



Sydney Ferries

## ON-TIME RUNNING

June 2010

### On-time Running Rate 2009-10<sup>1</sup>

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Full Financial Year
Inner Harbour	Operated services:	10,356	10,082	9,922	10,188	9,809	10,055	9,979	9,271	10,385	9,766	10,040	9,891	119,744
	All delays	377	220	184	180	197	215	258	226	227	185	163	111	2,543
	Delays due to <i>force majeure</i> <sup>2</sup>	0	0	2	0	0	0	0	0	0	0	0	0	2
	Adjusted on-time running rate <sup>3</sup>	96.4%	97.8%	98.2%	98.2%	98.0%	97.9%	97.4%	97.6%	97.8%	98.1%	98.4%	98.9%	97.9%
	Unadjusted on-time running rate	96.4%	97.8%	98.1%	98.2%	98.0%	97.9%	97.4%	97.6%	97.8%	98.1%	98.4%	98.9%	97.9%
Parramatta River	Operated services:	2,140	2,125	2,051	2,122	2,119	2,272	2,311	2,138	2,385	2,244	2,340	2,284	26,531
	All delays	60	47	43	56	67	53	55	41	43	28	31	44	568
	Delays due to <i>force majeure</i> <sup>2</sup>	0	0	5	1	0	0	0	0	0	3	0	1	10
	Adjusted on-time running rate <sup>3</sup>	97.2%	97.8%	98.1%	97.4%	96.8%	97.7%	97.6%	98.1%	98.2%	98.9%	98.7%	98.1%	97.9%
	Unadjusted on-time running rate	97.2%	97.8%	97.9%	97.4%	96.8%	97.7%	97.6%	98.1%	98.2%	98.8%	98.7%	98.1%	97.9%
Manly Ferry	Operated services:	2,180	2,174	2,094	2,140	2,095	2,281	2,487	1,968	2,181	2,110	2,174	2,107	25,991
	All delays	8	5	22	14	17	16	17	16	13	16	9	7	160
	Delays due to <i>force majeure</i> <sup>2</sup>	0	0	0	0	0	0	0	0	0	0	1	0	1
	Adjusted on-time running rate <sup>3</sup>	99.6%	99.8%	98.9%	99.3%	99.2%	99.3%	99.3%	99.2%	99.4%	99.2%	99.6%	99.7%	99.4%
	Unadjusted on-time running rate	99.6%	99.8%	98.9%	99.3%	99.2%	99.3%	99.3%	99.2%	99.4%	99.2%	99.6%	99.7%	99.4%
All services	Operated services:	14,676	14,381	14,067	14,450	14,023	14,608	14,777	13,377	14,951	14,120	14,554	14,282	172,266
	All delays	445	272	249	250	281	284	330	283	283	229	203	162	3,271
	Delays due to <i>force majeure</i> <sup>2</sup>	0	0	7	1	0	0	0	0	0	3	1	1	13
	Adjusted on-time running rate <sup>3</sup>	97.0%	98.1%	98.3%	98.3%	98.0%	98.1%	97.8%	97.9%	98.1%	98.4%	98.6%	98.9%	98.1%
	Unadjusted on-time running rate	97.0%	98.1%	98.2%	98.3%	98.0%	98.1%	97.8%	97.9%	98.1%	98.4%	98.6%	98.9%	98.1%

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.