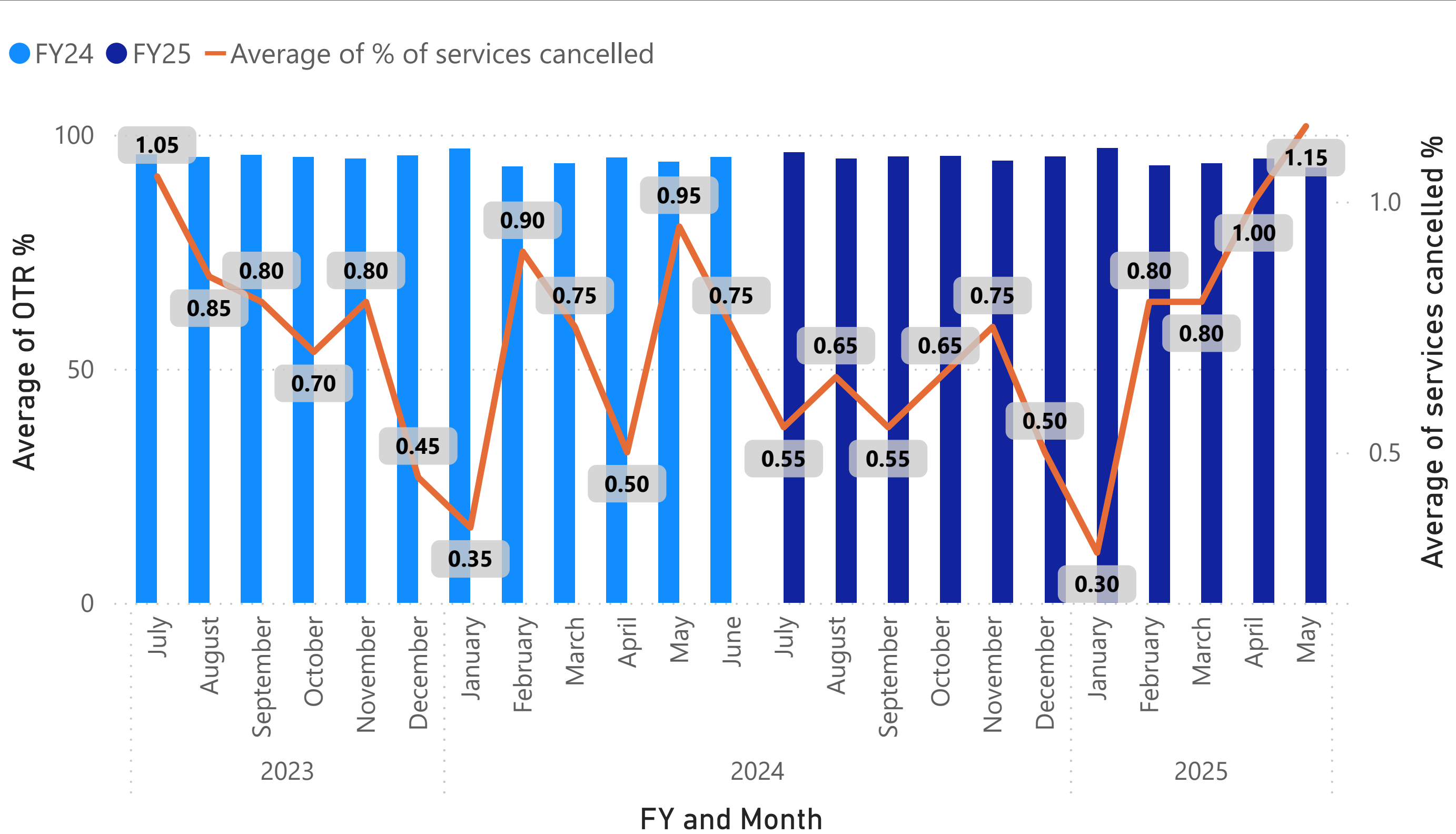# Greater Sydney & Outer Metropolitan Bus Service Performance Data as on May 2025
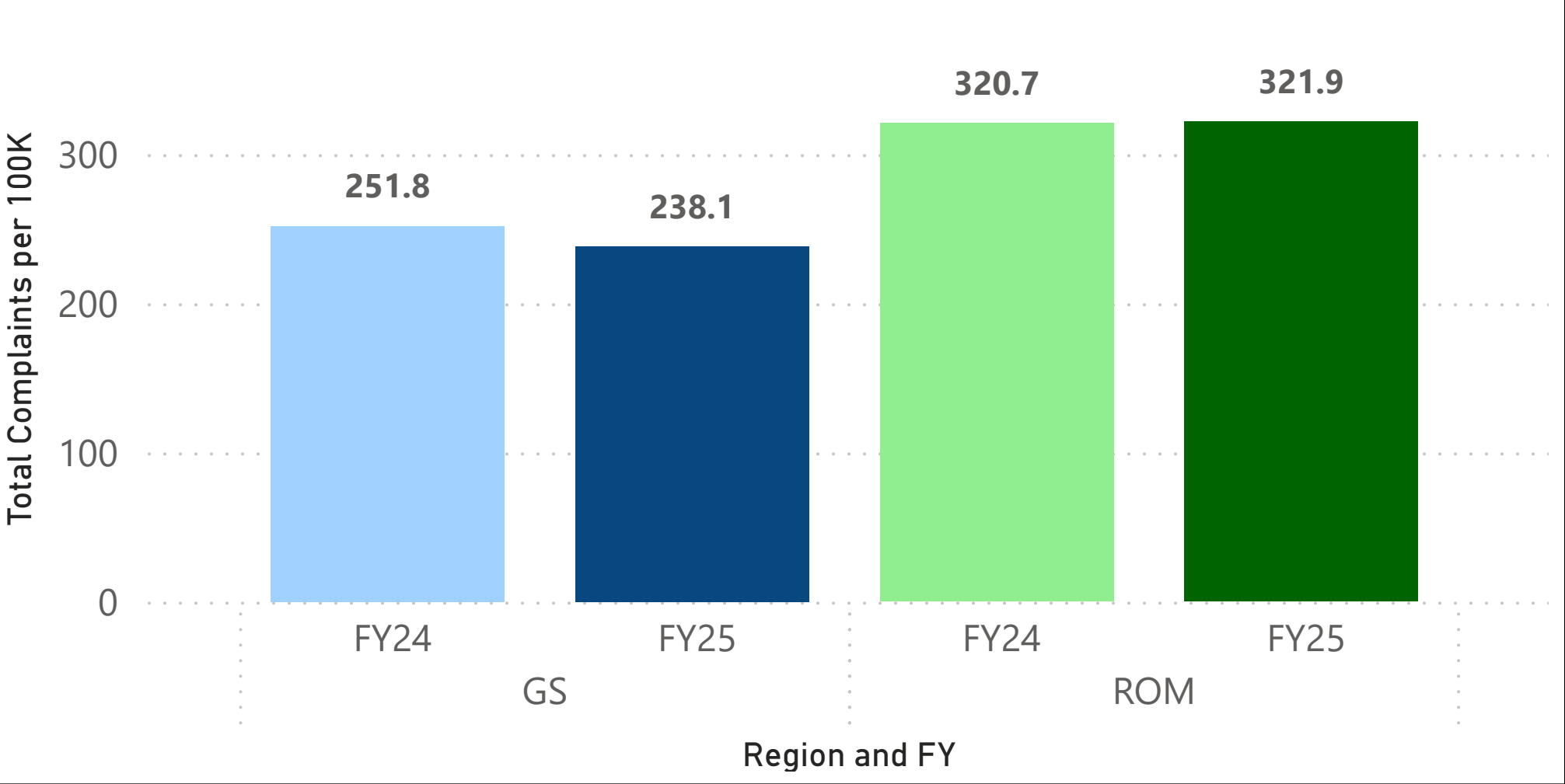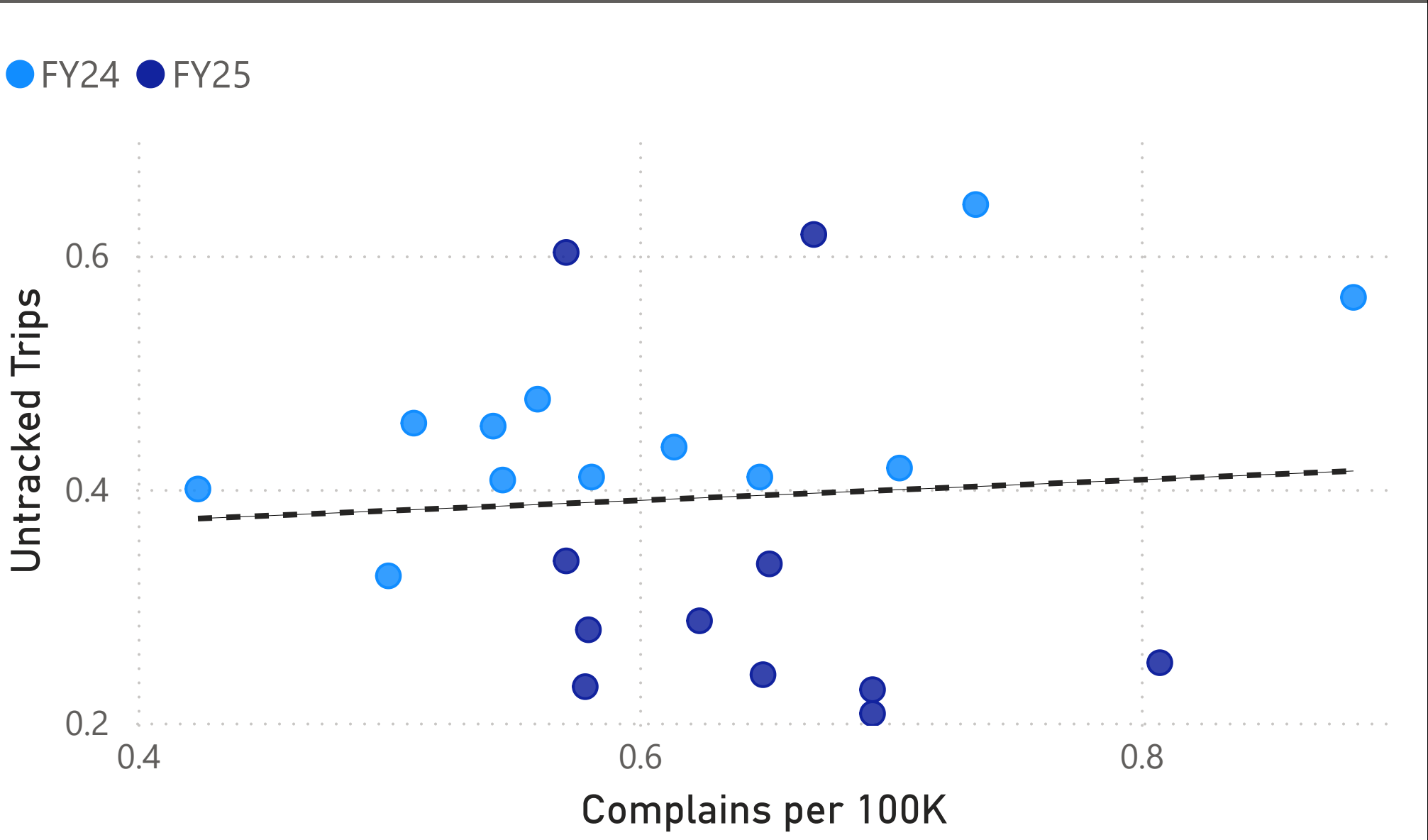
Average % OTR and % of services cancelled by FY, and Months

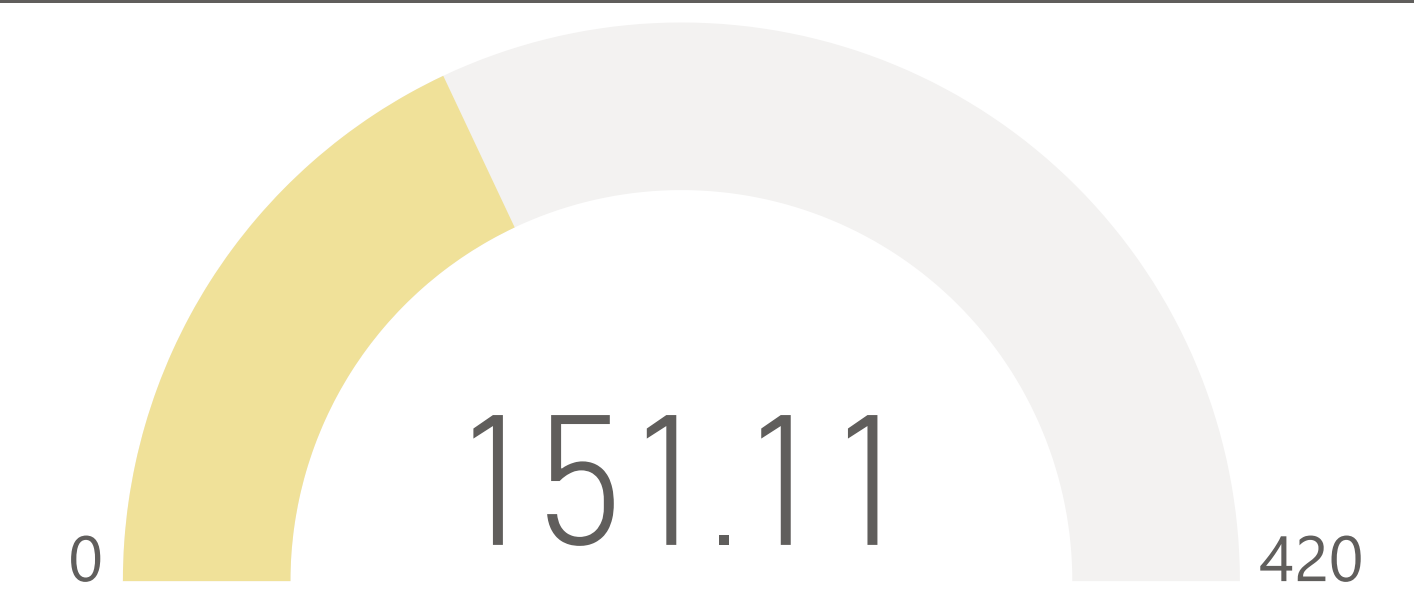Legend: ● FY24 ● FY25 — Average of % of services cancelled

Total Passenger Complaints per 100K by Region and FY

- GS: FY24 = 251.8, FY25 = 238.1
- ROM: FY24 = 320.7, FY25 = 321.9

Avg Driver Vacancies in a Month, on a Scale of 0 as the Target and 420 as Maximum in a Month

151.11 (0 – 420)

Correlation Coefficient – Avg Complains per 100K and Avg Untracked Trips in a Month

0.11

Exploring Correlation Trend Between Avg Complains per 100K and Avg Untracked Trips in a Month, Across FY

Legend: ● FY24 ● FY25
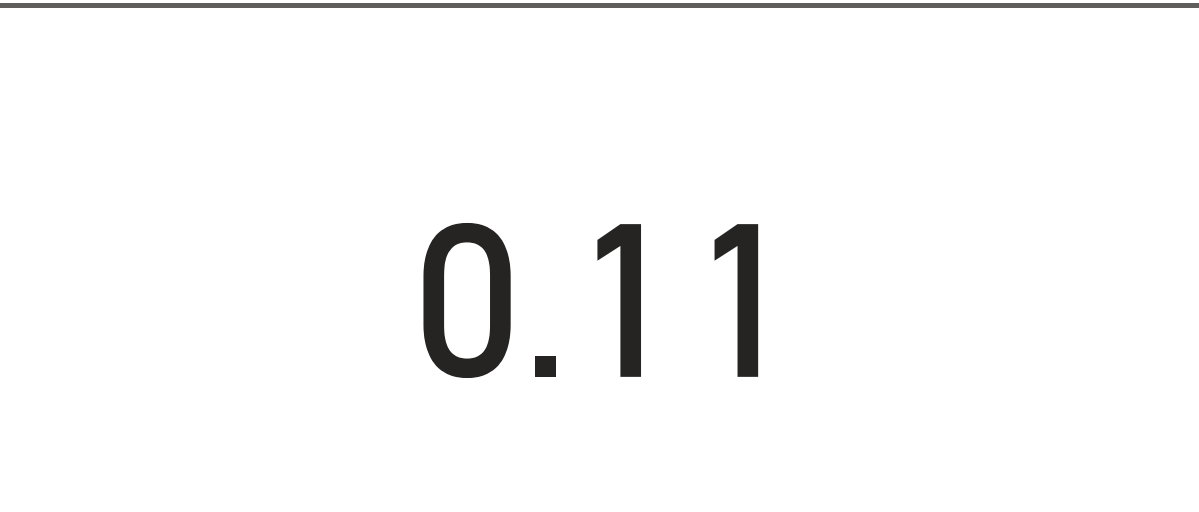
1. On-Time Running (OTR) and Service Cancellations

Visual: Combo Bar & Line Chart over Months

- OTR performance remains consistently strong across both FY24 and FY25, staying above 90% every month.
- Slight fluctuations are visible month to month, but no significant dips in reliability.
- % of services cancelled is consistently below 1.2%, indicating stable operations.
- A **minor improvement** in cancellations is noted from **December (0.45%) to January (0.35%) in FY24 and from December (0.50%) to January (0.30%) in FY25**.

2. Passenger Complaints per 100K (by Region and FY)

Visual: Grouped Column Chart

- GS Region saw a **drop in complaints** from FY24 (252) to FY25 (238).
- ROM remained flat (~321 complaints per 100K), indicating little change.
- The GS region shows improvement in customer satisfaction.

3. Driver Vacancies Overview

Visual: Meter Gauge

- The average monthly vacancies are 151, on a scale of 0 to a maximum of 420.
- The high vacancy count shows a key area for operational focus.
- Targeting this metric to reduce toward 0 can boost service reliability.

4. Correlation: Complaints vs Untracked Trips

Visual: Scatter Plot with Trend line + Correlation KPI

- A **weak positive correlation (r = 0.11) was found between the monthly average number of** complaints and untracked trips.
- Though a connection exists, it's not strong enough to derive causality.
- Highlights potential for further analysis on operational tracking and customer feedback linkage.