



State Transit

NEWCASTLE SERVICES



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STATE TRANSIT SERVICE PERFORMANCE

State Transit is committed to safe, clean and reliable services for its passengers on Sydney Buses, Sydney Ferries, Newcastle Bus and Ferry Services and Western Sydney Buses (Liverpool Parramatta Transitway services)

The reliability of services is a critical component in State Transit's objective of contributing to the development of a sustainable urban environment by attracting travellers on to public transport.

On time running is important to everyone. So what causes buses to run late?

Many factors can affect the reliable performance of Newcastle Bus services, including:

- **Traffic Congestion**

We set our timetables so that we run to time in normal traffic conditions, but traffic conditions in Newcastle can change from day to day. Bus services can be delayed by traffic congestion, traffic accidents between other vehicles, peak hour volume, special events, inclement weather conditions and roadworks.

State Transit works continuously to maintain and improve the reliability of its services in traffic. We work with the Roads and Traffic Authority on expanding bus priority measures in our operating area to support the reliability of our services in heavy or unpredictable traffic conditions.

Variability of traffic conditions means that we can't guarantee to be on time to the minute at every stop. However, we aim to start every trip at the advertised time.

On the other hand, if traffic is unexpectedly light, your bus can pick up time and arrive early.

So it's always wise to be at your stop ahead of time.

- **Inconsiderate Car drivers**

Bus services are also delayed by car drivers who park in bus stops, illegally use bus only lanes, park in clearways and those who refuse to give way to buses when pulling out from bus stops.

- **Heavy passenger loads**

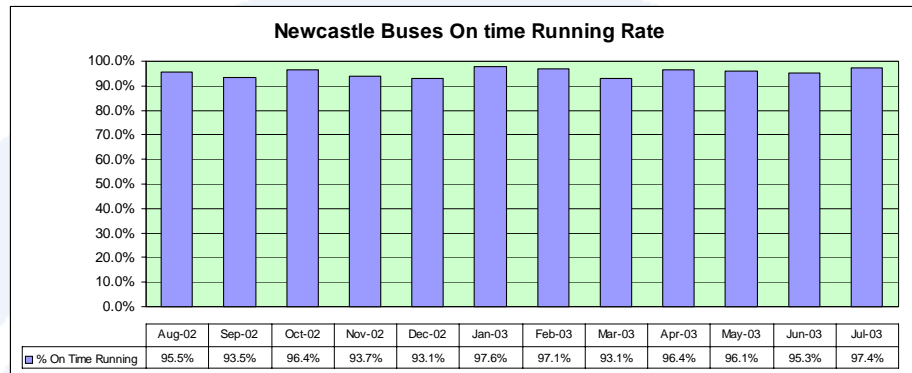
During peak periods, delays can occur through the high volume of passengers getting on and off buses. You can help here by buying tickets in advance from our agents or by having the correct change for a cash fare.



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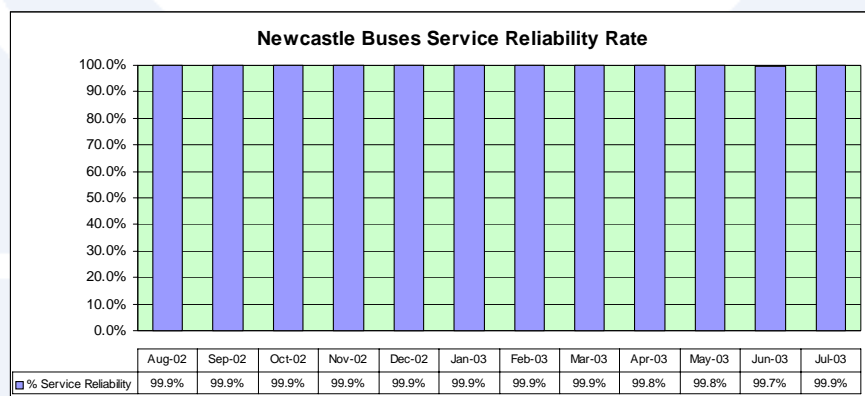
ON TIME RUNNING



On time running for bus services is measured at terminus points along the route against the published timetable for the route.

Bus services are defined as on-time if the service runs no later than 5 minutes at the defined measuring points in the timetable.

SERVICE RELIABILITY



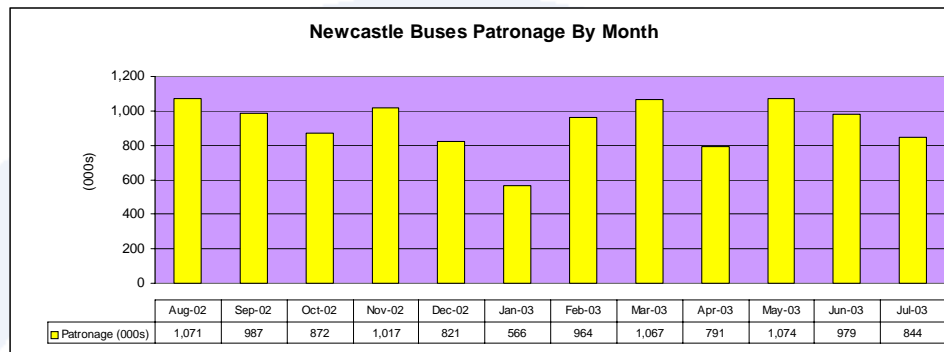
This graph indicates the percentage of services that actually ran.



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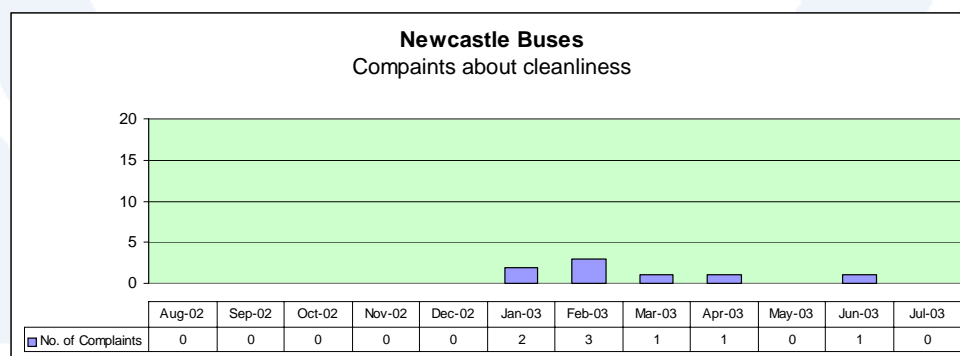
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PATRONAGE



CLEANLINESS

Buses are cleaned every day.



This graph indicates the total number of complaints received by the 131 500 complaints service. In July 2003, no complaints about cleanliness were received from the 1 million passenger trips made.



TOTAL KILOMETRES

