

Service Reliability

December 2011

Service Reliability Rate 2011-12¹

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FYTD
Inner Harbour	Scheduled services:	9,620	9,773	9,438	9,699	10,198	10,042							58,770
	All cancellations	5	3	116	2	79	59							264
	Cancellations due to <i>force majeure</i> ² :	0	0	75	0	74	50							199
	Adjusted Service Reliability Rate ³ :	99.9%	100.0%	99.6%	100.0%	100.0%	99.9%							99.9%
	Unadjusted Service Reliability Rate	99.9%	100.0%	98.8%	100.0%	99.2%	99.4%							99.6%
Parramatta River	Scheduled services:	2,352	2,390	2,308	2,359	2,418	2,358							14,185
	All cancellations	1	1	37	4	24	21							88
	Cancellations due to <i>force majeure</i> ² :	0	0	18	0	24	18							60
	Adjusted Service Reliability Rate ³ :	100.0%	100.0%	99.2%	99.8%	100.0%	99.9%							99.8%
	Unadjusted Service Reliability Rate	100.0%	100.0%	98.4%	99.8%	99.0%	99.1%							99.4%
Manly Ferry	Scheduled services:	2,176	2,181	2,112	2,174	2,110	2,327							13,080
	All cancellations	2	16	37	2	27	25							109
	Cancellations due to <i>force majeure</i> ² :	0	16	20	0	22	14							72
	Adjusted Service Reliability Rate ³ :	99.9%	100.0%	99.2%	99.9%	99.8%	99.5%							99.7%
	Unadjusted Service Reliability Rate	99.9%	99.3%	98.2%	99.9%	98.7%	98.9%							99.2%
All services	Scheduled services:	14,148	14,344	13,858	14,232	14,726	14,727							86,035
	All cancellations	8	20	190	8	130	105							461
	Cancellations due to <i>force majeure</i> ² :	0	16	113	0	120	82							331
	Adjusted Service Reliability Rate ³ :	99.9%	100.0%	99.4%	99.9%	99.9%	99.8%							99.8%
	Unadjusted Service Reliability Rate	99.9%	99.9%	98.6%	99.9%	99.1%	99.3%							99.5%

1. Proportion of actual services relative to the number of scheduled services.

2. Cancellations due to *force majeure* incidents are events which are outside Sydney Ferries' control, including extreme weather or heavy seas which prevent services operating safely. *Force majeure* incidents include heavy fog or dust Service stoppages due to an authorised staff meetings in September and November were treated as *force majeure*, but other cancellations caused by industrial action in September were treated as non *force majeure* cancellations.

3. The adjusted Service Reliability Rate excludes cancellations due to force majeure events.