



Sydney Ferries

## SERVICE RELIABILITY

June 2010

### Service Reliability 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    | Scheduled services:                                      | 10,387 | 10,093 | 10,014 | 10,205 | 9,819  | 10,062 | 9,984  | 9,276  | 10,395 | 9,773  | 10,043 | 9,891               | 119,942 |
|                  | All cancellations  | 31     | 11     | 92     | 17     | 10     | 7      | 5      | 5      | 10     | 7      | 3      | 0                   | 198     |
|                  | Cancellations due to <i>force majeure</i> <sup>2</sup> : | 0      | 0      | 83     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0                   | 83      |
|                  | Adjusted Service Reliability Rate <sup>3</sup> :         | 99.7%  | 99.9%  | 99.9%  | 99.8%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 100.0% | 100.0%              | 99.9%   |
|                  | Unadjusted Service Reliability Rate                      | 99.7%  | 99.9%  | 99.1%  | 99.8%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 100.0% | 100.0%              | 99.8%   |
| Parramatta River | Scheduled services:                                      | 2,148  | 2,127  | 2,076  | 2,134  | 2,124  | 2,274  | 2,315  | 2,140  | 2,386  | 2,256  | 2,347  | 2,288               | 26,615  |
|                  | All cancellations  | 8      | 2      | 25     | 12     | 5      | 2      | 4      | 2      | 1      | 12     | 7      | 4                   | 84      |
|                  | Cancellations due to <i>force majeure</i> <sup>2</sup> : | 0      | 0      | 21     | 0      | 0      | 0      | 0      | 0      | 0      | 10     | 0      | 0                   | 31      |
|                  | Adjusted Service Reliability Rate <sup>3</sup> :         | 99.6%  | 99.9%  | 99.8%  | 99.4%  | 99.8%  | 99.9%  | 99.8%  | 99.9%  | 100.0% | 99.9%  | 99.7%  | 99.8%               | 99.8%   |
|                  | Unadjusted Service Reliability Rate                      | 99.6%  | 99.9%  | 98.8%  | 99.4%  | 99.8%  | 99.9%  | 99.8%  | 99.9%  | 100.0% | 99.5%  | 99.7%  | 99.8%               | 99.7%   |
| Manly Ferry      | Scheduled services:                                      | 2,183  | 2,174  | 2,110  | 2,183  | 2,103  | 2,284  | 2,490  | 1,968  | 2,181  | 2,110  | 2,174  | 2,110               | 26,070  |
|                  | All cancellations  | 3      | 0      | 16     | 43     | 8      | 3      | 3      | 0      | 0      | 0      | 0      | 3                   | 79      |
|                  | Cancellations due to <i>force majeure</i> <sup>2</sup> : | 0      | 0      | 15     | 43     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0                   | 58      |
|                  | Adjusted Service Reliability Rate <sup>3</sup> :         | 99.9%  | 100.0% | 100.0% | 100.0% | 99.6%  | 99.9%  | 99.9%  | 100.0% | 100.0% | 100.0% | 100.0% | 99.9%               | 99.9%   |
|                  | Unadjusted Service Reliability Rate                      | 99.9%  | 100.0% | 99.2%  | 98.0%  | 99.6%  | 99.9%  | 99.9%  | 100.0% | 100.0% | 100.0% | 100.0% | 99.9%               | 99.7%   |
| All services     | Scheduled services:                                      | 14,718 | 14,394 | 14,200 | 14,522 | 14,046 | 14,620 | 14,789 | 13,384 | 14,962 | 14,139 | 14,564 | 14,289              | 172,627 |
|                  | All cancellations  | 42     | 13     | 133    | 72     | 23     | 12     | 12     | 7      | 11     | 19     | 10     | 7                   | 361     |
|                  | Cancellations due to <i>force majeure</i> <sup>2</sup> : | 0      | 0      | 119    | 43     | 0      | 0      | 0      | 0      | 0      | 10     | 0      | 0                   | 172     |
|                  | Adjusted Service Reliability Rate <sup>3</sup> :         | 99.7%  | 99.9%  | 99.9%  | 99.8%  | 99.8%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 100.0%              | 99.9%   |
|                  | Unadjusted Service Reliability Rate                      | 99.7%  | 99.9%  | 99.1%  | 99.5%  | 99.8%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 99.9%  | 100.0%              | 99.8%   |

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 storms.

3. The adjusted Service Reliability Rate excludes cancellations due to force majeure events. Poor visibility resulting from a dust storm on 23 September caused 114 cancellations and fog on 17 September caused 5 cancellations on the Parramatta River. A further ten fog related cancellations occurred on the Parramatta River on 21 April.