

On-time Running Performance in 2010-11¹

June 2011

On-time Running Rate 2010-11¹

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Full Year
Inner Harbour	Operated services:	10,248	10,140	9,964	9,677	9,404	9,437	9,322	8,748	9,750	9,056	9,658	9,340	114,744
	All delays	201	140	185	216	240	173	191	117	140	143	101	95	1,942
	Delays due to <i>force majeure</i> ²	0	0	4	0	0	0	0	24	0	0	1	0	29
	Adjusted on-time running rate ³	98.0%	98.6%	98.2%	97.8%	97.4%	98.2%	98.0%	98.9%	98.6%	98.4%	99.0%	99.0%	98.3%
	Unadjusted on-time running rate	98.0%	98.6%	98.1%	97.8%	97.4%	98.2%	98.0%	98.7%	98.6%	98.4%	99.0%	99.0%	98.3%
Parramatta River	Operated services:	2,370	2,356	2,299	2,312	2,274	2,242	2,297	2,141	2,384	2,213	2,362	2,282	27,532
	All delays	45	46	34	48	66	58	49	35	58	43	42	31	555
	Delays due to <i>force majeure</i> ²	0	0	4	0	0	0	0	0	0	0	7	0	11
	Adjusted on-time running rate ³	98.1%	98.0%	98.7%	97.9%	97.1%	97.4%	97.9%	98.4%	97.6%	98.1%	98.5%	98.6%	98.0%
	Unadjusted on-time running rate	98.1%	98.0%	98.5%	97.9%	97.1%	97.4%	97.9%	98.4%	97.6%	98.1%	98.2%	98.6%	98.0%
Manly Ferry	Operated services:	2,183	2,150	2,106	2,171	2,109	2,288	2,533	1,967	2,180	2,117	2,173	2,108	26,085
	All delays	3	12	9	9	14	9	15	18	8	3	5	4	109
	Delays due to <i>force majeure</i> ²	0	1	0	1	0	0	2	2	0	0	0	0	6
	Adjusted on-time running rate ³	99.9%	99.5%	99.6%	99.6%	99.3%	99.6%	99.5%	99.2%	99.6%	99.9%	99.8%	99.8%	99.6%
	Unadjusted on-time running rate	99.9%	99.4%	99.6%	99.6%	99.3%	99.6%	99.4%	99.1%	99.6%	99.9%	99.8%	99.8%	99.6%
All services	Operated services:	14,801	14,646	14,369	14,160	13,787	13,967	14,152	12,856	14,314	13,386	14,193	13,730	168,361
	All delays	249	198	228	273	320	240	255	170	206	189	148	130	2,606
	Delays due to <i>force majeure</i> ²	0	1	8	1	0	0	2	26	0	0	8	0	46
	Adjusted on-time running rate ³	98.3%	98.7%	98.5%	98.1%	97.7%	98.3%	98.2%	98.9%	98.6%	98.6%	99.0%	99.1%	98.5%
	Unadjusted on-time running rate	98.3%	98.6%	98.4%	98.1%	97.7%	98.3%	98.2%	98.7%	98.6%	98.6%	99.0%	99.1%	98.5%

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.