



OPERATIONAL PERFORMANCE

June 2010

Performance Area	Measure	Full Year Result 2008-09	Target 2009-10	Jun-10	Actual YTD 2009-10
Service and patronage	Service reliability adjusted for <i>force majeure</i> (1)	99.5%	99.5%	100.0%	99.9%
	Unadjusted service reliability	99.5%		100.0%	99.8%
	On-time running adjusted for <i>force majeure</i> (2)	98.1%	99.5%	98.9%	98.1%
	Unadjusted on-time running	98.1%		98.9%	98.1%
	Complaints per 100,000 passengers	6.2	6	3.7	4.4
	Patronage	14,311,423		908,016	14,339,146
	Patronage growth (3)	5.8%	1%	-4.9%	3.0%
Fleet availability and reliability	Fleet availability (4)	80.8%	80%	82.8%	86.0%
	Vessel reliability (5)	95.0%	95%	95.8%	96.4%

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.
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, excluding the Manly JetCat service which was discontinued after 31 December 2008.
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.