

# Sydney Ferries Proactive Release of Information

September 2010



Transport  
Sydney Ferries

## Sydney Ferries Performance Data – to June 2010

Since 2007, Sydney Ferries has published its monthly operational performance data for the information of its customers and other interested parties. Performance reports from 2007 are publicly available on the Sydney Ferries website, and include service reliability, on time running, customer complaints and patronage data.

In line with the *Government Information (Public Access) Act 2009* NSW (**GIPA Act**) Sydney Ferries will continue to support the public release of information on its operations that is of interest to its customers and stakeholders.

Sydney Ferries will monitor requests under the GIPA Act to determine the data that is of interest to the public and will publish a range of information online:

[www.sydneyferries.info/government-information-public-access-act-gipa.htm](http://www.sydneyferries.info/government-information-public-access-act-gipa.htm)

If you have an enquiry about the GIPA Act process, or would like any of the documents listed, please send your request to our Information Access Officer at [GIPA@sydneyferries.nsw.gov.au](mailto:GIPA@sydneyferries.nsw.gov.au)

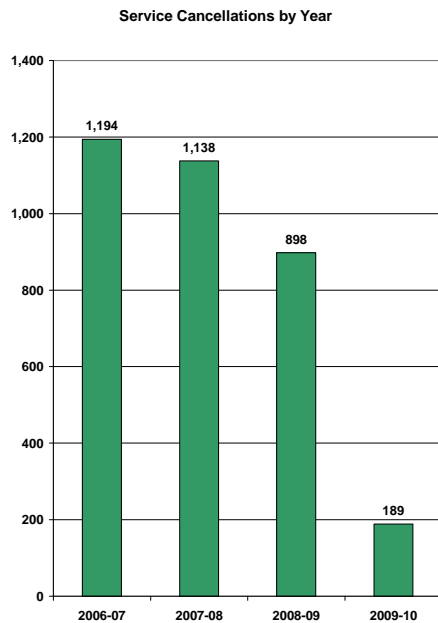
This report contains proactive release of information frequently requested and provides links to the Sydney Ferries website for ease of access. It is not intended to replace the Annual Report.

This proactive release provides data for operations over the past financial year, on safety, customer service, and the staff who deliver ferry services.

Sydney Ferries has published monthly operational performance results to customers since 2007. It is available under the **How we are Charting** banner on vessels and wharfs, and online at: [www.sydneyferries.info/about-us/how-we-are-charting.htm](http://www.sydneyferries.info/about-us/how-we-are-charting.htm)

## Customer Service

Sydney Ferries' purpose is to deliver safe and reliable passenger ferry services. Reliability of services is critical for our customers.



The improvement in service reliability over the past four years is illustrated in this table of service cancellations, showing significant reductions over the past four years.

In 2009-10 Sydney Ferries operated over 170,000 services. The number of service cancellations reduced from 898 in 2008-09 to 189 in 2009-10 (a reduction of 79%), resulting in service reliability of 99.9%. Service delays dropped from 3,397 in 2008-09 to 3,258 in 2009-10, resulting in on time running of 98.1%.

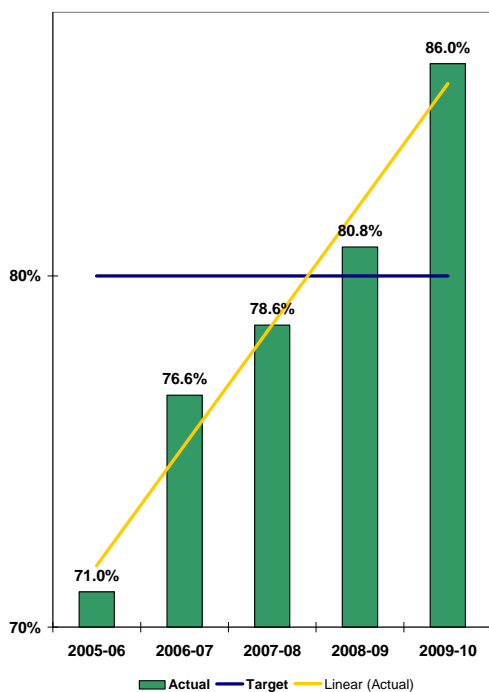
**Service cancellations data**, by route, by month, and by vessel, is available online, along with vessel breakdown data by month.

**On time running data** by month and by service area for the past three years is also online.

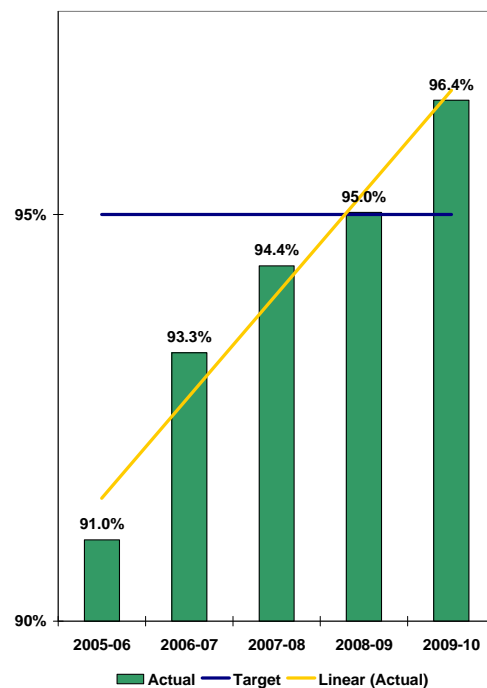
Service reliability has benefited from improved availability of the fleet and reliability of vessels, as a result of improvements in maintenance and capital investment.

**Fleet Facts** are available on the Sydney Ferries website.

Vessel Availability



Vessel Reliability



Customer satisfaction with the level of service performance is reflected in feedback.

## Customer feedback

In the past two years customer complaints have fallen by almost half, from 8.7 complaints per 100,000 passengers to 4.4 complaints per 100,000 passengers.

A breakdown of complaints by route, or by issue, is provided below.

Detailed [breakdown of complaints](#) by service route or by issue is available online.

### Customer Complaints Received in 2009-10 (1)

<i>Issue</i>		<i>Route</i>	
Service late or did not operate:	109	Balmain / Woolwich	57
Fare dispute:	82	Darling Harbour	51
Information issues:	71	Mosman Bay	64
Timetable issues:	45	Neutral Bay	20
Vessel full or overcrowded:	40	Taronga Zoo	13
Poor customer service:	83	Watsons Bay	38
Safety concern:	22	Parramatta River	208
Service departed ahead of schedule:	45	Manly	75
Wharf cleanliness and maintenance:	29	<b>Non route specific</b>	<b>108</b>
Service missed wharf:	30	<b>Total</b>	<b>638</b>
Vessel cleanliness and maintenance:	23		
Bus and ferry connections:	31		
Wharf closure:	7		
Other:	21		
<b>Total</b>	<b>638</b>		

(1) Does not include 36 complaints relating to the new MyZone ticketing

Sydney Ferries receives an average of one complaint for every five complaints.

## Patronage and customer demand

The number of passenger journeys has increased over the past year, resulting in patronage growth of 3% in 2009-10 (adjusted for cessation of Manly JetCat services).

In the busy summer season in December 2009, Sydney Ferries had two record passenger days in summer, 29 December and 30 December, recording ticket validations of 74,382 and 78,429 respectively.

The matching of customer demand to service availability is at the core of passenger transport services. Across the transport network, integration of services aims to provide efficient access to meet passenger demand.

Estimates of patronage are based on ticket sales and gate validations data. In addition, more detailed route and wharf customer demand data is captured by twice yearly passenger load surveys. The table below summarises the results of the last four passenger load surveys for Inner Harbour and Parramatta River services.

Summary of Sydney Ferries' Passenger Load Counts\*, December 2008 - May 2010

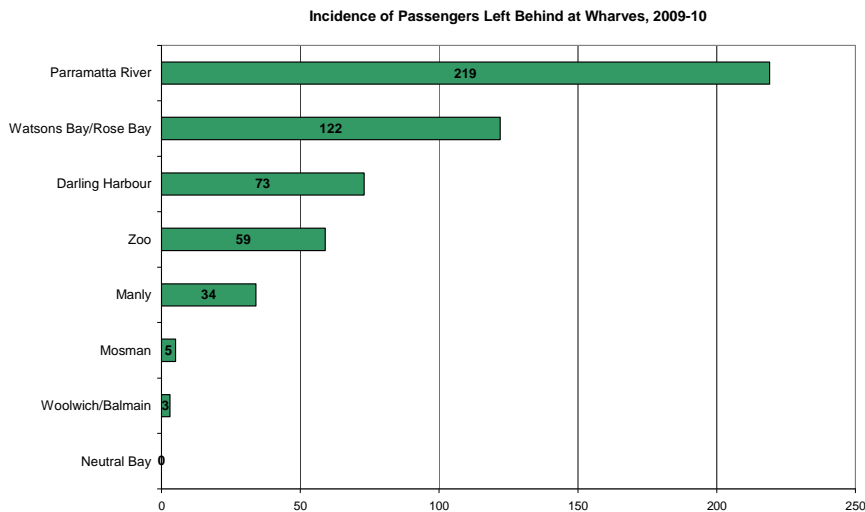
Survey	Day of week	Parramatta		Darling		Mosman	Taronga Zoo	Balmain -		All services not including Manly
		River	Watsons Bay	Harbour	Neutral Bay			Woolwich	Manly	
1- 7 December 2008	Week-day average	4,641	3,810	3,939	2,417	3,898	3,237	2,352	24,294	
	Saturday	4,044	2,406	6,467	2,055	2,785	3,054	1,439	22,250	
	Sunday	2,970	2,371	5,397	974	3,161	1,901	673	17,447	
	Week total	30,217	23,827	31,559	15,114	25,438	21,138	13,872	161,165	
23-29 March 2009	Week-day average	4,691	3,761	4,001	2,446	3,880	2,928	2,557	24,263	
	Saturday	3,505	3,019	6,717	1,833	2,254	4,022	1,800	23,150	
	Sunday	5,049	3,704	7,782	1,229	3,291	4,691	1,122	26,868	
	Week total	32,008	25,526	34,504	15,293	24,945	23,352	15,705	171,333	
23-29 November 2009	Week-day average	4,661	3,892	4,392	2,411	3,753	3,445	2,461	25,015	
	Saturday	3,543	3,180	6,996	1,928	2,220	3,451	2,008	23,326	
	Sunday	5,320	3,402	9,158	1,128	2,509	4,648	1,049	27,214	
	Week total	32,166	26,040	38,115	15,110	23,494	25,326	15,363	175,614	
24-30 May 2010 **	Week-day average	3,580	2,827	2,700	2,145	3,155	2,121	2,083	18,611	
	Saturday	1,720	1,058	3,307	1,079	1,344	1,534	1,193	11,235	
	Sunday	3,231	1,946	4,291	701	1,486	1,667	628	13,950	
	Week Total	22,851	17,139	21,100	12,505	18,604	13,807	12,235	118,241	

\* Counts of passengers boarding Sydney Ferries' services in three seven day surveys. Manly Ferry counts not included as patronage on this service is based on gate validation counts.

\*\* Patronage counts are lower in May due to lower customer demand through the cooler winter months.

Increasing demand across the ferry network highlights where capacity needs to be increased. In the past year, incidence of unmet demand was highest on the Parramatta River service, while growth in demand was greatest on the Darling Harbour and Taronga Zoo services, and impacts on service reliability across the inner harbour.

Detailed data of [missed stops](#), and the [impact of capacity limits](#) on customer travel is available online. The table below summarises the incidence of passengers left behind at wharves.



## Safety

As a commercial vessel operator, Sydney Ferries operates under the regulations administered by the NSW Maritime Authority.

Last year, Sydney Ferries operated more than 170,000 ferry services, making over 540,000 berthings at wharves, in varying weather conditions. We expect to achieve these services and berthings without incident.

Internationally-binding maritime 'rules of the road' are designed to ensure safety in an environment without road lanes, roundabouts and traffic lights. The Master or skipper of a vessel has a responsibility to operate his/her vessel in line with these rules.

## Incident Reporting

Under section 94 of the *Marine Safety Act 1998* (NSW) Sydney Ferries is required to report all accidents to NSW Maritime. This reporting is designed to enhance the safety of the Harbour for all users. The incidents most commonly reported by Sydney Ferries relate to 'close quarters' situations. In many cases, these are reports of other vessels not observing these rules.

In 2009-10, Sydney Ferries reported the following incidents across its operations:

### Sydney Ferries' Reportable Vessel Incidents in 2009-10

	<i>Collision</i>	<i>Grounding</i>	<i>Close Quarters</i>	<i>Fire / Explosion</i>	<i>Control System</i>	<i>Misc</i>	<i>Total</i>
Jul	2	0	2	0	0	0	4
Aug	0	0	4	0	1	0	5
Sep	0	0	2	0	0	0	2
Oct	0	0	3	0	3	0	6
Nov	0	0	3	0	0	0	3
Dec	0	0	1	0	0	2	3
Jan	0	1	2	0	0	0	3
Feb	1	0	1	0	0	0	2
Mar	1	0	5	0	7	0	13
Apr	0	0	2	0	3	1	6
May	0	0	1	0	0	1	2
Jun	1	0	1	0	0	0	2
<b>TOTAL</b>	<b>5</b>	<b>1</b>	<b>27</b>	<b>0</b>	<b>14</b>	<b>4</b>	<b>51</b>

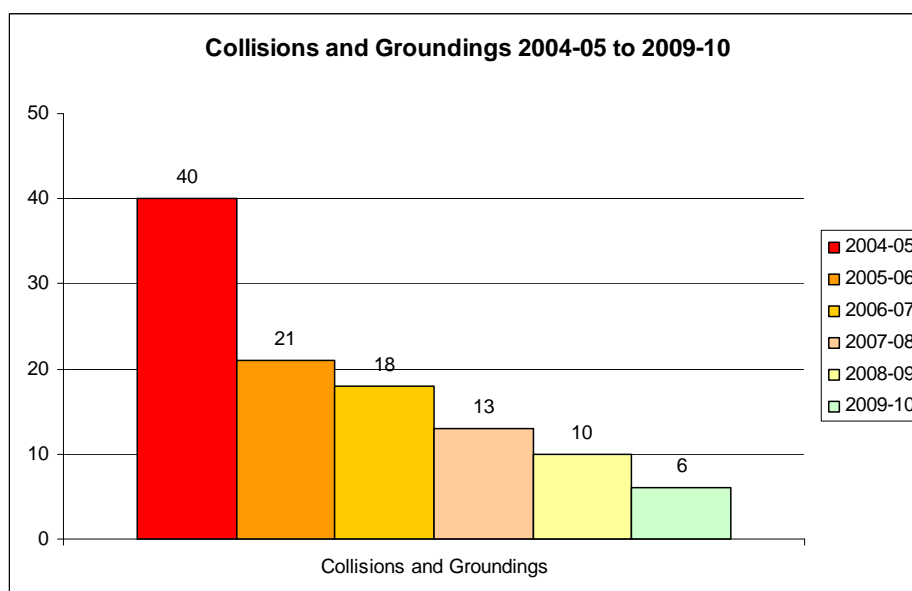
Of the five collisions reported in 2009-10, three related to collisions during berthing activities, one related to contact with a submerged object. The final incident involved contact with a small runabout, where NSW Maritime has advised that the cause of the incident was inexperience on the part of the runabout occupants.

The grounding incident occurred during the passage of a RiverCat class vessel in the upper Parramatta River.

## Operational Safety

The most visible performance measure relates to vessel collisions or groundings, defined under section 94 of the Marine Safety Act. Since 2004-05, Sydney Ferries has decreased the incidence of collisions and groundings by 85%: from 40 in 2004-05 to 6 in 2009-10 (see table below).

This improved performance is the result of significant investment in training, and improved vessel maintenance and operational standards. This improvement has been recognised by the Chartered Institute of Logistics and Transport Australia through their 2010 'Excellence in Safety' Award.



Passenger safety is indicated by the number of passenger injuries arising from ferry operations. In the past year 15 passenger injuries were reported, including six relating to slips, trips and falls, six arising from cuts, abrasions or crush injuries, and the remaining from gangway or other causes. Detailed [hazard incident reporting](#) data is available online.

### **Alcohol and Drug Testing**

Sydney Ferries is a drug and alcohol free workplace. Random, suspicion, targeted and post-incident drug testing is conducted, and in 2009 Sydney Ferries amended its Drug and Alcohol Policy to double the rate of drug testing.

In the past year, one third of Sydney Ferries staff (186) were selected under the program for alcohol tests. Of those tested, none returned a positive result.

Of the 95 drug tests conducted, four positive results were returned (relating to two individuals), resulting in one case of termination of employment and one suspension.

### **Delivering ferry services**

Sydney Ferries' people are the backbone of ferry service delivery. Our crews work on rostered shifts across the service operation hours spanning 5am to 1am. Taxis are allocated for staff transport to shifts commencing at or prior to 5am, and from shifts finishing at or after midnight.

Taxi costs for the past three years (see table below) are linked to the annual Determination of the Independent Pricing and Regulatory Tribunal (IPART).

	2007-08	2008-09	2009-10
<i>Taxi costs</i>	718,888	807,690	908,101
<i>change</i>		12%	12%
<i>IPART increase</i>		3.8%	4.2%
<i>net increase</i>		8.2%	7.8%

All Sydney Ferries' staff operate under a Code of Conduct to ensure the safety of their workplace. At times incidents occur that require investigation and subsequent action under the Sydney Ferries *Discipline Policy*.

In the six months to June 2010, there have been seven investigations of misconduct that have resulted in suspension. As an investigation proceeds, some suspensions have been reassessed to suspension without pay. One investigation resulted in employment termination.

The priority of these investigations is natural justice for staff members involved, and an efficient process to resolve issues as soon as possible. In some cases, pending an investigation, the staff member is suspended from the workplace on full pay.



[www.sydneyferries.info](http://www.sydneyferries.info)

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