12,971
	All delays	13	7	4	5	18	18							65
	Delays due to <i>force majeure</i> ²	2	0	3	0	3	0							8
	Adjusted on-time running rate ³	99.5%	99.7%	100.0%	99.8%	99.3%	99.2%							99.6%
	Unadjusted on-time running rate	99.4%	99.7%	99.8%	99.8%	99.1%	99.2%							99.5%
All services	Operated services:	14,140	14,324	13,668	14,224	14,596	14,622							85,574
	All delays	144	129	142	191	225	208							1,039
	Delays due to <i>force majeure</i> ²	2	3	8	0	3	0							16
	Adjusted on-time running rate ³	99.0%	99.1%	99.0%	98.7%	98.5%	98.6%							98.8%
	Unadjusted on-time running rate	99.0%	99.1%	99.0%	98.7%	98.5%	98.6%							98.8%

1. Proportion of actual services departing on-time (within 5 minutes of scheduled departure time from first wharf on service)

2. Delays due to force majeure events are incidents which are outside Sydney Ferries' control, including extreme weather and rough seas.

3. The adjusted on-time running rate excludes delays due to force majeure events.