

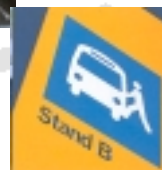


State Transit

# CORPORATE PLAN

## 2001/2002

State Transit



# STATE TRANSIT MISSION

At State Transit we look forward to a sustainable urban environment supported by an attractive, efficient public transport system.

## THE STATE TRANSIT COMMITMENT

To effectively meet our mission and objectives we apply our agreed values

### **Service**

---

Quality service to travellers is our primary goal.

### **Open and honest**

---

We are open and honest in all our dealings.

### **Respect**

---

Our staff show respect and courtesy to the community and to each other.

### **Teamwork**

---

We work together to achieve our goals.

### **Clear outcomes**

---

We make sure that everyone knows what we're aiming for.

### **Management by fact**

---

We base our decisions on facts not opinions.

### **Ethics**

---

We always do what's right.

# STATE TRANSIT - FAQs

---

State Transit operates bus and ferry services in Sydney and Newcastle. State Transit operates 3 businesses: Sydney Buses, Sydney Ferries and Newcastle Bus and Ferry Services.

## Bus Fleet

- 1911 buses in Sydney and Newcastle. In this fleet State Transit has
  - 445 low floor buses, 23.3% of the fleet
  - 342 fully wheelchair accessible buses, 17.9% of the fleet
  - 625 air-conditioned buses, 32.7% of the fleet
  - 254 CNG powered buses, 13.3% of the fleet

## Ferry Fleet

- 32 ferries in Sydney run services to 41 wharves in Sydney Harbour and 2 ferries operate on Newcastle Harbour between Newcastle and Stockton.

## Patronage

- State Transit carries 220 million passengers every year.
- Every working day State Transit carries 600,000 passengers to their destinations.

## Turnover

- \$460M in 2000/2001.

## Employees

- Over 4,600 employees

## Routes

- Sydney Buses travel 6 million kilometres every month, Sydney Ferries travel 100,000 kilometres and Newcastle Services travel 788,000 kilometres.
- More than 100,000 route services are operated every week, 90,000 services by Sydney Buses, 2,000 services by Sydney Ferries and 8,000 services by Newcastle Services.

## Safety

- All buses are fitted with CCTV.
- All ferry wharves serviced by Sydney Ferries are fitted with CCTV and 2 way help points.

## Passenger Information

- Individual timetables for every bus and ferry service are available from the State Transit information kiosks at central points in the City, selected ticket agencies or on the State Transit web domain at [www.131500.com.au](http://www.131500.com.au) or by phoning the Transport Infoline on 131 500. Handy route information is also available at bus stops and ferry wharves.

Check out our website [www.sta.nsw.gov.au](http://www.sta.nsw.gov.au) which is linked to:

[www.sydneybuses.nsw.gov.au](http://www.sydneybuses.nsw.gov.au)

[www.sydneyferries.nsw.gov.au](http://www.sydneyferries.nsw.gov.au)

[www.newcastle.sta.nsw.gov.au](http://www.newcastle.sta.nsw.gov.au)

**BETTER BUSES - BETTER FERRIES**

# SERVICE OBJECTIVES

## 2001/2002

---

Our business is about taking people where they want to go. Our experience and our passengers tell us that people will use public transport if it is:

- reliable
- convenient
- efficient
- courteous
- comfortable
- safe

These six requirements form our corporate objectives in delivering the service that people want.

We offer services that are easy to get to and easy to board, that run to time, that are mechanically reliable, that give the same standard of accommodation as people expect from other modes and that are affordable.

Based on what our passengers say, the standards we have set for service performance are:

### **Reliability**

*Traffic conditions in Sydney are a major challenge to reliability. State Transit aims to maintain and improve the reliability of its services in traffic.*

- We set our timetables so that we run to time in normal traffic conditions.
- We aim to never leave the depot late.
- We aim never to start a trip early.
- We will work with the Roads and Traffic Authority on expanding the bus priority measures in our operating area to support the reliability of bus movements in heavy or unpredictable traffic conditions.
- We are refining our maintenance programs and practices so that there will be no mechanical failures that can be prevented by regular maintenance.

### **Convenience**

*We need to run our services when our passengers want to travel and we need to take them where they live, work and play.*

- Better Buses reviews of routes in Sydney and Newcastle will ensure services are designed to meet the changing needs of the majority of passengers.
- We connect with all major urban centres in our operating area.
- Our services connect with trains, ferries and buses to ensure a workable transport network in Sydney and Newcastle.

- We will continue to build capacity in the bus fleet to meet increases in demand.
- Our fares are logical, affordable and tickets are easy to get.
- Our buses and ferries are easy to board for everyone - 40% of bus routes with timetabled accessible routes by June 2002.
- We are aiming to revolutionise customer convenience and service through smart-card or cashless ticketing for buses and ferries. Smartcard technology will allow customers to dispense with cash and use an electronic purse.
- We aim to fill off-peak seats through innovative service design and ticketing packages and tapping latent demand for off-peak services such as recreational and leisure markets.

## ***Efficiency***

*State Transit works to keep fares down and cost recovery up by ensuring that it operates as efficiently as possible.*

- We aim to keep our costs within the limits set by the Independent Pricing and Regulatory Tribunal. We implement efficiency reforms providing they have the support of Government.
- We aim to operate within the revenues that we get from fares paid by passengers and those fares paid for some by the NSW Government.
- Our fleet and staffing is the optimum level for the services provided.
- We always aim to buy our fleet, our fuel and our other consumables at the best prices; when better value is available, we take advantage of it. We aim to keep our costs within the limits set by the Independent Pricing and Regulatory Tribunal.
- Our IT systems have 100% integrity including fully tested disaster recovery plans.
- Our Risk Control plans ensure that all emergency responses are regularly tested to ensure the safety of our passengers and staff.
- We aim to achieve ISO 9002 certification.
- We aim to continue to improve workplace safety and to reduce time lost due to injury in the workplace.
- We aim to have a healthy workforce and to reduce time lost due to sick leave.
- We will develop a new partnership alliance, 'One Winning Team', with the unions in State Transit's workforce.

## ***Courtesy/Customer Service***

*Passengers rightly expect service with a smile on State Transit buses and ferries. State Transit bus operators and ferry crews are trained in customer service but there is always room for improvement. We are developing new standards and techniques for customer service training.*

- We always try to meet passengers' needs willingly and courteously.
- We offer help to those who don't understand the transport system or who need physical assistance.

- We are always willing to explain our decisions.
- New customer service training introduced for bus drivers.
- All bus stops in our operating areas carry regularly updated timetable information.
- Improved criteria for new staff to ensure customer focus.
- Annual customer opinion survey.
- Improve women's participation rate in the workforce
- Increase aboriginal participation in the workforce

## **Comfort**

*The expectations of passengers are clear - they want clean, well presented and comfortable buses.*

- All of our buses and ferries are cleaned daily, and between trips when necessary.
- Our ferries are washed daily and our buses at least every three days.
- We aim to have timetabled accessible services on 60 routes in 2002 and on all routes by 2010.
- All new buses are air-conditioned, accessible for people with disabilities and have quality seating. 40% (763) of the bus fleet will be airconditioned by June 2002 (currently 617 buses or 32%). 25% (477) of fleet wheelchair accessible by June 2002 (currently 334 buses or 17.5%).
- We aim to buy only environmentally friendly buses and ferries in future. 25% of fleet CNG powered by June 2002. 4 SuperCats delivered using half the fuel of the JetCats that they are replacing.
- For comfort and safety we limit the number of people standing on our buses. We go out of our way to avoid the need to stand on our buses.

## **Safety & security**

*Personal security is high on our passengers' priorities. Everyone should feel safe using public transport. Many more people would catch public transport if they felt that their personal security was ensured while waiting for the bus or ferry.*

- To deter misbehaviour on-board all buses are equipped with CCTV and direct radio to base.
- CCTV on all ferry wharves serviced by Sydney Ferries.
- All buses are routinely patrolled by uniformed and plain clothes Police.
- All entry and exit doors are built to avoid passenger entrapment.
- All school buses have flashing warning lights and 40 km/hr speed limit signs.
- All interiors of buses and ferries have non-slip floors and convenient hand grips.
- All drivers trained in personal protection.
- All staff trained for appropriate roles in the Emergency Response Plan.
- We will continue the significant improvement in workplace safety.

# RECENT DEVELOPMENTS

## 2000/2001

---

State Transit has continued to improve its bus and ferry fleets while at the same time pursuing real improvements in efficiency. State Transit has made important improvements to public transport services in line with its policy of regularly adjusting services to reflect the changing nature of the city.

### **Recent developments include:**

- The delivery of 150 new Mercedes Benz Ultra Low Floor, wheelchair accessible Compressed Natural Gas (CNG) powered, air conditioned buses at a total project cost of \$60 million to meet growth in demand.
- The refurbishment of the first of the Manly Ferries, the Collaroy.
- The launch of the first 3 of the new highspeed ferries, the SuperCats, Mary MacKillop, Susie O'Neill and Louise Sauvage.
- The Better Buses community consultation program in the North Western sector of Sydney Buses' operations has delivered the integration of services in the Parramatta-Ryde-Epping area following State Transit's \$20 million acquisition of North and Western Buslines and the Parramatta-Ryde Bus Service.
- The success of the Olympic Games transport task was helped by the superhuman efforts of a team of dedicated State Transit transport professionals who knew their business and knew their passengers.
- During the Olympics Sydney Ferries carried more than 80,000 passengers on one day and broke the previous record for patronage set on Federation Day 1901.
- CCTV operational on all ferry wharves for passenger security.
- State Transit continues to lead the world in terms of the quality and presentation of its bus fleet, as well as the operation of dedicated wheelchair accessible bus services, now timetabled on 45 bus routes across Sydney.

# NEW INITIATIVES

## 2001 - 2002

---

- 150 new Mercedes buses - air-conditioned, fully accessible with stepless interiors, high class seating, good visibility, passenger leg space, low noise levels and all CNG - bringing the total of the new Mercedes buses to 300.
- A total of 4 new Supercat ferries delivered and in service.
- 2 more Manly ferries refurbished after the successful and highly popular refurbishment of the Collaroy.
- Better Bus community consultation program - progressive redesign of bus services across Sydney and Newcastle to ensure the optimum design of services to meet changes in demand and travel patterns. Newcastle in November 2001, Eastern Suburbs in early 2002 - New route structure in Newcastle and eastern Sydney and Warringah areas.
- Continue the Research and Development program to improve door safety with the first rollout of doors on older buses if the present trials yield a suitable prototype with a rollout across the fleet.
- The expansion of Leichhardt Depot to cater for significant increases in demand for services in the area.
- Cut bus changeovers due to mechanical faults.
- More timetabled fully accessible services in all areas.
- Regularly updated timetables on all bus stops.
- Automatic Ticket Vending Machines to be installed on ferries for Sydney Ferry services .
- New Customer Service standards - friendly, well presented staff who always respond in a helpful manner .



# THE BETTER BUSES AND BETTER FERRIES PROGRAM

**The route to quality  
transport service**

- Check passengers' expectations
- Check statutory obligations
- Set service standards
- Communicate standards to staff
- Staff presentation and performance
- Fleet presentation and performance
- Service reliability
- Convenience of routes
- Passenger information
- Safety and security
- Check community feedback