

Service Reliability

June 2011

Service Reliability Rate 2010-11¹

Service Area		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Full Year
Inner Harbour	Scheduled services:	10,248	10,142	9,974	9,678	9,416	9,452	9,330	8,748	9,750	9,064	9,662	9,349	114,813
	All cancellations	0	2	10	1	12	15	8	0	0	8	4	9	69
	Cancellations due to <i>force majeure</i> ² :	0	0	8	0	0	0	0	0	0	0	0	0	8
	Adjusted Service Reliability Rate ³ :	100.0%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%
	Unadjusted Service Reliability Rate	100.0%	100.0%	99.9%	100.0%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%
Parramatta River	Scheduled services:	2,370	2,363	2,304	2,319	2,286	2,247	2,298	2,144	2,390	2,216	2,367	2,285	27,589
	All cancellations	0	7	5	7	12	5	1	3	6	3	5	3	57
	Cancellations due to <i>force majeure</i> ² :	0	0	4	0	0	0	0	0	0	0	2	0	6
	Adjusted Service Reliability Rate ³ :	100.0%	99.7%	100.0%	99.7%	99.5%	99.8%	100.0%	99.9%	99.7%	99.9%	99.9%	99.9%	99.8%
	Unadjusted Service Reliability Rate	100.0%	99.7%	99.8%	99.7%	99.5%	99.8%	100.0%	99.9%	99.7%	99.9%	99.8%	99.9%	99.8%
Manly Ferry	Scheduled services:	2,183	2,174	2,110	2,176	2,110	2,288	2,539	1,968	2,181	2,117	2,174	2,110	26,130
	All cancellations	0	24	4	5	1	0	6	1	1	0	1	2	45
	Cancellations due to <i>force majeure</i> ² :	0	23	4	0	0	0	0	0	0	0	1	0	28
	Adjusted Service Reliability Rate ³ :	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%
	Unadjusted Service Reliability Rate	100.0%	98.9%	99.8%	99.8%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	100.0%	99.9%	99.8%
All services	Scheduled services:	14,801	14,679	14,388	14,173	13,812	13,987	14,167	12,860	14,321	13,397	14,203	13,744	168,532
	All cancellations	0	33	19	13	25	20	15	4	7	11	10	14	171
	Cancellations due to <i>force majeure</i> ² :	0	23	16	0	0	0	0	0	0	0	3	0	42
	Adjusted Service Reliability Rate ³ :	100.0%	99.9%	100.0%	99.9%	99.8%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%
	Unadjusted Service Reliability Rate	100.0%	99.8%	99.9%	99.9%	99.8%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%

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.