



Sydney Ferries

SERVICE RELIABILITY 2008-09

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May ³	Jun	Year to date
Inner Harbour	Scheduled services:	10,378	10,048	9,978	10,258	9,978	10,165	10,089	9,208	10,192	9,865	10,072	9,910	120,141
	Cancellations:	19	10	3	24	10	20	10	13	14	10	26	19	178
	Service Reliability: ¹	99.8%	99.9%	100.0%	99.8%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%
Parramatta River	Scheduled services:	2,152	2,132	2,080	2,146	2,080	2,074	2,134	1,936	2,138	2,072	2,127	2,069	25,140
	Cancellations:	7	1	2	31	63	28	9	6	8	5	34	13	207
	Service Reliability:	99.7%	100.0%	99.9%	98.6%	97.0%	98.6%	99.6%	99.7%	99.6%	99.8%	98.4%	99.4%	99.2%
Manly Ferry	Scheduled services:	2,320	2,272	2,244	2,300	2,244	2,157	2,421	1,968	2,174	2,108	2,176	2,110	26,494
	Cancellations:	3	0	7	3	9	4	17	7	4	4	1	8	67
	Service Reliability:	99.9%	100.0%	99.7%	99.9%	99.6%	99.8%	99.3%	99.6%	99.8%	99.8%	100.0%	99.6%	99.7%
Manly JetCat ²	Scheduled services:	1,050	1,018	1,012	1,034	1,012	960	-	-	-	-	-	-	6,086
	Cancellations:	25	42	116	39	172	52	-	-	-	-	-	-	446
	Service Reliability:	97.6%	95.9%	88.5%	96.2%	83.0%	94.6%	-	-	-	-	-	-	92.7%
All services	Scheduled services:	15,900	15,470	15,314	15,738	15,314	15,356	14,644	13,112	14,504	14,045	14,375	14,089	177,861
	Cancellations:	54	53	128	97	254	104	36	26	26	19	61	40	898
	Service Reliability:	99.7%	99.7%	99.2%	99.4%	98.3%	99.3%	99.8%	99.8%	99.8%	99.9%	99.6%	99.7%	99.5%

Excluding Manly JetCat services, which ceased on 1 January 2009, total cancellations for 2008-09 were 452 services.
This equates to a service reliability of 99.7%.

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

² Manly JetCat service was discontinued after 31 December 2008.

³ Service cancellations in May do not include a total of 166 services which did not operate on 7 May due to staff meetings to vote on a new Enterprise Bargaining Agreement.