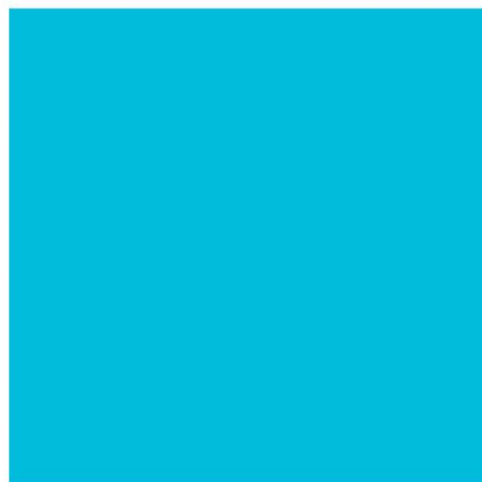


# Passenger Service Contract Standard Conditions



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# Authority

This guideline is issued under clause 3.5 of the Passenger Service Contract Standard Conditions, this is supported by clause 3.5(d). Nothing in this guideline supersedes an operator's requirements under legislation or the Passenger Service Contract Standard Conditions.

# Scope

This operational guideline applies to **school and general access** bus services.

# Period

This guideline applies to the new contracts **commencing in or after 2020**, until further notice.

# Purpose

It is important to ensure that our bus services operate reliably and safely on our road network and our bus customers are aware of any changes, such as road or bus closures that may temporarily affect bus routes and timetables.

These temporary changes are known as network disruptions and can affect:

- bus routes
- bus stops and interchanges
- travel time.

The purpose of this guideline is to provide bus operators with guidance on the types of disruptions they may encounter and to clarify roles and responsibilities between the operator and the Department of State Growth in terms of developing solutions to a disruption and communicating changes to bus customers and other key stakeholders like schools.

This guideline does not cover disruptions to services as a result of factors unrelated to road closures or bus stop closures which affect destinations such as schools, such as the unavailability of operator staff including bus drivers, passenger anti-social behaviour, public health emergencies or fuel supply issues. It also does not cover a permanent change to an Approved Timetable or Approved Route as a result of a service variation.

# Passenger service contract requirements

Bus operators are required to deliver services in accordance with the Passenger Service Contract Standard Conditions, including the Approved Route and Approved Timetable.

## Reporting requirements

Operators have formal obligations under clause 19.1(a)(v) of the Standard Conditions to inform State Growth no later than 12pm (noon) on the next business day when there is a failure to operate or complete a trip based on their Approved Timetable and Route.

In addition, under clause 19.1(c)(i) of the Standard Conditions, an operator must as soon as practicable inform State Growth of an event, matter, circumstance or thing which materially affects, or is likely to materially affect, the immediate ability of the operator to perform the Contract.

Operators are also required as part of their monthly service report (clause 19.2), to report:

- timetable Non-compliance Events, including the reason for the event
- failure to meet a Performance Standard

Depending on the nature of the non-compliance, these should be reported to State Growth through one or more of the above reporting mechanisms.

## Emergency planning and procedures

Under the Standard Conditions (clause 3.6), operators are required to have an emergency response plan for each passenger service which deals with credible emergency situations that are likely to be encountered in relation to the operation of the service. The plan must include:

- the use of equipment in situations of emergency
- communication processes and protocols
- risk assessments and decision methods and actions appropriate to various emergency situations likely to be encountered

The operator's emergency response plan can also be useful in dealing with network disruptions that are not emergencies.

During an emergency situation the operator must comply with directions provided by emergency management authorities. These authorities and responsibilities are outlined in the Tasmanian Emergency Management Arrangements and supporting emergency plans. In an emergency, specific instruction or requirements may come directly from the responsible emergency service where public safety is concerned or be relayed via State Growth.

## Types of network disruptions

There are two types of network disruptions, these are:

- planned disruptions
- unplanned disruptions, including emergencies

All disruptions are temporary in nature and do not represent a permanent change to an Approved Timetable or Approved Route.

The types of disruptions are detailed below.

## Planned disruptions

A planned network or bus stop disruption is a result of a planned activity including:

- road works and maintenance, including planned urgent road works which can also be called 'emergency' works
- upgrades and maintenance of infrastructure such as water, sewerage and telecommunications which affects the road and footpath
- building works such as a hotel development which affects the closure of part of the road and/or footpath
- events such as a fun-run or street party which results in road or bus stop closures
- planned closure of a destination or bus stop such as a school closure, CBD interchange closure

Typically bus operators have advance notice of planned disruptions.

A planned disruption does not include an emergency or a permanent network change.

## Unplanned disruptions

An unplanned disruption is when public transport networks or bus stops are affected at no, or very short, notice usually as a result of an unplanned event such as a fire, vehicle breakdown (either the operator's own vehicle breaking down or a third party vehicle breakdown) or weather event that results in a road or bus stop closure. The key difference between a planned and unplanned disruption is the timescale of notice beforehand.

An unplanned disruption can include an emergency.

An emergency is defined as an event, actual or imminent that endangers or threatens to endanger life, property or the environment, and requires a significant response from one or more of the Tasmanian Government statutory services, such as Tasmania Police and Tasmania Fire Service.

An unplanned disruption is not a permanent network change.

# Managing disruptions

## Planned disruptions

Managing disruptions to the public transport network as a result of road works and events needs to be considered as part of the planning and approval processes by the relevant road authority which includes State Growth for state roads such as highways and local Government for local roads.

### State roads

For state roads, State Growth is being proactive to improve the process to ensure that operators are consulted with and informed when there is a planned disruption to the network, such as road works. For activity being undertaken on state roads by another authority such as Taswater, or a community

organisation, they need to apply to State Roads for a permit and consider the impacts on public transport.

There are two categories of planned disruptions: major and minor.

**Major:**

- major disruptions are defined as activities where there is likely to be a major disruption to public transport
- this is usually based on public transport networks being significantly affected over a long time period (eg several months) and/or a significant route variation
- examples include:
  - the construction of the new Bridgewater Bridge, where there may be a need to change routes and timetables on a temporary basis over a two-year period
  - the closure of the Tasman Highway at Paradise Gorge in 2021, which significantly disrupted east coast general access and school bus services for several weeks requiring lengthy route deviation and adjusted service levels
  - closure of part of the Hobart CBD bus interchange as a result of a hotel development.
- in order to manage major disruptions, State Growth will work proactively to ensure that operators are consulted with well in advance of likely disruptions and assist with bus network changes where required

**Minor:**

- minor disruptions are defined as activities where there is likely to be a minor disruption to public transport
- minor disruptions often have a shorter time scale and do not warrant timetable changes. Services may need to deviate from their Approved Route, but this is often short-term
- an example is the resurfacing of Macquarie/Davey Street, where bus stops had to be closed for a short amount of time or short-term temporary deviations were put in place
- State Growth will work to ensure that there is appropriate time for an operator to respond and put plans in place for a planned disruption

Operators are encouraged to regularly check for updates on state road works through:

- weekly road works report and road works map
- monthly state road project newsletter

To sign up, visit [www.transport.tas.gov.au/projectsplanning/stay\\_up\\_to\\_date](http://www.transport.tas.gov.au/projectsplanning/stay_up_to_date)

**Local roads**

The majority of bus routes and bus stops including CBD interchanges are located on local roads which are managed by councils.

State Growth has made it easier for councils to identify affected operators (via LISTmap) so that councils can consult and inform operators on planned disruptions.

Operational guidelines managing disruptions to the bus network

State Growth will also work with councils to undertake forward planning to better manage disruptions to CBD interchanges such as identifying alternative temporary stop locations.

## Unplanned disruptions

Operators need to be able to respond quickly to unplanned disruptions, often at very short notice.

It is the operator's responsibility to regularly check for road closures or other events through:

- TasALERTS
- Tasmania Police social media
- local ABC radio
- State Growth's website - [www.transport.tas.gov.au](http://www.transport.tas.gov.au)
- relevant local councils

State Growth will also communicate to operators if it becomes aware of a category 2 emergency event (see definitions below).

Unplanned disruptions can include emergency events and non-emergency events such as vehicle breakdowns.

### Emergency management

State Growth has an Emergency Management Policy and Framework to guide its compliance with Tasmanian emergency management legislation and operators are required to have an emergency management plan.

The nature of an emergency event will dictate the roles, responsibilities and level of response required. However, any developed arrangements need to be flexible and adaptable to a wide range of possible situations.

State Growth has emergency support responsibilities which may include coordinating public transport provision depending on the level of emergency - this is typically an emergency which is a complex event requiring coordinated and ongoing incident control.

State Growth has developed the following emergency categories to guide public transport emergency management responses:

#### Category 1:

- small, minor incidents that will generally be responded to by the operator, in line with any traffic control required by road managers or Tasmania Police
- examples of category 1 emergencies include road closures for short amount of time because of a vehicle crash, minor flooding or weather events such as snow

#### Category 2:



- larger, more complex incidents that will generally require a greater level of coordination by multiple state agencies and State Growth. Operators will need to respond to the emergency in consultation with State Growth. State Growth will provide assistance to the operator, if required.
- examples of these include the 2016 floods in the north-west which affected the Latrobe and Devonport municipalities and the 2019 Huon Valley bushfires

Operators will need to regularly review their emergency management plans and develop actions appropriate to various emergency situations they are likely to encounter.

## Responding to disruptions

Regardless of whether a disruption is planned, unplanned or an emergency, it is the operator's responsibility to be able to respond and work out the most appropriate solution to ensure that they can deliver their Approved Route and Timetable. If operators need help in developing a solution, State Growth can provide assistance.

For unplanned disruptions, including emergencies, the operator may need to deal with certain situations if they are already 'on the road', meaning that they need to adjust services then and there to ensure safety as the priority and comply with directions issued by Tasmania Police.

For a category 2 emergency, operators will need to consult with State Growth as soon as they are able to, on how they are able to deliver their service for the remaining duration of the disruption period. For example, during the Huon Valley bushfires in 2019, routes had to be truncated at a point prior to the emergency hazard area. State Growth will also provide support to operators for them to liaise and communicate with passengers and schools for a category 2 emergency.

As part of responding to disruptions, affected operators may need to consult with:

- **State Growth:** particularly if the disruption results in a significant and on-going route deviation which may increase service costs or affects the operator's ability to deliver part of an Approved Route for a long period of time or is a category 2 emergency
- **affected schools:** if a school is listed as a Contracted School in relation to a school bus service or for any school bus or general access service, a school that is serviced as part of the Approved Route or Timetable
- **other operators if:**
  - known passenger interchanges between services are affected, including for students
  - shared bus stops including at CBD interchanges are affected

## Communicating disruptions to bus customers

Operators are generally responsible for communicating disruptions to passengers, however, State Growth and other relevant agencies such as the Department of Education, Children and Young People (for school based communications) can assist where possible.



If a disruption is a result of road works, it is both the responsibility of the operator and the relevant road authority and/or their contractor to work together to communicate disruptions to passengers.

Operators may need to work with other operators, if known interchanges between services or shared stops such as CBD interchanges are affected. This is to ensure that communication messages align and can be coordinated if possible.

Operators need to be able to communicate an unplanned disruption as early as possible to passengers, including schools.

In communicating to passengers, operators may need to consider:

- communicating information on their websites, through social media or through information on the bus and/or at bus stops such as posters/flyers and, in the future, real time travel information alerts
- using phone and/or email to manage public enquiries

State Growth has developed a set of communication tools to assist operators in communicating disruptions including:

- standard messaging
- information templates

State Growth will play a proactive role in communication when the disruption:

- is a major planned disruption
- is a category 2 emergency event
- becomes significant and is difficult for an operator to manage by themselves

Figure 1 provides an overview of the types of disruptions and the response required by the operator and by State Growth.

Figure 1 Responding to disruptions matrix

| Disruption     | Disruption level | Responsibility   | Examples of disruptions   |
|----------------|------------------|--|---|
| <b>Planned</b> | Minor            | <p>Operator responds and develops solution to deliver service.</p> <p>The operator may wish to consult with State Growth if the deviation is significant and over a long time period.</p> <p>If a disruption is a result of road works, it is both the responsibility of the operator and the relevant road authority and/or their contractor to help communicate disruptions to passengers.</p> <p>The operator will need to manage communications to affected passengers, schools and other operators if there are known interchanges between affected services.</p> <p>The operator is to inform State Growth if they are unable to operate or complete their trip.</p> | <ul style="list-style-type: none"> <li>• fun run resulting in road closure, eg Burnie 10</li> <li>• road works resulting in route deviations or bus stop relocations, eg Midway Point intersection upgrade</li> </ul>                   |
|                | Major            | <p>For State road projects, State Growth will ensure that operators are consulted with on likely disruptions and route deviations in order for operators to respond and develop appropriate solutions. If operators need help in developing a solution, State Growth can provide assistance.</p>   | <ul style="list-style-type: none"> <li>• new Bridgewater Bridge construction</li> <li>• relocation of CBD bus interchange stops for a significant period of time as a result of road works or adjacent property development.</li> </ul> |

| Disruption                             | Disruption level | Responsibility   | Examples of disruptions   |
|--|------------------|--|---|
|  |                  | <p>State Growth will provide support to operators to communicate to affected passengers, schools and other operators and liaise with the Department of Education, Children and Young People</p> <p>The operator is to inform State Growth if they are unable to operate or complete their trip.</p>  | <ul style="list-style-type: none"> <li>planned urgent ('emergency') road works such as closure of Tasman Highway at Paradise Gorge</li> </ul>   |
| <b>Unplanned including emergencies</b> | Non-emergency    | <p>Operator responds and develops solution to deliver service.</p> <p>The operator will need to follow any instructions from Tasmania Police.</p> <p>The operator will need to manage communications to affected passengers, schools and other operators if there are known interchanges between affected services.</p> <p>The operator is to inform State Growth if they are unable to operate or complete their trip.</p>  | <ul style="list-style-type: none"> <li>vehicle breakdown (operator/third party)</li> <li>minor utility failure eg burst water pipe</li> <li>vandalism to bus or bus stop infrastructure making it unsafe</li> </ul>   |
|  | Category 1       | <p>The operator will respond based on their emergency response plan, and in accordance with any instructions from Tasmania Police.</p> <p>The operator will need to manage communications to affected passengers, schools and other operators if there are known interchanges between affected services.</p> <p>The operator is to inform State Growth if they are unable to operate or complete their trip.</p>   | <p>Road closure as a result of:</p> <ul style="list-style-type: none"> <li>fallen trees across road</li> <li>weather event eg snow, minor flooding</li> <li>vehicle crash</li> <li>utility failure eg powerlines across road.</li> <li>hazardous material spill</li> <li>security threats</li> <li>suspect packages</li> </ul>  |
|  | Category 2       | <p>The operator will respond based on their emergency response plan, and in accordance with any instructions from Tasmania Police.</p> <p>The operator will need to consult with State Growth on how to deliver their service. This will need to be done as soon as they are able to. Operators may need to deal with certain situations if they are already 'on the road', meaning that they need to adjust services then and there to ensure safety and comply with directions issued by Tasmania Police.</p> <p>State Growth will provide support to operators to communicate to passengers, schools and affected operators and liaise with the Department of Education, Children and Young People</p> <p>The operator to inform State Growth if they are unable to operate or complete their trip.</p> | <p>Major road closure for a prolonged period of time or a rapidly-changing emergency situation which presents a real threat to life or property and requires significant repair to infrastructure and requires ongoing coordination incident control:</p> <ul style="list-style-type: none"> <li>major bridge failure or road network disruptions</li> <li>major bushfire</li> <li>heightened security threat level or act of terrorism</li> <li>major flooding or land inundation or tsunami alert over a large land area</li> <li>major rock falls and landslips</li> <li>major storm event closing several main roads</li> </ul> |

## State Growth contacts

Operators are reminded to contact State Growth at [ptscontracts@stategrowth.tas.gov.au](mailto:ptscontracts@stategrowth.tas.gov.au) or 61 66 3343 if they have any queries on public transport disruptions or to report that they have been unable to operate a service.



Department of State Growth

GPO Box 536

Hobart TAS 7001 Australia

Phone: 1800 030 688

Email: [info@stategrowth.tas.gov.au](mailto:info@stategrowth.tas.gov.au)

Web: [www.transport.tas.gov.au](http://www.transport.tas.gov.au)