

DARWIN BUS SERVICE

Outcome

Provide a safe, comfortable, courteous, reliable and environmentally friendly bus service.

Overview

The Darwin Bus Service (DBS) operates the government bus fleet providing scheduled urban and school bus services for the greater Darwin area. This service is provided to the community through modern, reliable buses driven by a professional team of drivers. DBS provides this service for the Darwin bus network.

Who We Are

- Bus drivers
- Support staff
- Administrative staff.

Who We Serve

- The Northern Territory Government
- The Northern Territory community.

What We Do

- Operate passenger carrying vehicles in a safe, cost effective and environmentally friendly way.
- Transport children safely to and from school.
- Support special events by providing bus transportation.

Key Achievements for 2007-08

- Increased safety and security by fitting the entire fleet with closed circuit television (CCTV) monitoring units.

Priority Targets for Next Year

- Maintain collaborative partnerships with Police, Transit Security Officers, operators and driver representatives to improve safety and security on and around buses.
- Manage a trial of the use of biodiesel in five DBS buses.
- Introduce air conditioning to entire bus fleet - currently 93 per cent of fleet has air conditioning.

Performance Reporting

Business Line: Urban Public Bus Service

Efficient and cost effective management of the government bus fleet.

Performance Measures	2007-08 Estimates	2007-08 Estimates Revised	2007-08 Actuals	Comments
Quantity				
Kilometres travelled	1.47m	1.47m	1.47m	
Scheduled services	74 886	74 886	76 432	
Quality				
Customer satisfaction level	> 99%	> 99%	> 99%	
Timeliness				
Services on time	99%	99%	99%	
Cost				
Average cost per kilometre	\$4.57	\$4.58	\$4.69	