



Sydney Ferries OPERATIONAL PERFORMANCE

MAY 2008

PERFORMANCE INDICATOR	ANNUAL TARGET 2007-08	MAY RESULT
Safety		
Number of significant incidents ¹	Nil	0
Number of reportable incidents ²	60	9
Number of passenger injuries ³	16	2
Number of reportable incidents of environmental damage ⁴	7	0
Customer Service		
Number of customer complaints	800	77
Number of complaints as a percentage of passengers	0.006%	0.007%
Service Reliability and Vessel Availability		
Percentage of scheduled services that actually run ⁵	99.5%	99.7%
Percentage of services that run on time ⁶	99.5%	98.6%
Fleet availability ⁷	80%	79.1%
Vessel reliability ⁸	95%	95.0%

- 1 Incidents resulting in loss of life, life threatening injury or injury to multiple persons, and/ or damage over \$100,000.
- 2 Marine accidents reportable to NSW Maritime as defined under section 94 of the *Marine Safety Act 1998*. While the goal is a result of zero incidents, the ultimate target of 50 (by 2008-09) reflects a reasonable target of 99.99% of the over 500,000 annual berthings conducted without incident. (Result includes 'significant' incident. Accidents that solely involve passenger injuries and environmental incidents are reported separately.)
- 3 Passenger injury that occurs as a result of ferry operations and requires medical attention.
- 4 Reportable incidents under section 10 and 20 of the *Marine Pollution Act 1987* and part 5.7 of the *Protection of the Environment Operations Act 1997*.
- 5 Proportion of actual services relative to the number of scheduled services.
- 6 Proportion of actual services departing on-time (within 5 minutes of its scheduled departure: measured at Circular Quay).
- 7 Percentage of fleet available for scheduled service (days available as a percentage of total working days.)
- 8 Percentage of available vessels that remain in service without withdrawal as a consequence of mechanical failure.