# TRANSPORT for NSW

# SYDNEY METROPOLITAN BUS SERVICES CONTRACT

## REPORTS

## KPI REPORT OUTLINE

Signed: ...............................
Operator

**Data for KPI Reports for the Month of** | Please select | Financial Year 2012/13

| Reporting Months | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **#** **KPI** | | | | | | | | | | | | |
| **1** **Boardings per Service Kilometre** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Boardings per Month | | | | | | | | | | | | |
| Service Kilometres per Month | | | | | | | | | | | | |
| **2** **Punctuality** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Total Number of Services | | | | | | | | | | | | |
| Total Number of Mid-Points Measured | | | | | | | | | | | | |
| Total Number of Last Stops Measured | | | | | | | | | | | | |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of Services Commencing On Time | | | | | | | | | | | | |
| Number of Services On Time at Mid-Point | | | | | | | | | | | | |
| Number of Service On Time at Last Stop | | | | | | | | | | | | |
| **3** **Cancelled and Incomplete Trips** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of Trips | | | | | | | | | | | | |
| Number of Incomplete Trips | | | | | | | | | | | | |
| Number of Cancelled Trips | | | | | | | | | | | | |
| **4** **Accessible Services** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of Timetabled Accessible Services | | | | | | | | | | | | |
| Number of Accessible Services Not Operated | | | | | | | | | | | | |
| **5 & 6** **Customer Complaint and Enquiry Resolution** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Complaints Received for the Month | | | | | | | | | | | | |
| Complaints Resolved Within 2 Days | | | | | | | | | | | | |
| Complaints Resolved Within 30 Days | | | | | | | | | | | | |
| **7** **Customer Response** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Total Complaints | | | | | | | | | | | | |
| Responded within 2 Days | | | | | | | | | | | | |
| **8** **Customer Complaints Database** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Total Complaints/Enquiries | | | | | | | | | | | | |
| Recorded in 131500 Database | | | | | | | | | | | | |
| **9** **Customer Satisfaction** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of passengers surveyed | | | | | | | | | | | | |
| Number of surveyed passengers satisfied | | | | | | | | | | | | |
| **10** **Passenger Crowding** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of crowded Buses not notified to TfNSW | | | | | | | | | | | | |
| **11** **Passenger Information** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of passengers surveyed | | | | | | | | | | | | |
| Number of surveyed passengers satisfied | | | | | | | | | | | | |
| **12** **Bus Presentation** | Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| Number of Passengers Surveyed | | | | | | | | | | | | |
| Number of Buses Inspected | | | | | | | | | | | | |
| Number of surveyed passengers satisfied | | | | | | | | | | | | |

Signed: .................................

Operator

Number of buses passing inspection

| 13 | **Incident Due to Failure to Conduct Bus Maintenance** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Late, Cancelled & Incomplete Trips | | | | | | | | | | | | |
| | Bus Failures Due to Lack of Maintenance | | | | | | | | | | | | |

| 14 | **Bus Maintenance - Major Defects** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Major Defect Notices | | | | | | | | | | | | |

| 15 | **Preventable Accidents** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Preventable Accidents | | | | | | | | | | | | |

| 16 | **Bus Revenue Inspections** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Bus Trips | | | | | | | | | | | | |
| | Passengers inspected | | | | | | | | | | | | |
| | Passengers inspected have paid for their trip | | | | | | | | | | | | |

| 17 | **Major Incident Resolution** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No. of Major Incidents | | | | | | | | | | | | |
| | No. advised to TMC within 5 mins | | | | | | | | | | | | |
| | No. of Buses Dispatched Within 10 mins | | | | | | | | | | | | |
| | No. of replacement buses required | | | | | | | | | | | | |
| | No. of Tow Trucks Dispatched within 10 mins | | | | | | | | | | | | |
| | No. of tow trucks (or suitable alternative) required | | | | | | | | | | | | |

| 18 | **Reporting** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Number of Reports Required | | | | | | | | | | | | |
| | Number of Reports Submitted On Time | | | | | | | | | | | | |

| 19 | **Provision of Information** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Number of Information Requests | | | | | | | | | | | | |
| | Number of Information Requests Responded to On Time | | | | | | | | | | | | |

| 20 | **Data Maintenance** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Number of Bus Services Operated | | | | | | | | | | | | |
| | Number of Current and Correct Bus Timetables, route aps, bus stop | | | | | | | | | | | | |

| 21 | **Patronage Growth** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Patronage Rate at Contract Year Beginning | | | | | | | | | | | | |
| | Patronage Rate at Contract Year End | | | | | | | | | | | | |

| 22 | **Projects** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | No of Projects Completed | | | | | | | | | | | | |
| | Completed within time | | | | | | | | | | | | |

| 23 | **CCTV and Duress Alarm** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Number of CCTV Images Requiring Retrieval | | | | | | | | | | | | |
| | Number of Duress Alarms | | | | | | | | | | | | |
| | Number of CCTV images successfully retrieved | | | | | | | | | | | | |
| | Number of duress alarms responded to within 30 seconds | | | | | | | | | | | | |

Signed: .................................
Operator

**Data for KPI Reports for the Month of** **Please select**

| Reporting Months | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Boardings per Service Kilometre** | | | | | | | | | | | | | |
| Boardings per Month | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Service Kilometres per Month | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | | | | | | | | | | | | | |
| **Punctuality** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Total Number of Services | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Number of Mid-Points Measured | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Number of Last Stops Measured | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Days in Month | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Number of Services Commencing On Time | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Services On Time at Mid-Point | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Service On Time at Last Stop | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Services Commencing On Time | | | | | | | | | | | | | |
| Services On Time at Mid-Point | | | | | | | | | | | | | |
| Services On Time at Last Stop | | | | | | | | | | | | | |
| Service Level | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | |
| Service Level at Mid-Point | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | |
| Service Level at Last Stop | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | |
| Result - Services Commencing On Time | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Result - Services On Time at Mid-Point | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Result - Services On Time at Last Stop | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| | | | | | | | | | | | | | |
| **Cancelled and Incomplete Trips** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Number of Trips | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Incompleted Trips | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Cancelled Trips | - | - | - | - | - | - | - | - | - | - | - | - | - |
| % of Trips Incomplete | | | | | | | | | | | | | |
| KPI | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | |
| Result - % of Trips Completed | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| % of Trips Cancelled | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| **Accessible Services** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Number of Timetabled Accessible Services | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Accessible Services Not Operated | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Accessible Services | | | | | | | | | | | | | |
| KPI | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | |
| Result - Accessible Services | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| | | | | | | | | | | | | | |
| **Customer Complaint and Enquiry Resolution** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Complaints Received for the Month | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Complaints Resolved Within 2 Days | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Complaints Resolved Within 30 Days | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Resolved Within 2 Days | | | | | | | | | | | | | |

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Operator

| Resolved Within 30 Days | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| KPI - 2 Days | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% |
| KPI - 30 Days | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |
| Result - Resolved Within 2 Days | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Result - Resolved Within 30 Days | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |

| **Customer Response** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Complaints | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Responded to Within 2 Days | - | - | - | - | - | - | - | - | - | - | - | - | - |
| **Responded to Within 2 Days** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - Responded to Within 2 Days | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Customer Complaint / Enquiries Database** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Complaints/Enquiries | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Recorded in 131500 Database | - | - | - | - | - | - | - | - | - | - | - | - | - |
| **Included In 131500 Database** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - Included In 131500 Database | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Customer Satisfaction** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of passengers surveyed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| Number of surveyed passengers satisfied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| outcome | | | | | | | | | | | | | |
| KPI | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | |
| Result - Customer Satisfaction | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Passenger Crowding** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Crowded Buses not notified to TfNSW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| KPI | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |
| Result - Passenger Crowding | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Passenger Information** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of passengers surveyed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| Number of surveyed passengers satisfied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| outcome | | | | | | | | | | | | | |
| KPI | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | |
| Result - Passenger Information | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Bus Presentation** | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Number of Passengers Surveyed | - | - | - | - |
| Number of Buses Inspected | - | - | - | - |
| | Q1 | Q2 | Q3 | Q4 |
| Number of surveyed passengers satisfied | - | - | - | - |
| Number of buses passing inspection | - | - | - | - |
| | Q1 | Q2 | Q3 | Q4 |
| Surveyed Passengers Satisfied | | | | |
| Buses Passing Inspection | | | | |
| Service Level | 95.00% | 95.00% | 95.00% | 95.00% |
| Result - Surveyed Passengers Satisfied | Yes | Yes | Yes | Yes |

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Operator

| Result - Buses Passing Inspection | Yes | Yes | Yes | Yes | | | | | | | | | |

| **Incident Due to Failure to Conduct Bus Maintenance** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Late, Cancelled & Incomplete Trips | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Bus Failures Due to Lack of Maintenance | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
| Buses With Maintenance Failures | | | | | | | | | | | | | |
| KPI | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | |
| Result - Buses With Maintenance Failures | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Bus Maintenance - Major Defects** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Major Defect Notices | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| KPI | - | - | - | - | - | - | - | - | - | - | - | - | |
| Result - Major Defect Notices | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Preventable Accidents** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Accidents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| KPI | - | - | - | - | - | - | - | - | - | - | - | - | |
| Result - Preventable Accidents | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Bus Revenue Inspections** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Bus Trips | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Passengers inspected | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Passengers inspected have paid for their Trip boarding | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Revenue Collection Rate | | | | | | | | | | | | | |
| KPI | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | |
| Result - % Bus Trips Inspected | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Major Incident Resolution** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No. of Major Incidents | - | - | - | - | - | - | - | - | - | - | - | - | - |
| No. advised to TMC within 5 mins | - | - | - | - | - | - | - | - | - | - | - | - | - |
| No. of Buses Dispatched Within 10 mins | - | - | - | - | - | - | - | - | - | - | - | - | - |
| No. of replacement buses required | - | - | - | - | - | - | - | - | - | - | - | - | - |
| No. of Tow Trucks Dispatched within 10 mins | - | - | - | - | - | - | - | - | - | - | - | - | - |
| No. of tow trucks (or suitable alternative) required | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| No. advised to TMC within 5 mins | | | | | | | | | | | | | |
| No. of replacement buses required | | | | | | | | | | | | | |
| No. of tow trucks (or suitable alternative) required | | | | | | | | | | | | | |
| KPI | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | |
| Result - Number advised to TMC within 5 mins | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Result - No. of replacement buses required | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Result - No. of tow trucks (or suitable alternative) required | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

| **Reporting** | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Reports Required | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Reports Submitted On Time | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Reports Submitted On Time | | | | | | | | | | | | | |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - Reports Submitted On Time | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

Signed: ..............................

Operator

**Provision of Information**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Information Requests | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Information Requests Responded to On Time | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Information Requests Respoded to On Time | | | | | | | | | | | | | |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - Information Requests Respoded to On Time | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

**Data Maintenance**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Bus Services Operated | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Current and Correct Bus Timetables, route aps, bus stop | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| Current and Correct Bus Timetables | | | | | | | | | | | | | |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - Current and Correct Bus Timetables | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

**Patronage Growth**

| | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Year 6 | Year 7 | Year 8 | Year 9 | Year 10 | Year 11 | Year 12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patronage Rate at Contract Year Beginning | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patronage Rate at Contract Year End | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Service Level | 0% | 100% | 200% | 300% | 400% | 500% | 600% | 700% | 800% | 900% | 1000% | 1100% |
| % of Patronage Growth | | | | | | | | | | | | |
| Result - % of Patronage Growth | No | No | No | No | No | No | No | No | No | No | No | No |

**Projects**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No. of Projects Completed | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Completed within time | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| % of Projects Completed on Time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Service Level | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - % of Projects Completed on Time | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

**CCTV and Duress Alarm**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Annual |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of CCTV Images Requiring Retrieval | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of Duress Alarms | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of CCTV images successfully retrieved | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Number of duress alarms responded to within 30 seconds | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | |
| CCTV Images Successfully Retrieved | | | | | | | | | | | | | |
| Duress Alarms Responded to within Timeframe | | | | | | | | | | | | | |
| Service Level | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Result - CCTV Images Successfully Retrieved | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Result - Duress Alarms Responded to within Timeframe | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |

Signed: ...............................

Operator

**Metropolitan  Bus Contract Performance Report for the Month Ended**  **Please select**

| Performance Measure | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Punctuality** | | | | | | | | | | | | |
| Services Commencing On Time | green | green | green | green | green | green | green | green | green | green | green | green |
| Services On Time at Mid-Point | green | green | green | green | green | green | green | green | green | green | green | green |
| Total Number of Last Stops Measured | | | | | | | | | | | | |
| **Cancelled and Incomplete Trips** | | | | | | | | | | | | |
| <1% of Cancelled trips | green | green | green | green | green | green | green | green | green | green | green | green |
| **Accessible Services** | | | | | | | | | | | | |
| Accessible Services | green | green | green | green | green | green | green | green | green | green | green | green |
| **Customer Complaint and Enquiry Resolution** | | | | | | | | | | | | |
| Resolved Within 2 Days | green | green | green | green | green | green | green | green | green | green | green | green |
| Resolved Within 30 Days | green | green | green | green | green | green | green | green | green | green | green | green |
| **Customer Response** | | | | | | | | | | | | |
| Responded to Within 2 Days | green | green | green | green | green | green | green | green | green | green | green | green |
| **Customer Complaint / Enquiries Database** | | | | | | | | | | | | |
| Included In 131500 Database | green | green | green | green | green | green | green | green | green | green | green | green |
| **Customer Satisfaction** | | | | | | | | | | | | |
| Number of passengers above the mid point | green | green | green | green | green | green | green | green | green | green | green | green |
| **Passenger Crowding** | | | | | | | | | | | | |
| Number of Crowded Buses | | | | | | | | | | | | |
| **Passenger Information** | | | | | | | | | | | | |
| > 95% of passengers on Contract Buses are kept informed of delays on that Contract Bus Service | green | green | green | green | green | green | green | green | green | green | green | green |
| **Bus Presentation** | Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| Number of surveyed passengers satisfied | green | green | green | green | green | green | green | green | green | green | green | green |
| Number of buses passing inspection | green | green | green | green | green | green | green | green | green | green | green | green |
| **Incident Due to Failure to Conduct Bus Maintenance** | | | | | | | | | | | | |
| Buses With No Failures | green | green | green | green | green | green | green | green | green | green | green | green |
| **Contract Bus Maintenance - Major Defects** | | | | | | | | | | | | |
| Major Defect Notices | green | green | green | green | green | green | green | green | green | green | green | green |
| **Preventable Accidents** | | | | | | | | | | | | |
| Preventable Accidents | green | green | green | green | green | green | green | green | green | green | green | green |
| **Bus Revenue Inspections** | | | | | | | | | | | | |
| % Bus Trips Inspected | green | green | green | green | green | green | green | green | green | green | green | green |
| **Major Incident Resolution** | | | | | | | | | | | | |
| Number advised to TMC within 5 mins | green | green | green | green | green | green | green | green | green | green | green | green |
| No. of replacement buses required | green | green | green | green | green | green | green | green | green | green | green | green |
| No. of tow trucks (or suitable alternative) required | green | green | green | green | green | green | green | green | green | green | green | green |
| **Reporting** | | | | | | | | | | | | |
| Reports Submitted On Time | green | green | green | green | green | green | green | green | green | green | green | green |
| **Provision of Information** | | | | | | | | | | | | |
| Information Requests Respoded to On Time | green | green | green | green | green | green | green | green | green | green | green | green |
| **Data Maintenance** | | | | | | | | | | | | |
| Current and Correct Bus Timetables | green | green | green | green | green | green | green | green | green | green | green | green |
| **Patronage Growth** | Annual | | | | | | | | | | | |
| % of Patronage Growth | red | | | | | | | | | | | |
| **Projects** | | | | | | | | | | | | |
| % of Project Completed on Time | green | green | green | green | green | green | green | green | green | green | green | green |
| **CCTV and Duress Alarm** | | | | | | | | | | | | |
| CCTV Images Successfully Retrieved | green | green | green | green | green | green | green | green | green | green | green | green |
| Duress Alarms Responded to within Timeframe | green | green | green | green | green | green | green | green | green | green | green | green |

**Key**

Performance Within KPI

Performance Outside KPI

No Data

**Summary of Performance for the Period Ended**

**Summary of Strategies in Place to Improve Performance**  **Actions**

| | By Whom | By Date |
|---|---|---|
| • | | |
| • | | |
| • | | |
| • | | |
| • | | |
| • | | |

Signed: ...............................

Operator

**Management Report**
For the Month Ended                                       **Please select**

Summary Report highlighting major exceptions and achievement for the month for TNSW executive management.
Format to be provided by Operator

Signed: ..............................
Operator

**Network Effectiveness Improvement Indicators**

Month Ended: **Please select**          Reference:          1

**Monthly Trend Report for Boardings per Service Kilometre**

| KPI | 1% year-on-year increase in boardings per Service Kilometre |
|---|---|

**Service Level Performance Summary for Month**

| | Boardings per Service Km - Previous Financial Year | Boardings per Service Km - Current Financial Year | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | | | | 1.00% | Yes |

Signed: ...............................
Operator
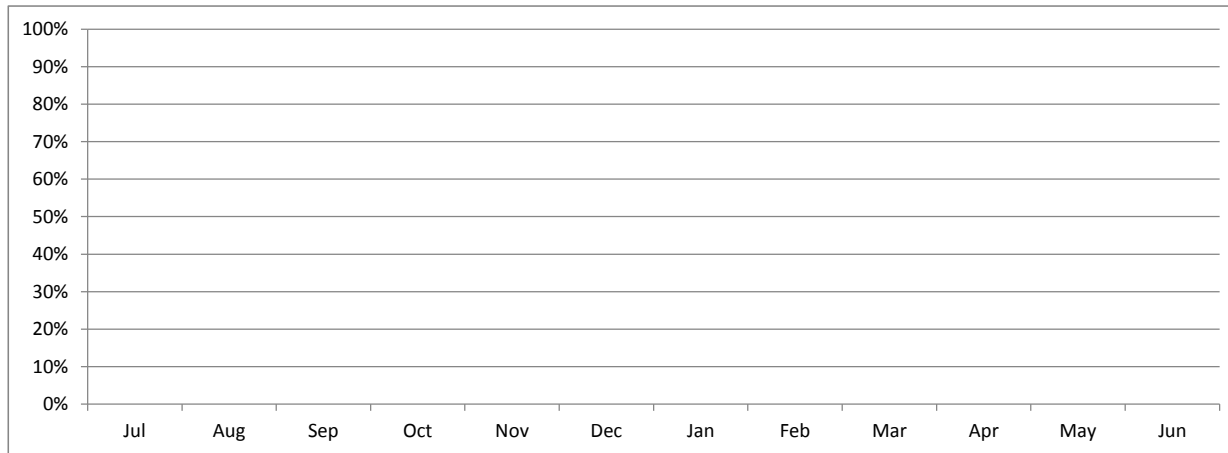
**Punctuality Rate**

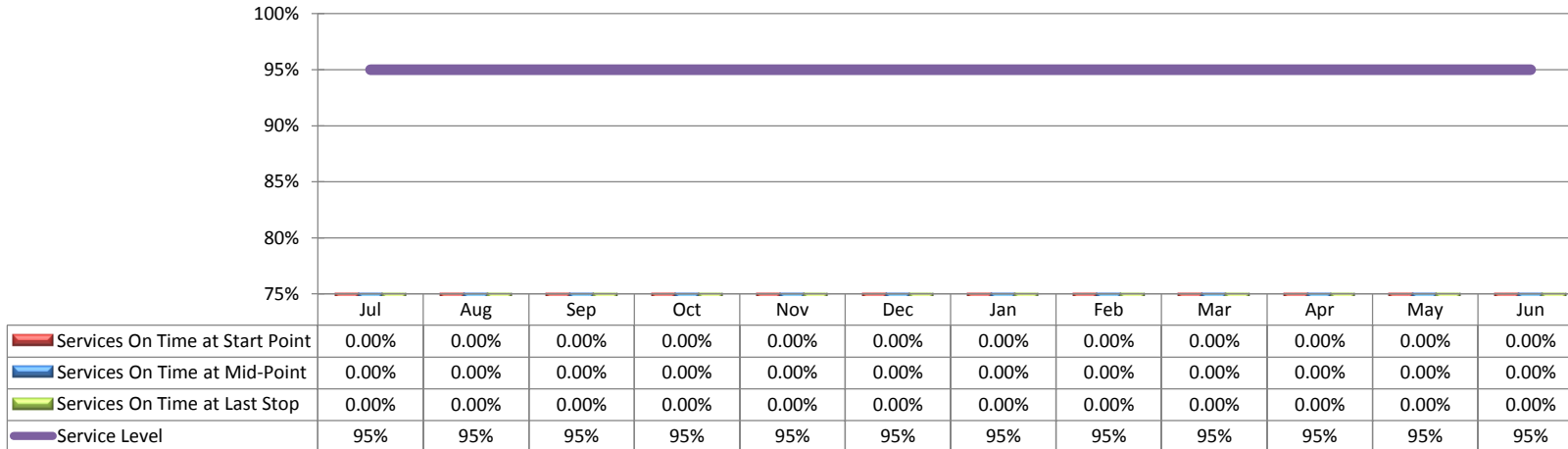| Month Ended: | **Please select** |
|---|---|

Reference: 2

| KPI | At least 95% of services commence each route On Time<br>At least 95% of services leave the mid-point Stop on each route On Time<br><5% of services arrive at the last Stop of each route late |
|---|---|

**Service Level Performance Summary for Month**

| | Total Services Measured | Measured Services On-Time | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| Commencement of Route | - | - | 0.00% | 0% | Yes |
| Mid-Point of Route | - | - | 0.00% | 0% | Yes |
| Last Stop | - | - | 0.00% | 0% | Yes |

## On-Time Running

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Services On Time at Start Point | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Services On Time at Mid-Point | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Services On Time at Last Stop | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Service Level | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |

**Details of Excusable Events**

| Service | Ref # | Location | Approved Duration | Approved By | Actual Duration |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Signed: ...............................
Operator

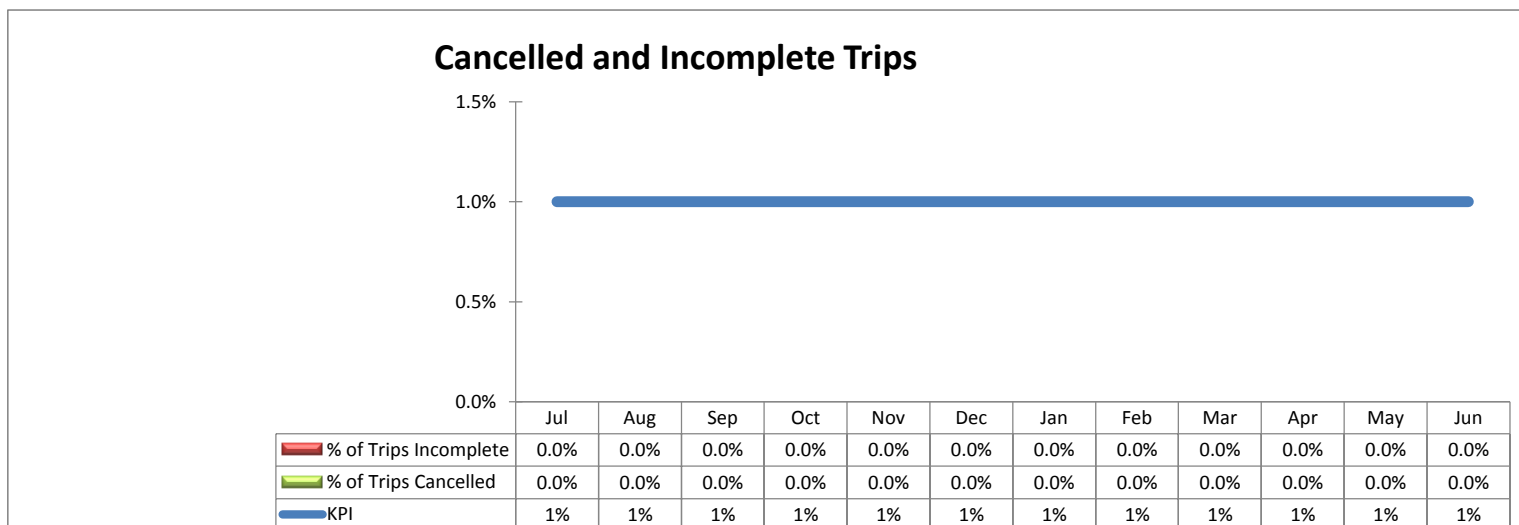**Cancelled and Incomplete Trips**

Month Ended: **Please select**

Reference:    3

**Performance Summary for Month**

| KPI | <1% Incomplete Trips<br><1% Cancelled Trips |
|---|---|

| Number of Trips | Number of Incomplete Trips | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|
| | | - | 0.00% | 0% | Yes |
| - | Number of Cancelled Trips | Outcome | KPI % | KPI Met? |
| | | - | 0.00% | 0% | Yes |

### Cancelled and Incomplete Trips

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % of Trips Incomplete | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| % of Trips Cancelled | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |

Signed: ...............................
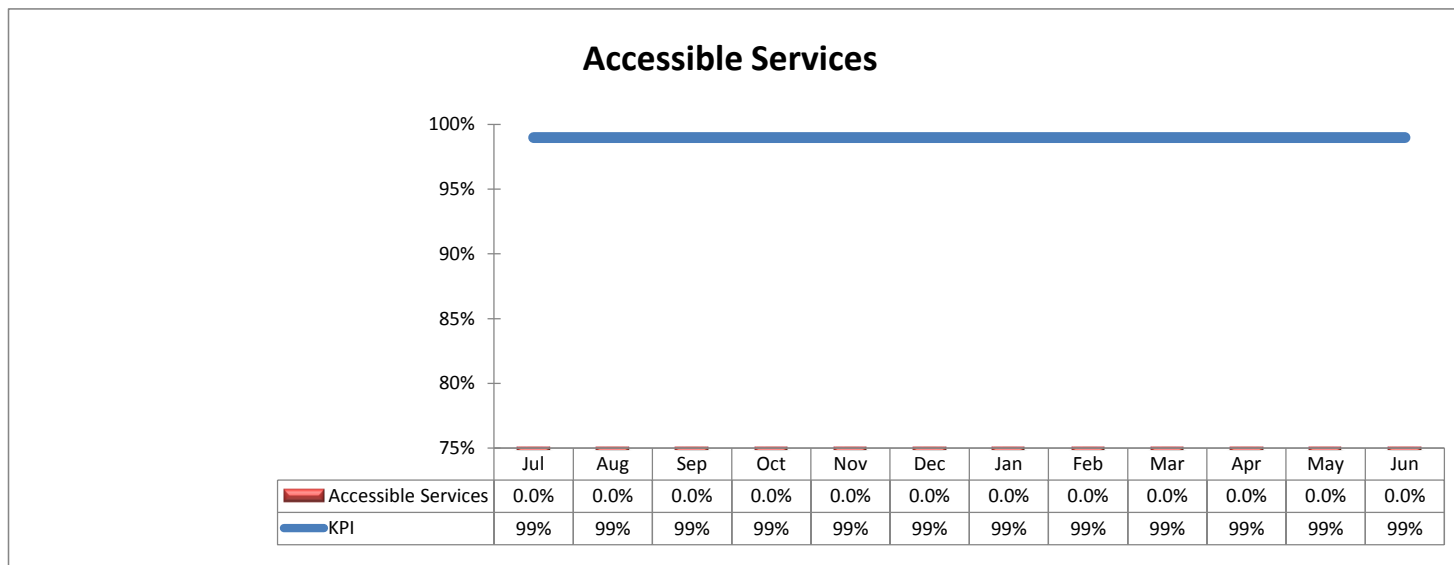Operator

**Accessible Services**

| Month Ended: | **Please select** |
|---|---|

Reference: 4

**Performance Summary for Month**

| KPI | At least 99% of Timetabled Accessible Services operate |
|---|---|

| Number of Accessible Services | Number of Scheduled Accessible Services Not Operated | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|
| - | - | 0.00% | 0% | Yes |

## Accessible Services

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Accessible Services | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% |

Signed: ..............................
Operator

**Customer Complaint Resolution**    Month Ended: **Please select**    Reference:   5 and 6

| KPI | <22 complaints per 100,000 Boardings<br>70% of all complaints are resolved within 2 Business Days<br>95% of all complaints are resolved within 30 Business Days |
|---|---|
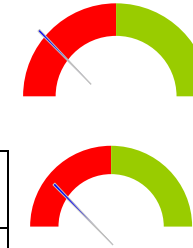
**Service Level Performance Summary for Month**

| | Total Complaints | Complaints Resolved | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| Within 2 Days | - | - | 0.00% | 70% | No |
| Within 30 Day | | - | 0.00% | 95% | No |

**Service Level Performance Summary Annual**

| Total Number of boardings | Total number of complaints | Outcome | KPI | KPI Met? |
|---|---|---|---|---|
| - | 0 | | 0.022% | No |

**Customer Complaint Resolution**
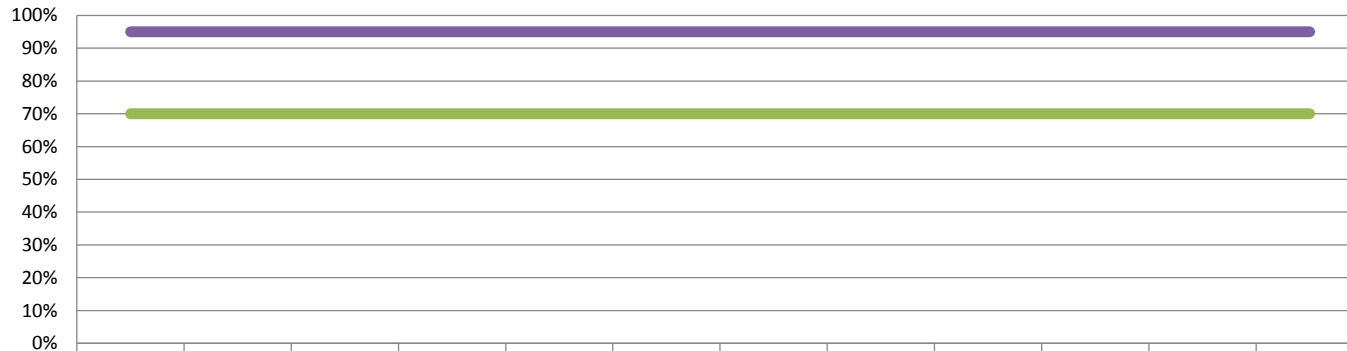
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Resolved Within 2 Days | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Resolved Within 30 Days | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI - 2 Days | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% | 70% |
| KPI - 30 Days | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |

Signed: ...............................
Operator

**Customer Response**

| Month Ended: | **Please select** |
|---|---|

Reference: 7

| KPI | 100% of all complaints are responded to within 2 business days |
|---|---|

**Performance Summary for Month**

| Total Complaints | Complaints Responded to Within 2 Days | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|
| 0 | 0 | 0.00% | 0% | No |



## Customer Response

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Responded to Within 2 Days | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ...............................
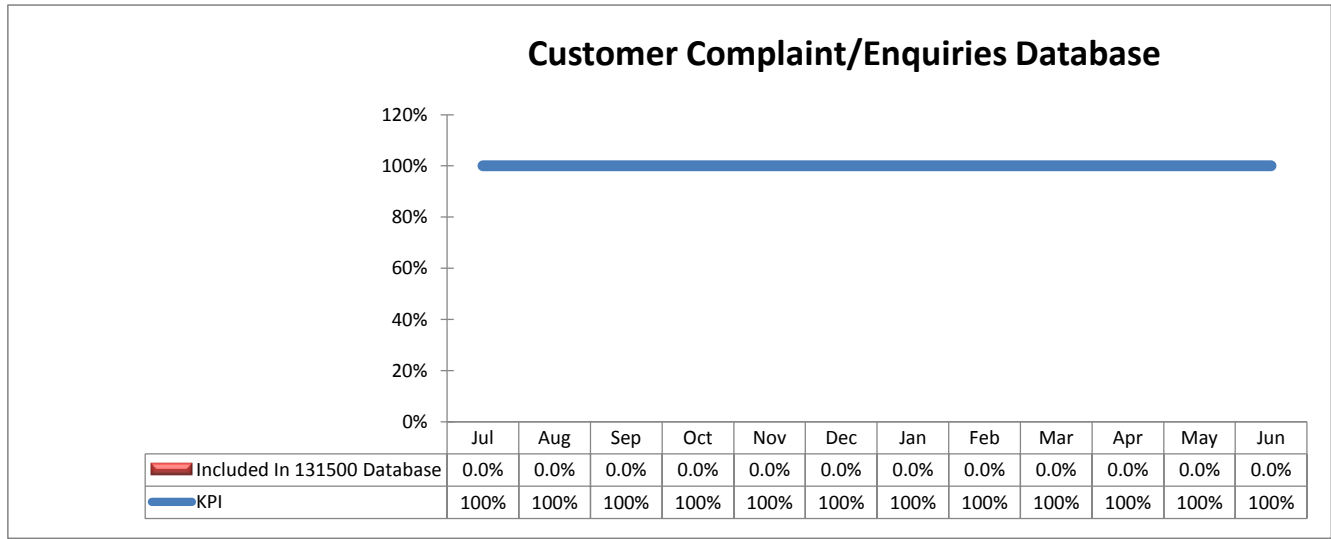Operator
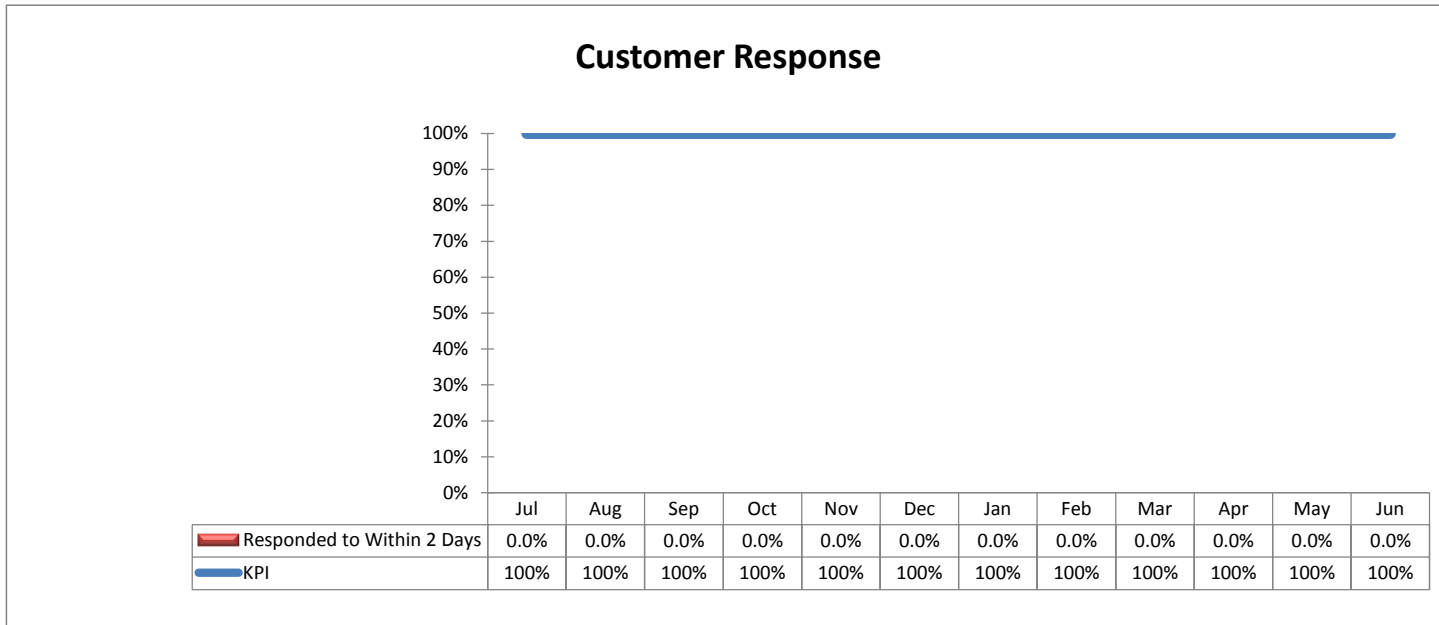
**Customer Complaint/Enquiries Database**  | Month Ended: **Please select** |                    Reference: 8

| KPI | 100% of calls received are included in the 131500 database |

**Performance Summary for Month**

| Total Complaints/ Enquries | Complaints Included in the 131500 Database | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|
| 0 | 0 | 0.00% | 0% | No |



**Customer Complaint/Enquiries Database**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Included In 131500 Database | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ...............................
Operator

**Customer Satisfaction**     Month Ended: **Please select**          Reference: 9

| KPI | 85% of all ratings above the mid-point of the Likert Scale, based on historical performance on services largely under the control of the Operator |
|---|---|

### Performance Summary for Month

| Number of passengers surveyed | Number of surveyed passengers satisfied | Outcome | KPI | KPI Met? |
|---|---|---|---|---|
| 0 | 0 | 0.00% | 0% | Yes |

## Customer Satisfaction

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| outcome | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% | 85% |

NB  This KPI is a minimum number and so graph bars which reach and exceed the KPI line are failures of this KPI
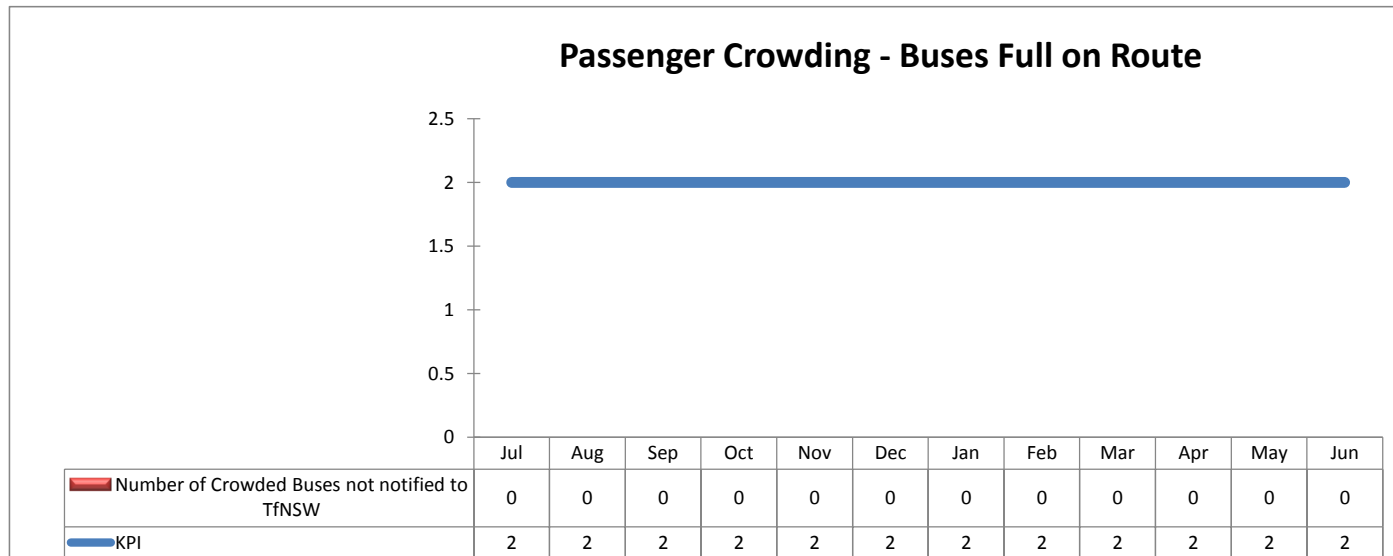
Signed: ...............................
Operator

**Passenger Crowding**

Month Ended **Please select**

Reference: 10

| KPI | < 2 routes are Crowded and not been notified to TNSW |
|---|---|

**Performance Summary for Month**

| Number of Crowded Buses not notified to TfNSW | KPI | KPI Met? |
|---|---|---|
| 0 | 2 | Yes |

## Passenger Crowding - Buses Full on Route

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Crowded Buses not notified to TfNSW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KPI | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |

NB  This KPI is a minimum number and so graph bars which reach and exceed the KPI line are failures of this KPI

Signed: ...............................
Operator

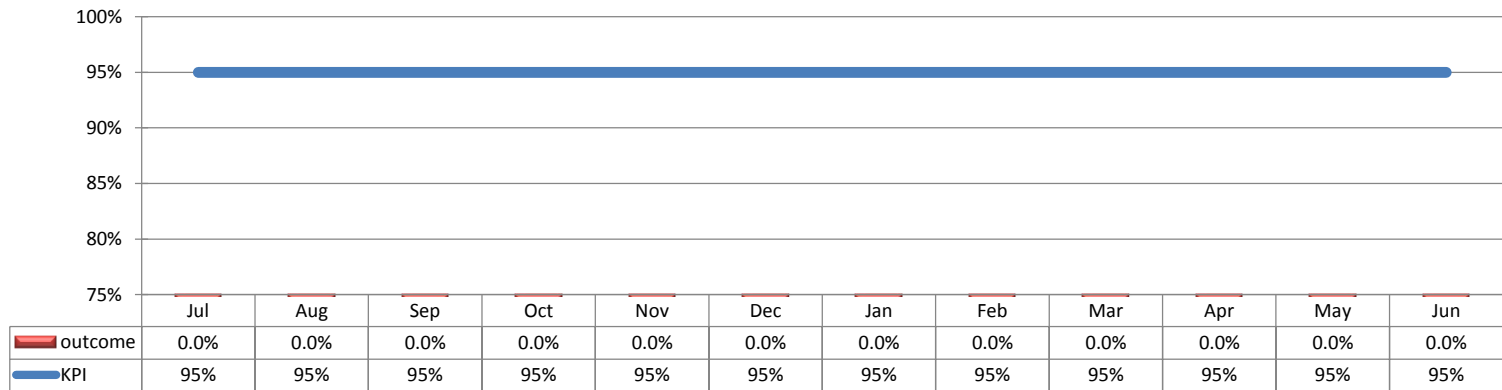**Passenger Information**    Month Ended: **Please select**      Reference: 11

| KPI | > 95% of passengers on Contract Buses are kept informed of delays on that Contract Bus Service |
|-----|-----|

**Service Level Performance Summary for Month**

| | Number of passengers surveyed | Number of surveyed passengers satisfied | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | - | - | 0.00% | 0% | Yes |

**Passenger Information**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| outcome | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |

Signed: ...............................
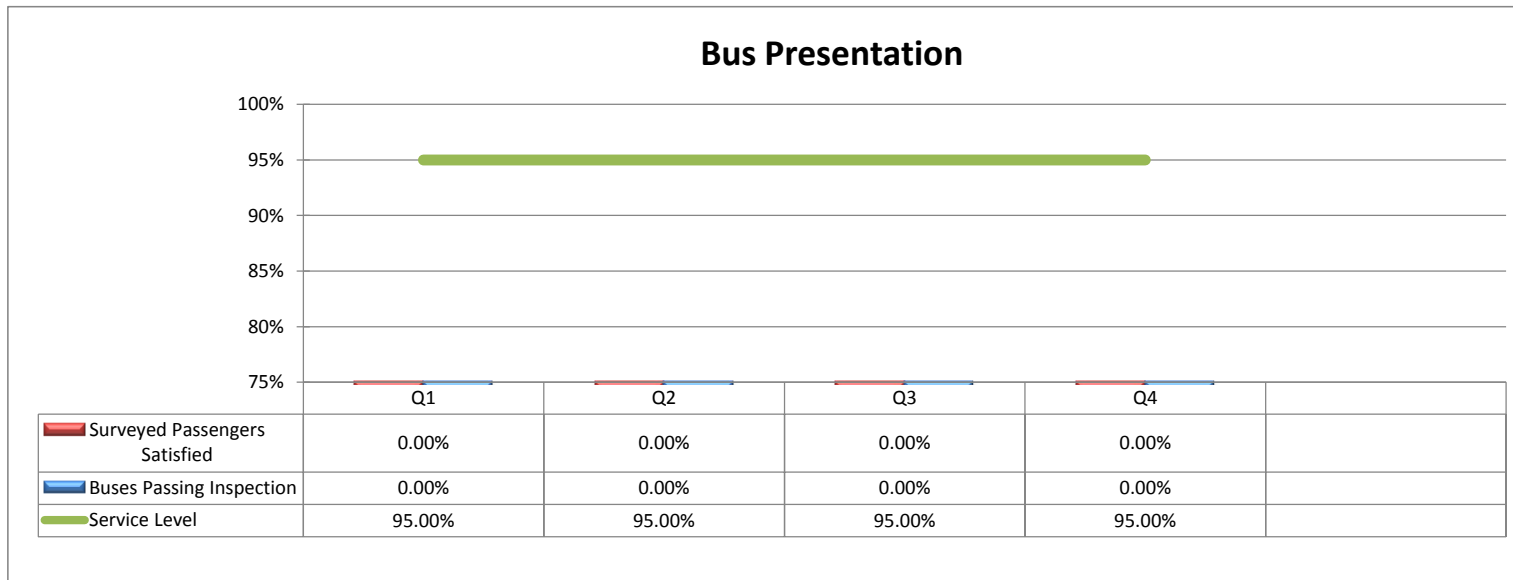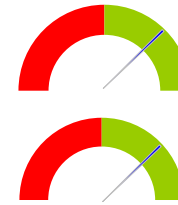Operator

**Bus Presentation**

Month Ended: **Please select**

Reference: 12

| KPI | > 95% of passengers surveyed are satisfied with bus presentation<br>> 95% of buses inspected meet presentation requirements |
|---|---|

**Service Level Performance Summary for Month**

| | Total Surveyed / Checked | Total Passing | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| Customer Satisfaction | - | - | | 0.00% | Yes |
| Bus Presentation Audit | - | - | | 0.00% | Yes |

**Bus Presentation**

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Surveyed Passengers Satisfied | 0.00% | 0.00% | 0.00% | 0.00% |
| Buses Passing Inspection | 0.00% | 0.00% | 0.00% | 0.00% |
| Service Level | 95.00% | 95.00% | 95.00% | 95.00% |

OSMBSC, Schedule 5, Annexure 2

Signed: ...............................
Operator

**Incident Due to Failure to Conduct Bus Maintenance**    Month Ended: **Please select**    Reference: 13
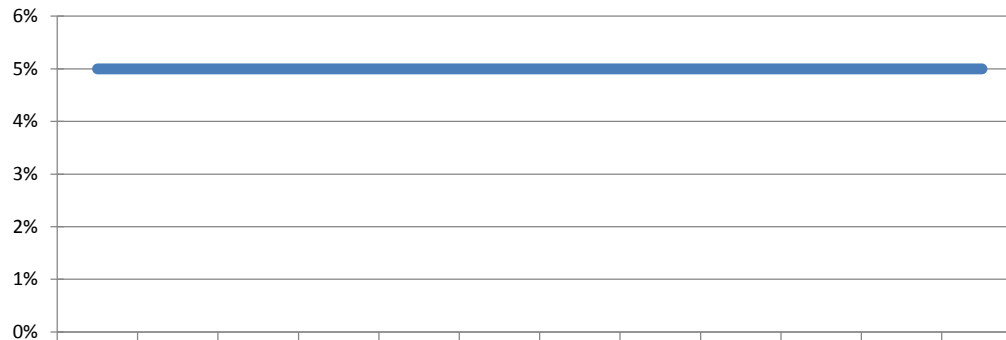
| KPI | < 5% Cancelled and Incomplete Trips are caused due to Bus failure arising from maintenance issues |
|---|---|

**Service Level Performance Summary for Month**

| | Total Cancelled & Incomplete Trips | Bus Failures Due to Lack of Maintenance | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | - | 0 | 0.00% | 0% | Yes |

## Incident Due to Failure to Conduct Bus Maintenance

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Buses With Maintenance Failures | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% |

Signed: ...............................
Operator

**Bus Maintenance - Major Defects**

| Month Ended: **Please select** |
|---|

Reference: 14

| KPI | Nil Major Defect Notices |
|---|---|

**Performance Summary for Month**

| Major Defect Notices | KPI | KPI Met? |
|---|---|---|
| 0 | 0 | Yes |
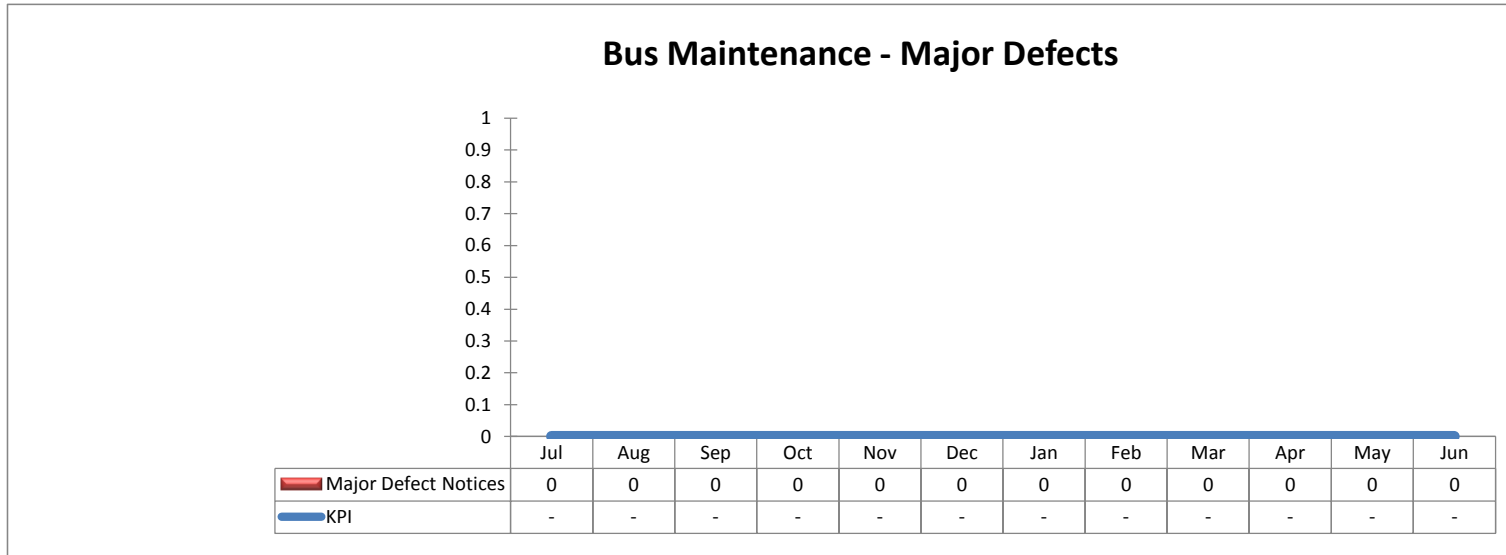
**Bus Maintenance - Major Defects**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Major Defect Notices | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KPI | - | - | - | - | - | - | - | - | - | - | - | - |

NB  This KPI is a minimum number and so graph bars which exceed the KPI line are failures of this KPI

Signed: ...............................
Operator

**Preventable Accidents**

Month Ended:     **Please select**

Reference: 15

| KPI | Nil Preventable Accidents |
|---|---|

**Performance Summary for Month**

| Preventable Accidents | KPI | KPI Met? |
|---|---|---|
| 0 | 0 | Yes |
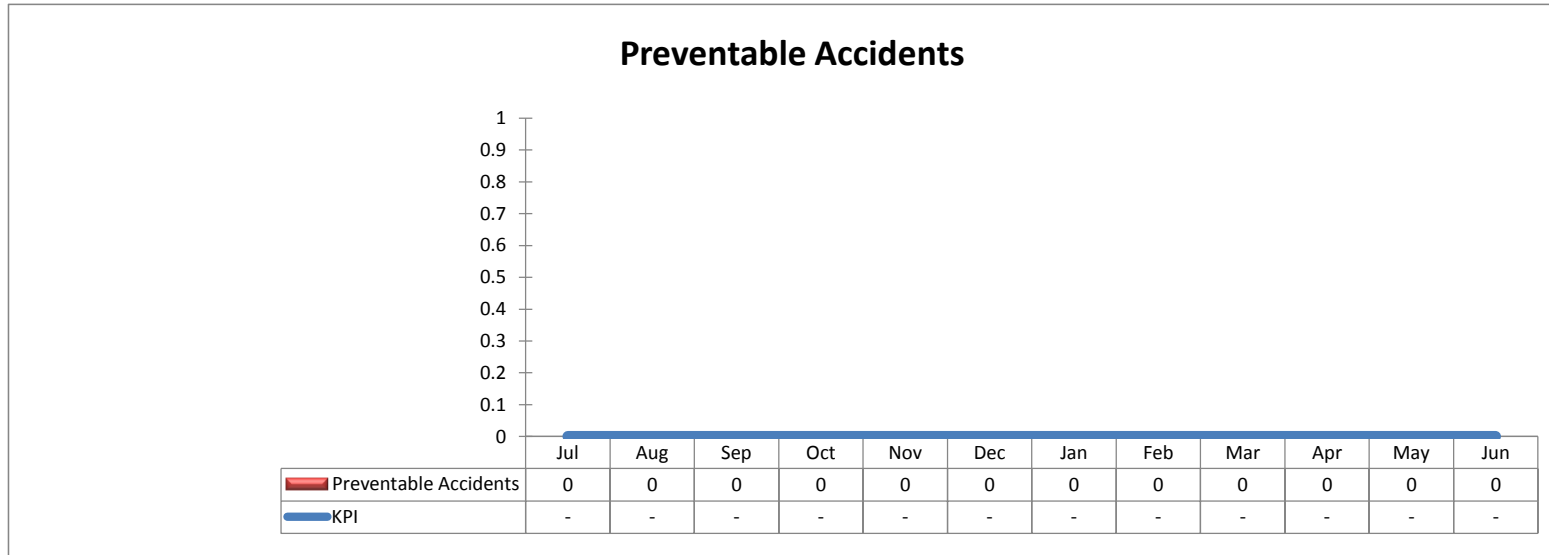
### Preventable Accidents

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Accidents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KPI | - | - | - | - | - | - | - | - | - | - | - | - |

NB  This KPI is a minimum number and so graph bars which exceed the KPI line are failures of this KPI

Signed: ...............................
Operator

**Bus Revenue Inspections**

| Month Ended: | **Please select** |
|---|---|

Reference: 16

| KPI | At least 99.5% of passengers inspected have paid for their Trip boarding |
|---|---|

**Service Level Performance Summary for Month**

| Bus Trips | Passengers inspected | Passengers inspected have paid for their trip | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| - | - | - | 0.00% | 0.0% | Yes |

## Bus Revenue Inspections
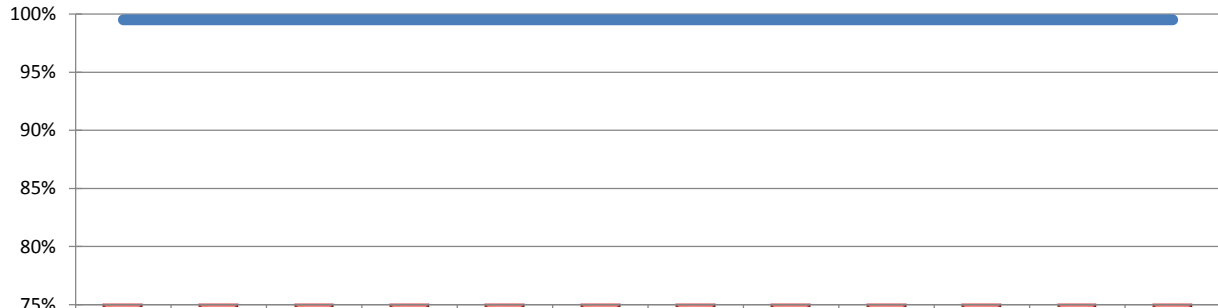
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Revenue Collection Rate | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| KPI | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% | 99.5% |

OSMBSC, Schedule 5, Annexure 2

Signed: ...............................
Operator

**Major Incident Resolution**    Month Ended:  **Please select**    Reference:    17

| KPI | 95% of Major Incidents must be advised to the TMC within 5 minutes of an Incident occurring |
|---|---|
| | 95% of Replacement Buses are dispatched within 10 minutes of a Major Incident occurring |
| | Where required by TNSW, 95% of  tow trucks are dispatched within 10 minutes of a Major Incident occurring |
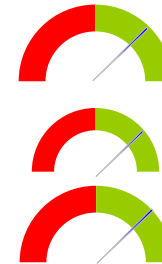
**KPI Performance Summary for Month**

| Severity Level | Total Incidents | Number within Timeframe | Outcome | KPI | KPI Met? |
|---|---|---|---|---|---|
| Advice | 0 | 0 | 0.00% | 0% | Yes |
| Replacement | 0 | 0 | 0.00% | 0% | Yes |
| Tow Truck | 0 | 0 | 0.00% | 0% | Yes |

## Major Incident Resolution

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No. advised to TMC within 5 mins | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| No. of replacement buses required | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| No. of tow trucks (or suitable alternative) required | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| KPI | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |
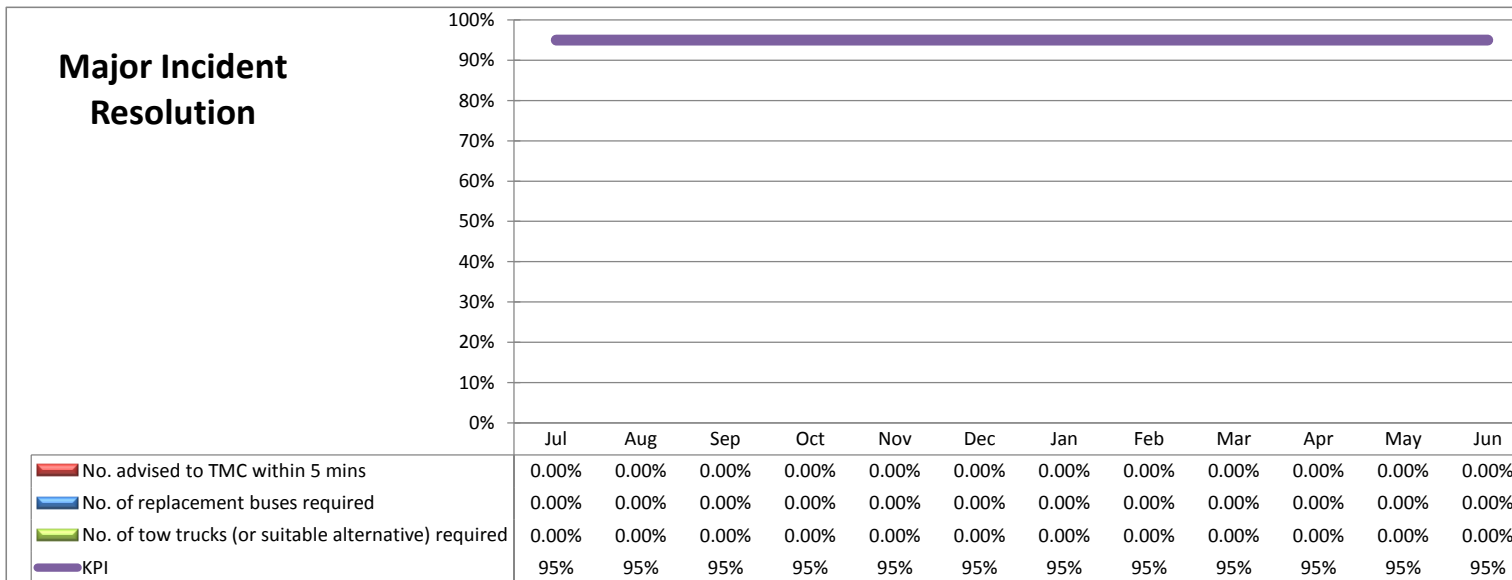
**Major Incident KPI Report**

| Ref # | Description | Location | Requestor | Logged | Resolved | Duration | KPI Met? |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

OSMBSC, Schedule 5, Annexure 2

Signed: ...............................
Operator

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**Unresolved Major Incidents Report**

| Ref # | Description | Location | Requestor | Logged |
|---|---|---|---|---|
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The purpose of this report is to detail unresolved Major Incidents as at the end of the reporting period

NB  These KPI's are a minimum number and so graph bars which exceed the KPI line are failures of these KPI's

Signed: ...............................
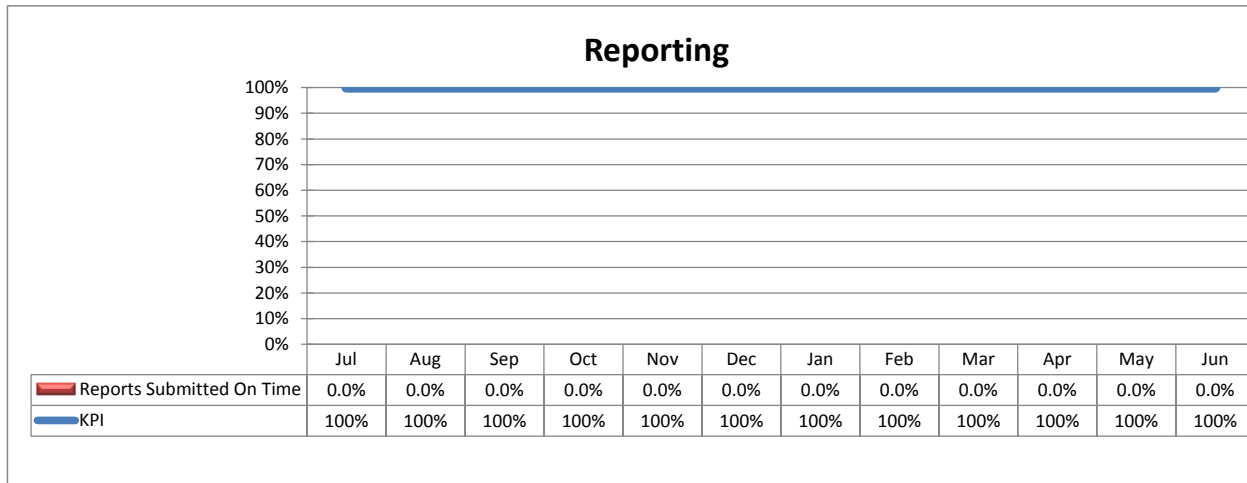Operator

**Reporting** | Month Ended: **Please select**                Reference:    18

| KPI | 100% of Reports Within Reporting Requirements |

**Service Level Performance Summary for Month**

| | Number of Reports Due | Number of Reports Presented On Time | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | - | - | 0.00% | 0% | Yes |

## Reporting

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Reports Submitted On Time | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ...............................
Operator

**Provision of Information** Month Ended: **Please select**          Reference:   19
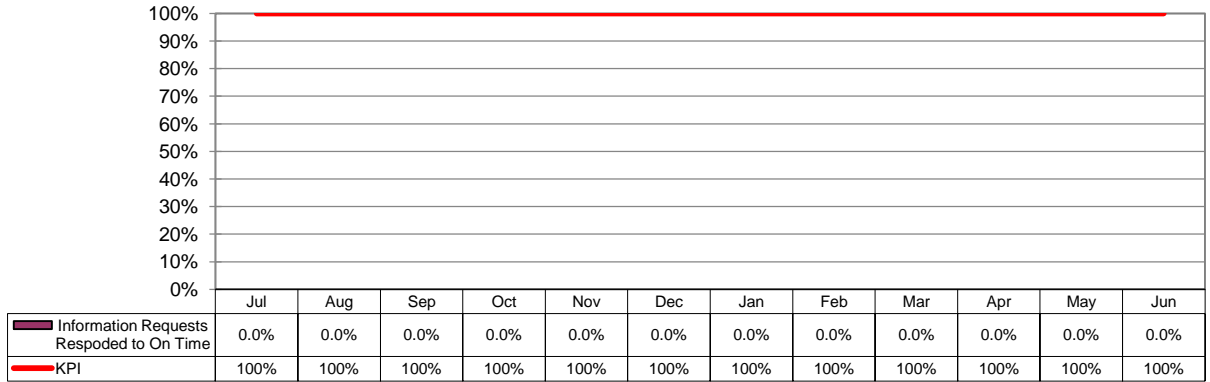
| KPI | 100% within agreed timeframe |
|---|---|

**Service Level Performance Summary for Month**

| | Number of Information Requests | Number of Information Requests Responded to Within Timeframe | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | - | - | 0.00% | 0% | Yes |

**Provision of Information**

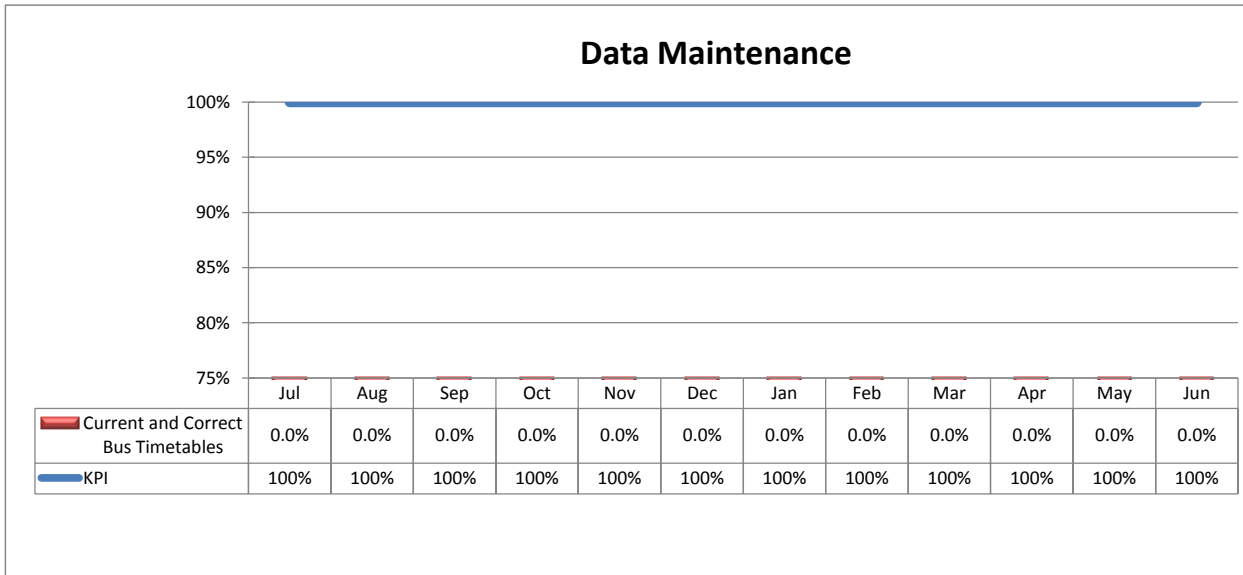| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Information Requests Respoded to On Time | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

**Data Maintenance**    | Month Ended: **Please select** |    Reference: 20

| KPI | Zero errors in information on the Operator website and OSD for all Contract Bus Services operated |
|-----|---------------------------------------------------------------------------------------------------|

**Service Level Performance Summary for Month**

| | Total Number of Services Operated | Number of Current and Correct Bus Service Timetables | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| | - | - | 0.00% | 0% | Yes |

**Data Maintenance**

|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Current and Correct Bus Timetables | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| KPI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ...............................
Operator

**Patronage Growth**      Month Ended: **Please select**                    Reference:          21

| KPI | Growth in Patronage |
|-----|---------------------|

**Service Level Performance Summary Annually**

| Patronage Rate at Contract Year Beginning | Patronage Rate at Contract Year End | Outcome | KPI Met? |
|---|---|---|---|
| 0 | 0 | | Yes |

**High Priority Projects Trend Report**



% of Patronage Growth

Signed: ...............................
Operator
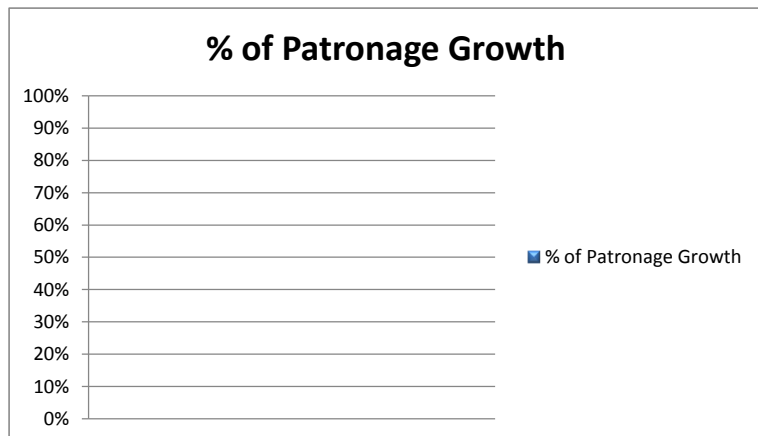
**Projects**          | Month Ended: **Please select** |          Reference:     22
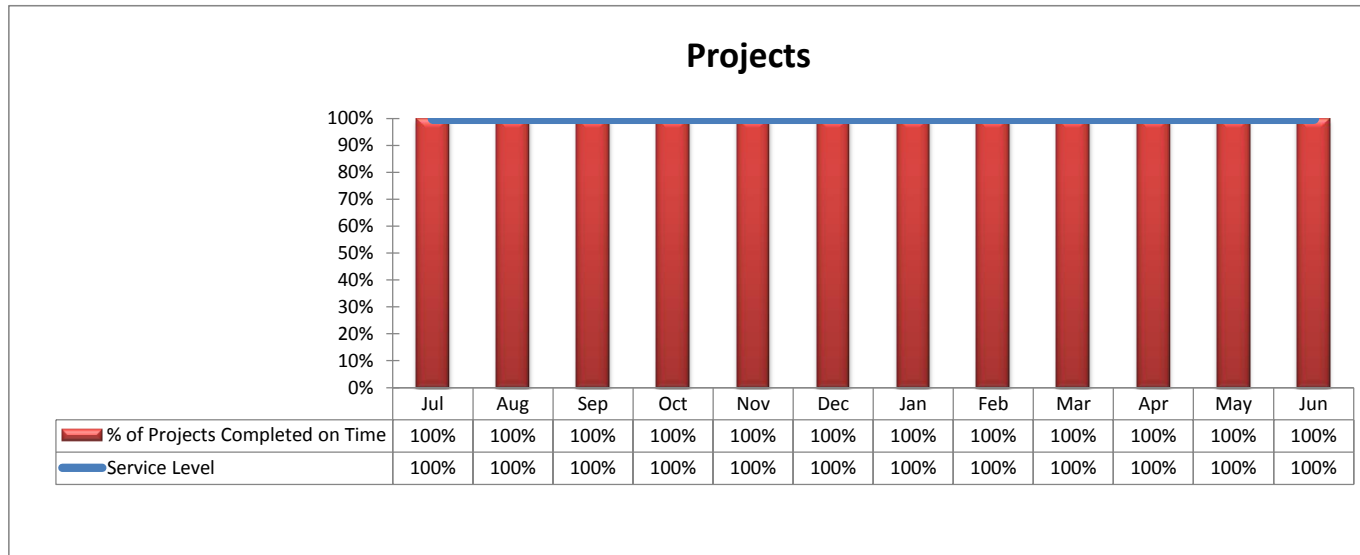
| KPI | 100% of Projects are Completed Within the Agreed Timeframe |

**Service Level Performance Summary for Month**

| Total Projects Completed | Completed on Time | Outcome | KPI | KPI Met? |
|---|---|---|---|---|
| - | - | 0.00% | 0% | Yes |

**High Priority Projects Trend Report**

### Projects

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % of Projects Completed on Time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Service Level | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ...............................
Operator

**Projects Detail Report**

| Ref # | Description | Location | Requestor | Agreed Completion Date | Completion Date | Service Level Met? |
|---|---|---|---|---|---|---|
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Signed: .............................
Operator

**CCTV and Duress Alarm**

| Month Ended: | **Please select** |
|---|---|

Reference: 23

| KPI | 100% of CCTV images successfully retrieved |
|---|---|
| | 100% of Duress Alarms responded to within 30 seconds |

**Service Level Performance Summary for Month**

| | Number of incidents | Images retrieved and alarms responded to | Outcome | KPI % | KPI Met? |
|---|---|---|---|---|---|
| CCTV Images | - | - | 0.00% | 0% | Yes |
| Duress Alarm | - | - | 0.00% | 0% | Yes |

**CCTV and Duress Alarm**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CCTV Images Successfully Retrieved | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Duress Alarms Responded to within Timeframe | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Service Level | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Signed: ..............................
Operator
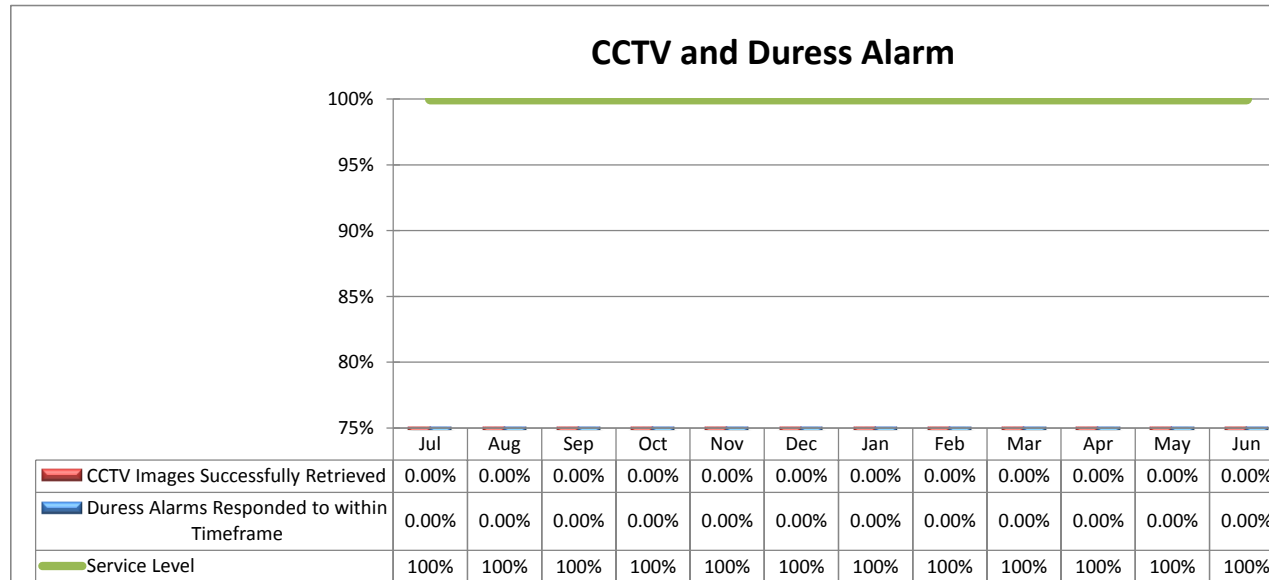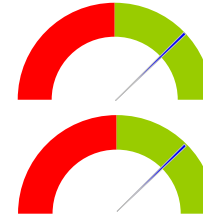
**Financial Performance**

Reported Annually

Signed: ...............................
Operator