

# TRANSPORTER



## HAPPY NEW YEAR!

Welcome to 2014! And welcome back to the Transporter!

Hopefully you all had a restful, safe and happy Christmas period, and are now refreshed and ready to tackle the year ahead!

With the re-introduction of our quarterly newsletter, we will keep you up to date with all the relevant information you need as a bus operator, and hopefully provide you with some interesting facts and stories from members of the bus industry.

## SCHOOL TERMS 2014

Following on from 2013, all schools now observe four terms. The 2014 term dates for State schools are displayed in the table below.



	Start	Finish
TERM 1:	Wednesday 5 February	Thursday 17 April
Easter:	Friday 18 April	Tuesday 22 April
TERM 2:	Monday 5 May	Friday 4 July
TERM 3:	Monday 21 July	Friday 26 September
TERM 4:	Monday 13 October	Thursday 18 December

As the term dates for Catholic and Independent schools vary, we encourage you to contact the schools directly to find out their term dates.

Please contact your local school/s to find out when their **student free days** will be this year.

## OUT OF SCHOOL HOURS TRAVEL

For students with **free travel** who reside at a boarding house within a major urban centre, the following free travel rules apply:

-  The student may only access free travel between their midweek residential address and school/college,
-  Free travel will only be available between the hours of 6am – 7pm, Monday to Friday, school terms only

Any student travelling outside of these times will be required to pay the student fare for each journey.

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## GREENCARDS

Processing of student Greencards for the 2014 school year is well underway, and so far we have had a large number of applicants. With your support and the support of the school community, we aim to have the majority of students who travel on fare paying services holding a Greencard before the start of Term 1.



Newspaper ads have been placed in The Mercury, The Examiner and The Advocate on three occasions, providing readers with information on how to obtain and use their student Greencard. As part of this advertising campaign we are running a competition for students travelling on **non-Metro student only fare paying** services. There are six iPod packs to be won valued at over \$200. The winners will be announced on Friday 7 March 2014 and will be selected from the Greencard tap data collected during the month of February 2014. Hopefully this will encourage more students, or their parents, to ensure they have a current Greencard for the new school year.



As a reminder for all **bus drivers** please be aware that even if a **free travel Greencard** has expired, it can still be used to tap on the bus but will require the student to pay the discounted student fare.

If you would like some application forms to hand out to students on your bus/es, please contact Lisa Cairns on 6166 3333.

## BLACK BOX REMINDER

With the new school year approaching very fast, now is a good time to ensure all student fare paying buses have a Black Box unit installed. If not, please contact Mandy Brown on 6166 3335 as soon as possible to arrange for your bus to be fitted with a unit.

**Please remember** when replacing a bus on your **student fare paying** contract, you must advise the Department of the change and provide us with the Black Box unit serial number so we can update our records. The Mastercard that was issued with the Black Box must remain with the unit it was originally assigned – so if the Black Box is fitted to a replacement bus, the Mastercard must go along with it.



Any faults/queries/changes should be directed to Mandy Brown in the first instance, or to any of the Contracts team at [ptscontracts@dier.tas.gov.au](mailto:ptscontracts@dier.tas.gov.au)



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## MAPS AND TIMETABLES

We are currently working through the process of defining **fare paying student only** bus routes to be used as a baseline for your contract. This involves comparing the maps and timetables we have on record to ensure they align with the actual route travelled as provided by the Black Box units. We may need to contact you to confirm any discrepancies.

Any change to your maps and timetables must be reported to the Department prior to, or as soon as they occur. Once your contract has been updated, the paperwork issued to you must be signed and returned to us within the timeframe stated in the accompanying letter, or a maximum of 15 days. Failure to comply may result in financial penalties.

## CAPITAL PAYMENT RATES

The Capital Payment Rates for the January 2014 quarter are currently in the process of being calculated. As soon as these have been finalised, you can find them on the DIER website at [www.transport.tas.gov.au](http://www.transport.tas.gov.au)

For **fare paying** operators, the capital rates applicable to your monthly contract payment will be located on your Statement of Payment.

	OCT 2013	JAN 2014
Urban Fringe Student Only	\$1.14	TO BE ADVISED
Rural Fare Paying	\$1.14	
Long Distance Student Only	\$1.14	
Long Distance General Access	\$2.80	
Urban Fringe General Access	\$2.80	
Urban	\$0.90	
Town	\$0.90	

## TOP-UP CLAIMING

As we are still working to ensure the Black Box system is producing the data we require effectively, until further notice all **fare paying** operators should still be recording their passenger figures manually. In accordance with the contract, these top-up claims must be submitted by the **fifth** working day of each month. Claims submitted after this time will not be paid. Please email your claim to [ptscontracts@dier.tas.gov.au](mailto:ptscontracts@dier.tas.gov.au)

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## STAFF UPDATES

There have been quite a few changes within the Contracts team over the past year or so:

**KIM HARRIS** joined us early in 2012 in the role of Contracts Administration Officer. She is available to assist with any bus contract related matter.

**MARTIN GRACE** replaced Bernard Carlington in 2013 as Manager of Passenger Transport Services. He has brought a wealth of experience in the Transport industry with him from Queensland.

**GEOFF REASON** came to us from the Department of Education in September last year, and is currently immersing himself in the geography of Tasmania, and student bus passes.

**CRAIG ELLIOT** is acting in the role of Contracts Manager in place of Andrew Mullen who accepted a temporary position in the Registration and Licencing Branch.

**ANDY HALL** is now working in conjunction with the Contracts team, and has been concentrating on contract extensions in the first instance, and providing back-up support for payments processing.

**LISA CAIRNS** role as Bus Pass expert has been integrated into the Contracts area, to better align with the Black Box/Greencard tap system.

We now have new phone numbers! Below is a list of the contact details for all of your Contracts enquiries:

Martin Grace	Manager	6166 3332	<a href="mailto:martin.grace@dier.tas.gov.au">martin.grace@dier.tas.gov.au</a>
Craig Elliot	Contracts Manager (A/g)	6166 3343	<a href="mailto:craig.elliott@dier.tas.gov.au">craig.elliott@dier.tas.gov.au</a>
Mandy Brown	Senior Contracts Admin	6166 3335	<a href="mailto:mandy.brown@dier.tas.gov.au">mandy.brown@dier.tas.gov.au</a>
Kim Harris	Contracts Admin	6166 3340	<a href="mailto:kim.harris@dier.tas.gov.au">kim.harris@dier.tas.gov.au</a>
Lauren Stewart	Payments	6166 3336	<a href="mailto:lauren.stewart@dier.tas.gov.au">lauren.stewart@dier.tas.gov.au</a>
Geoff Reason	Contracts Admin	6166 3341	<a href="mailto:geoffrey.reason@dier.tas.gov.au">geoffrey.reason@dier.tas.gov.au</a>
Lisa Cairns	Bus Passes	6166 3333	<a href="mailto:lisa.cairns@dier.tas.gov.au">lisa.cairns@dier.tas.gov.au</a>
Andy Hall	Contracts Support	6166 3342	<a href="mailto:andrew.hall@dier.tas.gov.au">andrew.hall@dier.tas.gov.au</a>



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## 'CALLING ALL BUS OPERATORS'

This is your newsletter too! We want to hear from you, and welcome any ideas you have for the direction of this publication, including any issues you may want raised or stories you may like to share.

As part of this newsletter we would like to include a short bio on (hopefully!) all the bus operators throughout the state. From the small **one-bus** operator to the larger **fleet** operator, we want to hear about you! Just a little snapshot of your business and the community you service.

Any pictures of you, your bus/es or your town, would be fantastic to share with the whole bus community, to find out more about you.

To give you an idea of what we are looking for, the article featured on this page is the first instalment in what will hopefully become a regular addition to the Transporter.

## COMMENTS

If you would like to participate in the newsletter, please email us at [ptscontracts@dier.tas.gov.au](mailto:ptscontracts@dier.tas.gov.au)

You can also contact us by phone or email should you have any general feedback, comments, issues or queries.

## On The Road With....

### MARTIN GRACE



You may have heard there is a new face in DIER following Bernard Carlington's retirement....

My name is Martin Grace and, while I may have come from Queensland, I am actually a Tasmanian and have lived in a number of different parts of the state including Hobart, Launceston, Wynyard, Ringarooma, the Channel and both King and Flinders Islands. I spent quite some time working on the mainland – 4 years in Victoria and 9 years in Queensland, but the call of Tasmania was too great and I came back in 2013 where I was fortunate enough to be offered a role with Passenger Transport.

This seemed like a natural transition from my previous job in Queensland where I managed a number of passenger transport contracts that provided air, coach and rail services to rural and remote communities. This gave me both a strong working knowledge of passenger transport contracts as well as an understanding of the benefits of working collaboratively to optimise services.

While there has been a steep learning curve with the Tasmanian contracts, I'm lucky to have a great team helping me along the way, providing excellent support and advice.

For those of you who I haven't met already, I look forward to catching up with you in the future and having a chat!