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Letter to the Minister

The Hon Gladys Berejiklian MP
Minister for Transport
Level 35
Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

31 October 2011

Dear Ms Berejiklian

On behalf of the State Transit Authority of NSW, it is our pleasure to present to you the Annual Report for the year ended 30 June 2011.

This report has been prepared in accordance with the Annual Reports (Statutory Bodies) Act 1984 and the Public Finance and Audit Act 1983. The financial statements have been audited by the NSW Audit Office and the Auditor-General's report is included.

We wish to thank you for your support and we look forward to continuing to grow the business and improve our services to offer an attractive and efficient public transport service for the people of New South Wales.

Yours sincerely



Peter Rowley
Chief Executive

Chief Executive's Foreword

The 2010/11 financial year marked the beginning of a period of change for the Transport portfolio. The development of an integrated transport authority – Transport for NSW – has meant an increased focus on service delivery and a strong directive to put our customers first in everything we do.

For State Transit, this means continuing to do what we do best, providing a safe, clean and reliable public transport service for the people of Sydney and Newcastle, and striving to continually improve this service.

The expansion of Metrobus and PrePay in 2010/11 are strong examples of improvements we are making across our network to benefit our customers. Increased high-capacity, high-frequency services through the introduction of an additional five Metrobus routes, and faster boarding times as a result of PrePay, are contributing to a more efficient and effective transport network.

Our customers are also benefiting from increased comfort and accessibility with the delivery of 235 new buses to the State Transit fleet during the year. These buses included the last of the 545 replacement bus contract and the 150 articulated growth bus contract, which were delivered on time, by 30 June 2011. State Transit will continue to receive new buses to its fleet with 233 new rigid buses scheduled for delivery between now and 2013.

These examples, that improve the efficiency, reliability and quality of our service, are driving factors in boosting customer satisfaction, and I believe that the rise in our patronage during 2010/11 is a strong indication that we are heading in the right direction. As we move forward in 2011/12, working closely with Transport for NSW as part of an integrated transport authority, I am confident that customer satisfaction will continue to improve.

At State Transit, safety is our highest priority and we are constantly striving to improve our safety standards for our staff, our customers and everyone involved with our business.

I am pleased to say that in 2010/11, State Transit successfully passed its WorkCover OHS Management System Audit. This result follows the implementation of State Transit's new Safety Management System, which describes what must be done in order for State Transit to work safely and meet its regulatory requirements and ensure a safe workplace for all.

The Safety Management System reached a mature stage of implementation across the business throughout 2010/11 to ensure the "bedding down" of the new processes and procedures. The ongoing success of the system is driven by the support and commitment of all staff to ensure continuous improvement in our safety practices.

One of the key driving factors of a successful business is the dedication, pride and values that are instilled in its staff. At State Transit, I am proud to see examples of this on a daily basis.

Our 2010 Annual Awards ceremony highlighted the excellence of our staff in areas such as safety, competitive and winning performance and customer experience.

Port Botany bus operator Gene Kotobalavu is an example of the excellent customer service our staff provide. Gene was recognised for receiving 17 commendations in 2010 for the exceptional way he goes about his job each day.

Julie Halliday, State Transit's Automatic Fare Collection Coordinator, was recognised for her management of the software and ticket changes involved in the implementation of the MyZone ticketing system. Julie's dedication to her job saw her meet many challenging deadlines, ensuring State Transit's successful transition to MyZone tickets.

It also pleases me to see staff such as Waverley Depot Engineering Repair Assistant Gerda Van Hove, who was recognised for her diligent safe work practices. Gerda took the initiative to modify some of her cleaning equipment to make them more comfortable, safer and easier to use – an excellent example of a staff member who takes safety seriously.

Having staff members, such as Gene, Julie and Gerda, out on the road, in our head office and in our depots is what helps State Transit deliver a winning performance each day.



Peter Rowley
Chief Executive



About State Transit

Boasting the biggest bus fleet in Australia and also one of the most modern, State Transit manages one of the largest bus networks in the world.

Operating three businesses, Sydney Buses, Newcastle Buses and Ferries and Western Sydney Buses (the Liverpool to Parramatta Transitway), State Transit carries around 206 million passengers every year.

Bus Fleet

At 30 June 2011, State Transit's bus fleet totalled 2,252 buses. The major characteristics of the fleet were:

- 1,754 buses are air-conditioned (78% of the fleet)
- 1,499 buses are wheelchair-accessible (67% of the fleet)
- 599 buses are Euro 3 compliant (CNG or Euro 3 diesel) (27% of the fleet)
- 503 buses are Euro 5 diesel or Euro 4 CNG compliant (22% of the fleet)
- 197 buses are Environmentally Enhanced Vehicles (EEV) (9% of the fleet)
- 235 buses are high-capacity articulated buses (10% of the fleet).

Patronage

- State Transit carried 206.7 million passengers in 2010/11.
- Every working day, State Transit operates more than 16,000 services carrying more than 640,000 passengers to their destinations.

Turnover

- \$655.4 million in 2010/11

Employees

- More than 5,000 employees

Routes

- Sydney Buses operates approximately 289 routes in the Sydney metropolitan area.
- Newcastle Buses operates 27 routes over a large part of the cities of Newcastle and Lake Macquarie. Newcastle Ferries operates a service across Newcastle Harbour to Stockton.
- Every year the Sydney Buses fleet travels around 87 million kilometres, the Newcastle Buses fleet travels around 8 million kilometres and the Newcastle Ferries fleet travels around 24,000 kilometres. The Western Sydney Buses fleet travels almost 2 million kilometres.
- Around 108,647 timetabled services are operated every week, 100,756 by Sydney Buses, 6,712 services by Newcastle Buses and 1,179 services by Western Sydney Buses.
- Sydney Buses operates 6,760 school trips a week on 755 bus routes. Newcastle Buses operates 1,375 school trips a week on 142 bus routes.

Safety

The highest priority is placed on safety and security. All buses are fitted with state-of-the-art digital CCTV systems, driver protection screens and shatter proof film for windows. Buses also feature door safety systems and special school bus warning systems. All buses are in radio contact with the State Transit Network Control Centre in Sydney's Traffic Management Centre and Newcastle's Control Room.

Passenger Information

- Individual timetables for every bus service are available from TransitShops at central points in the Sydney CBD, the Circular Quay Customer Information Centre, selected ticket agents and at www.131500.com.au or by accessing the 131500 mobile service. Handy route information is also available at bus stops and ferry wharves.
- Check out our website www.statetransit.info which is linked to:
www.sydneybuses.info
www.newcastlebuses.info

Legislation

The State Transit Authority of NSW is established under the Transport Administration Act 1988 and operates, as do all NSW bus operators, within the regulatory framework of the Passenger Transport Act 1990.

Establishing Transport for NSW

In April 2011, the Minister for Transport and the Minister for Roads and Ports jointly announced the establishment of an integrated transport authority. The new organisation – Transport for NSW – will ensure the planning and policy across all modes of transport is fully integrated.

Decision making for planning and policy is now centralised in Transport for NSW. The new organisation is responsible for improving the customer experience, planning, program administration, policy, regulation, procuring transport services, infrastructure and freight.

The operating agencies – State Transit, RailCorp and the new Roads and Maritime Services agency – have been freed up to focus on service delivery – providing safe, reliable, clean and efficient transport services.

Full details are available at www.transport.nsw.gov.au

How State Transit designs its services

State Transit bus routes and timetables are designed so they are simple to understand, frequent, direct, reliable and accessible to the majority of the community. Experience shows these characteristics provide the community with better bus services, matching travel demands.

Bus services are well patronised when they are designed to serve a number of purposes. Buses take people to work, school, university and TAFE, shopping, entertainment, hospitals and to visit friends. People use buses to connect with trains, ferries and other buses as part of the transport network.

All routes are designed to provide local communities with connections to their regional centres and district centres. These principles were derived after conducting considerable research of travel demand, customer feedback and examining successful bus services operated by State Transit.

Network Maps

Sydney Service Area

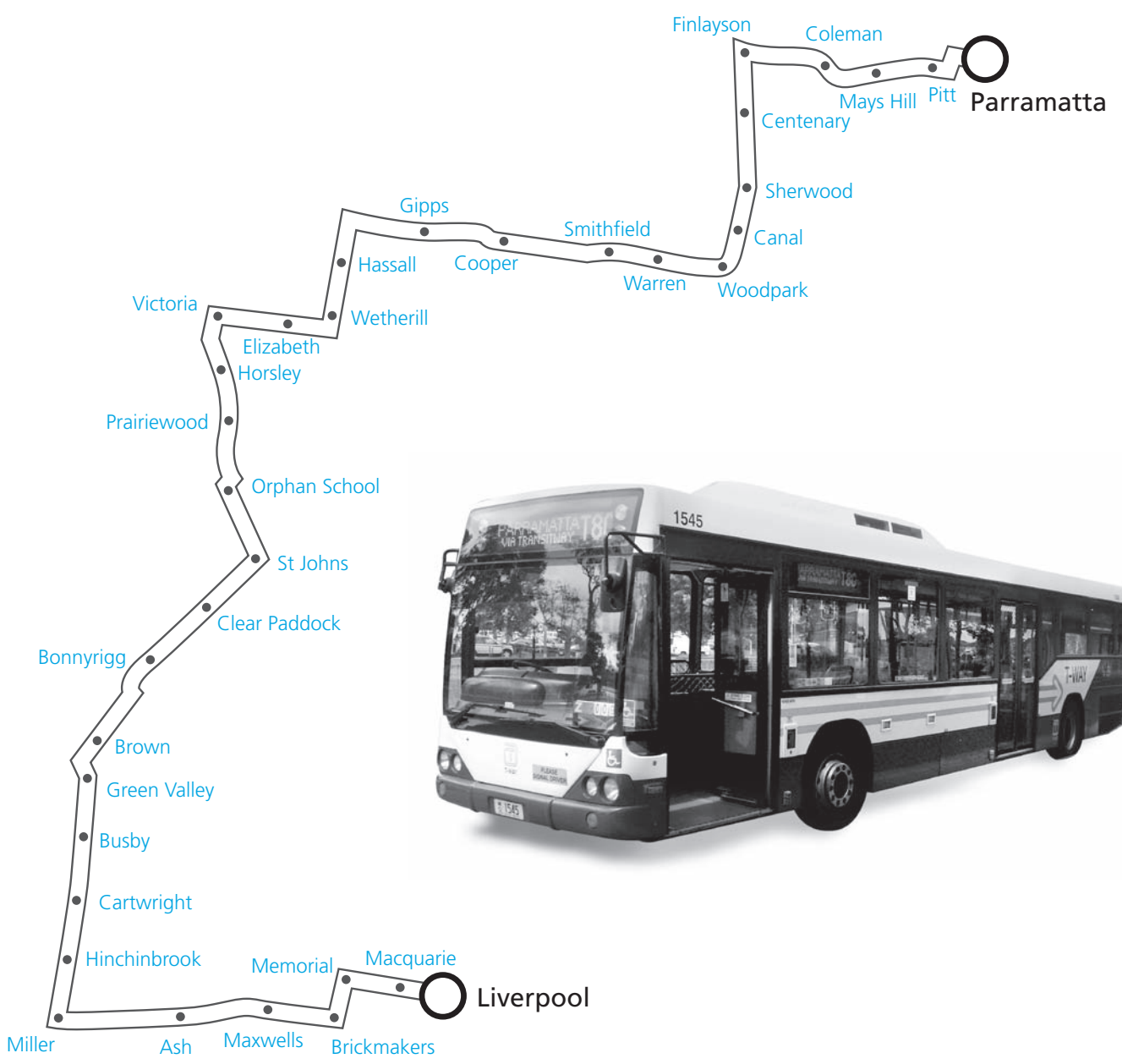


Network Maps

Newcastle Service Area



Liverpool to Parramatta Transitway Route Map





Performance Highlights

Patronage

Total patronage for State Transit in 2010/11 was 206.688 million trips, 2.012 million more trips than the previous financial year (up 1%). Sydney Buses' patronage increased by 1.980 million (up 1%) to 191.855 million trips and Newcastle Buses and Ferries patronage remained steady at 12.069 million trips.

Patronage on the Liverpool to Parramatta Transitway continued to grow, increasing 133,000 trips (up 5%) to 2.764 million trips.

Bus Fleet

In 2010/11, 235 new buses were delivered to State Transit. These buses included the last of the 545 replacement bus contract and the 150 articulated growth bus contract which were delivered on time by 30 June 2011.

The delivery of these new buses and subsequent retirement of older buses has further reduced the average age of State Transit's bus fleet to 10.89 years.

Metrobus Network Expands

State Transit worked with the Department of Transport to expand the Metrobus network in 2010/11, with an additional 10 new routes hitting the streets, providing around half a million additional passenger spaces each week.

These new routes, announced in July 2010, bring the total number of Metrobus routes to 13 across Sydney, and for the first time, see the expansion of the Metrobus network to regions operated by private bus operators.

State Transit operates eight Metrobus routes, with the remaining routes operated by private bus companies, ComfortDelGro Cabcharge and Veolia Transport.

Metrobus services are proving extremely popular, with more than 16 million people jumping on board State Transit operated services since their introduction.

PrePay

In 2010/11, State Transit continued to expand its PrePay network, targeting the main corridors to the City.

To ensure a smooth transition to PrePay for customers, State Transit communicated information through a wide variety of channels.

Parramatta Interchange (Stands A2, A3 and B2 on Argyle St) and Rockdale Interchange were also converted to PrePay-only between 7am and 7pm, weekdays.

State Transit introduced two brand new PrePay-only services in 2010/11 – Metrobus M40, between Chatswood and Bondi Junction, and Metrobus M50, between Drummoyne and Coogee.

SMS Real-time Bus Information

In 2010/11, State Transit worked with the Department of Transport to implement a new SMS service, allowing passengers to receive up-to-the-minute bus arrival information. The new service was rolled out across the Sydney Buses network on 28 February 2011.

The SMS service – which allows passengers to receive next bus information for all buses within 30 minutes of their stop – was rolled out following the successful six-month trial of the system on Metrobus services.

Improving travel times at Wynyard

In December 2010, State Transit implemented a number of changes to the Wynyard bus stopping arrangements to help ease congestion around the Wynyard bus precinct.

These changes – aimed at improving the flow of buses onto and off the Sydney Harbour Bridge during the morning and afternoon peaks – involved changes to pick up locations in Carrington, York and Clarence streets for 31 bus routes.

In 2010/11, State Transit continued to expand its PrePay network, targeting the main corridors to the City.



Customer Courtesy Campaign

In May 2011, State Transit, together with CityRail and Sydney Ferries, launched an integrated Customer Courtesy Campaign aimed at positively influencing customer behaviour on public transport.

The campaign highlights ten 'beasts' based on typical anti-social behaviours identified by customers, which were created to raise awareness of inconsiderate behaviour.

Free WiFi on Metrobus M10 buses

In December 2010, the Department of Transport commenced a six-month trial of free wireless Internet on State Transit's Metrobus M10 buses.

The trial provides commuters with two sessions of wireless Internet – up to 45 minutes or 30 MB of data – each day.

Free Shuttle Services

Following the success of the Free CBD Shuttle and Wollongong Shuttle services, the Department of Transport launched 10 additional free shuttle services in 2011.

Two of these new services – the Newcastle City Loop Shuttle and the Kogarah Shuttle – are operated by State Transit under a contract with the Department of Transport.

Australian Institute of Training and Development Award

In 2010, State Transit achieved the prestigious Australian Institute of Training and Development award for Organisational Learning Effectiveness for its Operations Traineeship Program. This award recognises outstanding contribution to the practice of learning and development.





Year in Review

Review of Operations





Customer Service

Key Objectives

- To serve our customers in a friendly manner

Key Benefit

- Delivering a positive customer experience

Key Performance Indicators

- Increased customer satisfaction
- Increased community advocates/supporters
- Increased patronage



Performance

Good customer service is at the core of State Transit's strategies to ensure that the community's expectations of bus services are met.

State Transit designs and implements programs to ensure the customer is the core focus when designing its services and providing customer information.

State Transit trains its staff to ensure customer service is an integral part of its culture. As a Registered Training Organisation, State Transit is committed to ensuring that it appropriately identifies, trains and assesses all staff in line with its service standards for reliability, convenience, efficiency, customer service, comfort, security and safety.

Patronage

Total patronage for State Transit in 2010/11 was 206.688 million trips, 2.012 million more trips than the previous financial year (up 1%).

Sydney Buses' patronage increased by 1.980 million (up 1%) to 191.855 million trips.

Routes with strong patronage growth across the Sydney Buses network during 2010/11 included:

- Route 348 – operating between Bondi Junction and Wolli Creek via the University of NSW – recorded a 32% increase in patronage, carrying 70,043 more passengers than in 2009/10.
- Route 895 – operating between the University of NSW and Central – recorded a 7% increase in patronage, carrying 94,350 more passengers than in 2009/10.
- Route 500 – operating from Ryde to the City – recorded a 33.1% increase in patronage, carrying 56,600 more passengers than in 2009/10.
- Route 251 – operating from Lane Cove West to the City via the Gore Hill Freeway – recorded an 11.4% increase in patronage, carrying 14,635 more passengers than in 2009/10.

- Metrobus Route M10 – operating between Leichhardt and Maroubra Junction – recorded an 11.3% increase in patronage, carrying 228,835 more passengers than in 2009/10.

Newcastle Buses and Ferries patronage remained steady in 2010/11 with 12.069 million trips. Route 100 – operating between Charlestown and Newcastle via John Hunter Hospital and Mayfield – showed strong patronage growth, increasing by 3.8% with 31,447 more passenger trips than in 2009/10.

Patronage on the Liverpool to Parramatta Transitway continued to grow, increasing 133,000 trips (up 5%) to 2.764 million trips.

Bus Fleet

In 2010/11, 235 new buses were delivered to State Transit. These buses completed deliveries under the 545 replacement bus contract and the 150 articulated growth bus contract, on time, by 30 June 2011.

Of the 235 buses delivered:

- 42 were Volvo Euro 5 diesel standard buses;
- 14 were Mercedes Euro 4 Compressed Natural Gas (CNG) standard buses;
- 47 were Mercedes EEV CNG standard buses; and
- 132 were Volvo EEV articulated buses.

State Transit's operating contracts with the Department of Transport, issued under the Passenger Transport Act 1990, require an average fleet age of not more than 12 years. The delivery of these new buses and subsequent retirement of older buses has further reduced the average age of State Transit's bus fleet to 10.89 years.

State Transit continues its program to purchase only wheelchair-accessible buses, which now total 1,499 (67% of the fleet).

Wheelchair-accessible buses operate on more than 46,600 trips per week (48% of services) on routes throughout Sydney and Newcastle. This places State Transit ahead of the targets for Commonwealth Disability Standards for Accessible Public Transport.

All new buses acquired by State Transit feature:

- kneeling suspension for level entry and a flat no-step floor to make it easier for the elderly and less mobile;
- an extended wheelchair ramp and accommodation for two wheelchairs;
- additional priority seating for less mobile passengers;
- high visibility handrails;
- increased interior lighting;
- improved destination signs; and
- air-conditioning.

Timetabled wheelchair-accessible bus services now operate on all main corridors and cross-regional routes. Many of these services provide links to accessible CityRail stations to increase opportunities for multi-modal travel. A full list of wheelchair-accessible services can be found by visiting www.sydneybuses.info

Bus Refurbishment

State Transit bus tenders require a 20-year minimum design life with a 15-20 year structural frame warranty. Manufacturers do not stipulate maximum kilometres for the vehicle however they do provide indications of key component life.

State Transit evaluates the maximum life expectancy for each make and model of bus in the fleet. The evaluation includes the consideration of the maximum economic life of the bus. The life of vehicles may be extended economically up to 25 years of age.

All buses are regularly assessed by qualified State Transit staff and are independently inspected by Roads and Traffic Authority staff under the Heavy Vehicle Inspection Scheme to ensure they are safe and roadworthy.

During the year, buses undergoing refurbishment included Scania 12 metre and CNG vehicles.

Customer Comfort

State Transit strives to provide a clean and comfortable bus service for its customers.

All new vehicles purchased feature air-conditioning, kneeling suspension for level entry and a flat no step floor to make using State Transit services easier and more comfortable to travel on.

In the *Survey of Sydney Metropolitan Bus Users 2010*, conducted by the Department of Transport, 95% of people surveyed said they were satisfied with the cleanliness of the seats on Sydney Buses. Of all operators involved in the survey, Sydney Buses was the only operator to show a statistically significant change from 2009 to 2010, with the level increasing from 92%.

Customer Information

State Transit strives to deliver service information to passengers that is readily available, easy to understand and accessible to the majority of the community.

State Transit achieves this by providing information to customers through a variety of channels.

Bus stop information

State Transit provides bus stop specific timetables at the majority of bus stops, with additional information displayed at major stops and along major corridors.

In the Survey of Sydney Metropolitan Bus Users 2010, conducted by the Department of Transport, Sydney Buses recorded the highest level of customer satisfaction of all bus operators included in the survey, for timetables displayed at bus stops with an 80% satisfaction rating.



In 2010/11, State Transit continued to roll out improved signage and information across the Sydney Buses and Newcastle Buses networks.

Bus stops that were targeted during the year included those located along Metrobus routes which received enhanced information, including full route maps, service and departure information. Distinctive red Metrobus bus stop signage was installed at the majority of bus stops along Metrobus routes M50, M52 and M54. Routes M10, M20, M30, M40 and M41 will receive new signage by December 2011.

Service information displayed within 130 bus shelters and bus stops in the Sydney City, Surry Hills, Randwick, Rozelle and Rosebery areas has also been enhanced with the rollout of stop-specific information. Service information at these stops is now in full colour and features additional information such as route maps and service details.

State Transit continues to work closely with a number of private bus operators to improve the standard of information at bus stops shared by multiple operators. A number of bus stops in Sydney City, Haymarket, Parramatta and Macquarie Park have received combined chronological bus timetable displays and route maps. Similar information has also been introduced at transport interchanges at Charlestown, Lane Cove and Hurstville.

Printed timetables

State Transit produces printed timetables for all 316 routes across its Sydney and Newcastle operating regions.

Printed timetable booklets can be picked up from TransitShops in the Sydney CBD, the Circular Quay Customer Information Centre or from ticket resellers and train stations. Electronic versions of each timetable and route map can be downloaded from the Sydney Buses and Newcastle Buses and Ferries websites.

Each timetable includes standardised pictogram logos, which are used on maps to show connection information for bus, train, ferry, monorail and light rail services.

Websites

The Sydney Buses and Newcastle Buses and Ferries websites offer comprehensive information for customers using State Transit services, such as route information and timetables, ticketing options, and service and timetable alterations.

More than 5.7 million people visited the Sydney Buses and Newcastle Buses and Ferries websites in 2010/11, downloading 2.5 million copies of timetables and maps.

The Sydney Buses and Newcastle Buses and Ferries websites provide links to the 131500 Transport Info website and Trip Planner function.

An improvement to the appearance and content of the Sydney Buses and Newcastle Buses and Ferries websites was completed in September 2010.

Real-time bus arrival information

State Transit worked with the Department of Transport to implement a new SMS service, allowing passengers to receive up-to-the-minute bus arrival information for all 289 individual bus routes across the Sydney Buses network.

This follows an initial trial of the service on eight Metrobus routes in 2010.

Customers simply text their bus stop number to 0488 TXT BUS (0488 898 287), and a text message is sent to their phone detailing real-time next bus information for all buses within 30 minutes from their stop.

The response is based on real-time GPS tracking of each individual bus out on the road, generated from the Public Transport Information and Priority System.

State Transit co-ordinated the distribution and installation of over 7,000 unique bus stop numbers at every bus stop within the Sydney Buses operating area.

TransitShops

For face-to-face assistance from State Transit staff, customers can visit one of four TransitShops – located at Railway Square, Circular Quay, Wynyard and the Queen Victoria Building.

Each store carries a full range of timetables and maps, and can support customers with ticketing and journey planning information.

Circular Quay Customer Information Centre

The first integrated customer information centre opened at Circular Quay in May 2011, providing customers with a one-stop-shop for transport information.

Open between 9am to 5pm daily, the centre provides brochures, maps and timetables for CityRail, Sydney Buses, Sydney Ferries and light rail services and offers free WiFi for customers.

The opening of the customer information centre was a three month collaborative effort involving representatives from the Department of Transport, State Transit, RailCorp and Sydney Ferries.

State Transit was involved in every aspect of the project, from initial development to on site training, including site selection, shop front signage, wayfinding signage, shop fit out, brochure selection, staff training, customer communications and the development/distribution of marketing collateral.

Due to the complexity of the bus network, an intensive training program was designed to ensure that Customer Information Centre staff were equipped to answer bus questions. State Transit provided off-site training on Sydney Buses and 131500 website navigation and organised daily on-site training by TransitShop staff for the first month of operation.

Email updates

Email updates allow customers to subscribe to receive email notifications of enhancements to services, altered terminal arrangements or planned temporary diversions, particularly for major events.

The email updates have continued to play an important role in communicating timetable changes and network reviews.

A recent upgrade to the email updates service, introduced in June 2011, has resulted in a more user-friendly service, with improved design and functionality such as allowing customers to better manage their subscription preferences.

131500 Transport Info

Transport Info provides information to customers to plan their trip using buses, trains and ferries in the greater Sydney area bounded by Newcastle, the Blue Mountains and Wollongong. Services include trip planning, timetables, news and special events.

Transport Info includes web-based information (which is available by visiting www.131500.com.au), mobile website information (available on mobile phones by visiting mobile.131500.com.au), or by phoning 131500.

Collaboration with the Transport Management Centre

State Transit worked with the Transport Management Centre to provide information to the public via radio announcements and social media platforms.

The announcements, which were aired on major radio stations including 2UE, 2GB, ABC and SKY Sports Radio, provided updates on peak-hour transport conditions. As part of those announcements the Transport Management Centre also aired messages for State Transit, RailCorp, Sydney Ferries and other transport agencies.

For State Transit those messages included information on new Metrobus routes, the rollout of the PrePay program and employment opportunities.

131500 Transport Info

State Transit provides passenger information through the Transport Info service, available via telephone service (131500) or via website or mobile phone applications. There is an increasing trend to self-service automated information channels and by the end of June 2011, over 95.5% of transactions were via web, smart phone application or automated Interactive Voice Response phone service.

State Transit feedback related to next service, timetable or trip planning information (66.2%), fares (7.0%), general information and customer service (26.0%) and feedback (0.8%).

Passenger Feedback

During 2010/11, State Transit worked to improve the response time of complaints requiring a follow-up call. As a result, 88.9% of second calls were made within two business days by June 2011, well ahead of the five day target.

The top five issues for State Transit customers were late buses, staff behaviour, buses failing to stop, early buses and bad driving.

Customer Courtesy Campaign

In May 2011, State Transit, together with CityRail and Sydney Ferries, launched an integrated Customer Courtesy Campaign aimed at positively influencing customer behaviour on public transport.

The campaign highlights ten 'beasts' based on typical anti-social behaviours identified by customers.

The 'beasts' were created to raise awareness of inconsiderate behaviour following customer feedback on what annoys people most about their fellow customers.

The 'beasts' include:

- **the Blaster** – customers who blast their music from their headphones and speakers;
- **the Yeller** – customers who talk loudly on mobile phones and to their friends;
- **the Shover** – customers that shove their way past to get on to trains, buses and ferries while others are trying to get off;
- **the Hogger** – customers who place their bags on the seats and won't give up their seat for anyone including the elderly and less mobile;
- **the Grubber** – customers who smell bad and put their grubby feet on seats;
- **the Splutterer** – customers who refuse to cover their mouths when they cough and sneeze, spreading their germs all over the place;
- **the Blocker** – customers who block others from getting on and off the bus, train or ferry;
- **the Bumper** – customers who bump others with their bags and luggage;

- **the Rubbisher** – customers who dump their rubbish on the bus, train or ferry; and
- **the Groomer** – bus, train and ferry customers who attend to their fingernails, feet, hair and other grooming routines that should be done at home.

The Customer Courtesy Campaign featured on board buses, at bus stops, train stations and ferry terminals.

Metrobus Network Expands

Following the success of the popular Metrobus M10, M20 and M30 services, State Transit worked with the Department of Transport to expand the Metrobus network in 2010/11. An additional 10 new routes were introduced, five operated by State Transit and five operated by the private bus sector, providing increased capacity for customers.

These new routes, announced in July 2011, bring the total number of Metrobus routes to 13 across Sydney and, for the first time, see the expansion of the Metrobus network to regions operated by private bus companies.

The network now comprises of:

- **Metrobus M10 – between Leichhardt and Maroubra Junction** (launched 12 October 2008 – operated by State Transit)

- **Metrobus M20 – between Gore Hill and Mascot** (launched 26 October 2009 – operated by State Transit)
- **Metrobus M30 – between Mosman and Sydenham** (launched 28 March 2010 – operated by State Transit)
- **Metrobus M40 – between Chatswood and Bondi Junction** (launched 18 July 2010 – operated by State Transit)
- **Metrobus M41 – between Hurstville and Macquarie** (launched 19 December 2010 – operated by State Transit)
- **Metrobus M50 – between Drummoyne and Coogee** (launched 31 October 2010 – operated by State Transit)
- **Metrobus M52 – between Parramatta and Sydney CBD** (launched 8 August 2010 – operated by State Transit)
- **Metrobus M54 – between Parramatta and Macquarie Park** (launched 10 October 2010 – operated by State Transit)
- **Metrobus M60 – between Parramatta and Hornsby** (launched 7 March 2011 – operated by ComfortDelGro Cabcharge)
- **Metrobus M61 – between Castle Hill and Sydney CBD** (launched 20 December 2010 – operated by ComfortDelGro Cabcharge)
- **Metrobus M90 – between Liverpool and Burwood** (launched 6 December 2010 – operated by Veolia Transport)
- **Metrobus M91 – between Hurstville and Parramatta** (launched 7 February 2011 – operated by Veolia Transport)
- **Metrobus M92 – between Sutherland and Parramatta** (launched 14 March 2011 – operated by Veolia Transport)

The additional State Transit Metrobus routes provide 5,500 extra bus services and around half a million additional passenger spaces each week.



Metrobus services are proving extremely popular, with more than 16 million people jumping on board State Transit operated Metrobus services since their introduction.

From its first full month of operation, patronage on Metrobus M10 services increased by 113.5%, reaching a peak of 245,300 passenger trips a month in 2010/11.

Patronage on Metrobus M20 and M50 services also increased significantly, up 83.5% and 86.1% respectively since their first full month of operation.

Across the board, patronage on all Metrobus routes increased since their first full month of operation:

- Metrobus M30 patronage up by 79.4%, reaching a peak of 203,600 passenger trips a month;
- Metrobus M40 patronage up by 52.6%, reaching a peak of 133,900 passenger trips a month;

- Metrobus M41 patronage up by 76.8%, reaching a peak of 118,300 passenger trips a month;
- Metrobus M52 patronage up by 24.9%, reaching a peak of 282,600 passenger trips a month; and
- Metrobus M54 patronage up by 39.7%, reaching a peak of 120,900 passenger trips a month.

All Metrobus routes operate a high-frequency service, running on average at 10-minute intervals during peak hours, every 15-20 minutes during the off-peak and every 20 minutes on weekends.

Using a mixture of two-door standard buses and three-door 'bendy' buses, the Metrobus network has significantly increased capacity for bus users.

PrePay

State Transit's PrePay campaign has proven successful in speeding up boarding times and improving the reliability of bus services, helping to get customers where they need to go faster.

In 2010/11, State Transit expanded its PrePay network, targeting the main corridors to the City.

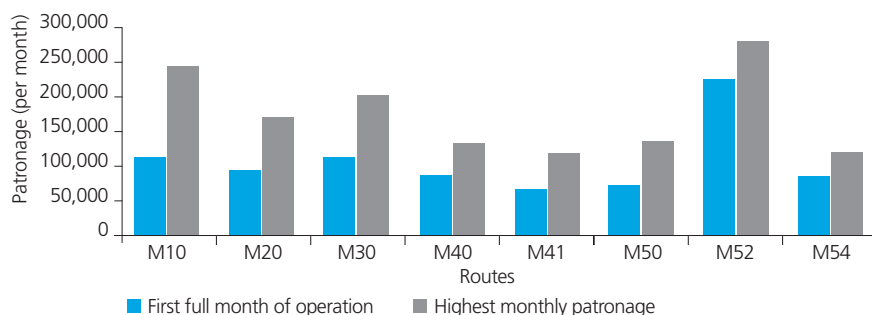
To ensure a smooth transition to PrePay for customers, State Transit communicated information through a number of channels including:

- radio and print advertising;
- advertising on board the bus and at bus stops;
- distribution of customer brochures;
- email alerts to subscribed customers; and
- information on the 131500 Transport Info and Sydney Buses websites.

PrePay information was also distributed directly to seniors clubs and organisations outside the Sydney Metropolitan area.

In addition, State Transit staff were available at bus stops to help assist passengers with ticket information and reseller locations. Information packs were also distributed to ticket resellers.

Metrobus Patronage



State Transit targeted the tourist market by advertising in tourist guides and through the distribution of PrePay information at backpacker's locations. PrePay information on the Sydney Buses website was also provided in 11 languages other than English including Arabic, Chinese, Greek, Indonesian, Italian, Korean, Macedonian, Portuguese, Spanish, Turkish and Vietnamese.

During the year, bus stops along main corridors were converted to PrePay between 7am and 7pm, weekdays, including:

- Oxford Street to Bondi Junction;
- Flinders Street and Anzac Parade (up to Maroubra Junction);
- City Road, King Street (up to St Peters Station), and Enmore Road (up to Enmore Park);
- Parramatta Road (up to Leichhardt), Norton Street (up to Marion Street) and Glebe Point Road (up to Federal Road);
- Broadway;
- Victoria Road (between Gladesville Bridge and the Anzac Bridge); and
- Military Road (between Neutral Bay and Spit Bridge).

Parramatta Interchange (Stands A2, A3 and B2 on Argyle Street) and Rockdale

Interchange, were also converted to PrePay-only between 7am and 7pm, weekdays.

During 2010/11, State Transit also introduced two brand new PrePay-only services – Metrobus M40, between Chatswood and Bondi Junction, and Metrobus M50, between Drummoyne and Coogee.

Expanding the Ticket Agent Network

The coverage of the ticket agent network continues to grow with over 1,520 retail outlets now selling MyZone tickets across the geographic boundaries of the CityRail network.

The extensive network of ticket agents provides commuters with convenient access to MyZone tickets before they commence their travels.

State Transit manages the whole ticket reseller network, covering regions operated by both State Transit and private bus companies.

Ticket sales to resellers in 2010/11 exceeded \$225 million, an increase of 13% on the 2009/10 sales turnover of \$199 million.

The future growth in ticket resellers is expected to meet the increase in patronage demand for PrePay MyZone tickets.

Improved Service Delivery

Traffic congestion can be experienced in most areas of State Transit's operating environment and presents a major challenge in providing reliable bus services.

In 2010/11, 95% of Sydney Buses services started their journey on time, meeting Sydney Buses' target.

Sydney Buses exceeded its target of 99.75% of timetabled services operating across the network, with 99.84% of services operating during the year.

For Newcastle Buses, 96% of services started their journey on time, exceeding its target of 95%.

Newcastle Buses also exceeded its target of 99.75% of timetabled services operating across the network, with 99.92% of services operating during the year.

State Transit works with a number of agencies, including the Roads and Traffic Authority, the Department of Transport and local councils to improve travel times. In 2010/11, a number of strategies were pursued to maintain and improve the reliability of services under all operating conditions for customers.



Additional bus priority

Within the Sydney CBD, a number of changes have been introduced along Park, William, George, York, Clarence and Elizabeth streets to offset the congestion buses often encounter. These changes involve the extension of bus lanes and their hours of operation, particularly during the evening periods, with most bus lanes operating to 8pm on weekdays.

A number of bus priority projects are currently being implemented or planned including further work along Epping, Victoria, Pittwater, Spit and Military roads.

The section of bus lane provided along Epping Road between Mowbray and Longueville roads (around 3.5 kilometres in length) typifies the commitment of all transport agencies to ensure public transport is a viable alternative to the car, with travel times proving very reliable along this section of road.

The Inner West Busway has improved travel times along Victoria Road, providing a dedicated bus lane during the morning peak and an inbound clearway through the Drummoyne shopping area in the afternoon peak. These changes, in turn, have improved the reliability of travel times similar to those achieved along the Epping Road corridor.

Expansion of PrePay

To further reduce peak hour congestion and to get customers to where they need to go faster, State Transit has continued to expand its PrePay network, targeting interchanges and main corridors to the City. Bus stops along main corridors, in the CBD, and at main transport interchanges including Bondi Junction, Randwick Junction, Parramatta and Rockdale, are now cashless between 7am and 7pm, weekdays. This initiative has proven to reduce boarding times, and in turn, improve the on-time reliability of bus services.

Improved flow of buses around Wynyard

State Transit implemented a number of changes in December 2010 to the Wynyard bus stopping arrangements to help ease congestion around the Wynyard bus precinct.

These changes, aimed to improve the flow of buses onto and off the Harbour Bridge during the morning and afternoon peaks, involved changes to pick up locations in Carrington, York and Clarence streets for 31 bus routes.

By moving the locations of where buses pick up from around Wynyard, more space has been made available to allow passengers to get off the bus safely. This has allowed buses to move more quickly off the Harbour Bridge.

These changes have also provided benefits during the afternoon peak with increased reliability of express Northern Beaches services coming from Central, and reduced bus congestion around Carrington and Clarence streets, benefiting traffic flow for all vehicles heading north over the Harbour Bridge.

Reduction in collisions

State Transit is working to further reduce the number of collisions with other vehicles and fixed objects. Bus routes have now been assessed to identify areas that are difficult to operate buses along, and work will be prioritised to ensure services continue in more difficult areas.

Establishment of the Network Control Centre

In January 2011, State Transit's Radio Room was replaced by the Network Control Centre. This was followed by a staff restructure in April 2011, to realise and maximise the benefits of the Public Transport Information and Priority System (PTIPS).

PTIPS utilises GPS technology and timetable data to allow real-time service monitoring, identifying buses as running early or late, and providing an opportunity for proactive intervention by the Network Control Centre to improve on-time running.

Real-time data regarding bus locations can also be used to resolve and respond to emergency and 'in service' problems and situations, and assist in managing bus operator fatigue issues which may arise from late running.

The Network Control Centre also provides a representative to the Transport Coordination Branch at the Transport Management Centre which convenes during the AM and PM peak period, Monday to Friday, providing an integrated cross-agency approach to the management of incidents which cause disruption to services. The Transport Coordination Branch also provides input into various transport planning projects.

The Network Control Centre is structured to provide regional teams for each of State Transit's four Sydney Metropolitan Bus System Contract regions, and is a proactive part of each regions' on-road operational management.

State Transit implemented a number of changes in December 2010 to the Wynyard bus stopping arrangements to help ease congestion around the Wynyard bus precinct.

Free WiFi on Metrobus M10 buses

The Department of Transport commenced a six-month trial of free WiFi Internet on State Transit's Metrobus M10 buses in December 2010.

The trial is a direct response to the increasing demand for connectivity and the popularity of portable devices.

Commuters can access two sessions of WiFi Internet each day – up to 45 minutes or 30MB of data per session.

The trial has since been extended for a further six months.

Free Shuttle Services

Following the success of the free CBD Shuttle and Wollongong Shuttle services, the Department of Transport launched 10 additional free shuttle services in 2010/11.

Two of these new services – the Newcastle City Loop Shuttle and the Kogarah Shuttle – are operated by State Transit under a contract with the Department of Transport.

The Newcastle City Loop Shuttle, launched on 14 March, links Newcastle and Hamilton.

Two new green buses provide over 140 'loop services' per week, operating a one way loop connecting locations including Newcastle, Civic and Wickham, the Hunter Street Mall, Honeysuckle Precinct, Marketown Shopping Centre, Newcastle West and Beaumont Street, Hamilton.

The Kogarah Shuttle, also launched on 14 March, provides a free link between key commuter destinations.

The Kogarah Shuttle runs as a one way loop connecting locations including Kogarah Station, St George Hospital and St George Private Hospital.

Special Events

State Transit, on behalf of the Department of Transport, does the scheduling for the regional route network for sporting events at Sydney Olympic Park. State Transit also provides the contracted services operating via Route 1a – Warriewood to Sydney Olympic Park – and Route 4 – Maroubra to Sydney Olympic Park.

State Transit also operates express special event buses to the Moore Park Precinct, operating Route 1 – Central to Moore Park – and Route 3 – Circular Quay to Moore Park.

For major events such as City2Surf, New Years Eve, Sydney Festival and Sculptures By The Sea, State Transit schedules additional buses along major corridors to help customers get to where they need to go, on-time and hassle free.

