

Transporter



January 2019

Summer sun

2019 has arrived with a burst of hot summer days. Unfortunately this has brought bushfires with it. Our thoughts are with those affected, please take care and stay safe.

The year ahead is going to be a busy one with the rollout of the new General Access network, changes to school bus services, a new fare structure, and a new contracting model. We look forward to working with you to implement these major changes as smoothly as possible.

Bushfires, roads and school closures

The latest advice from the Tasmania Fire Service is that bushfire activity is expected to continue for a few weeks. This means that some schools will be closed, as will many roads around the State.

The Passenger Transport Branch is liaising with the Department of Education, the Catholic Education Office and Independent Schools Tasmania regarding school closures and bus services. We will keep you updated on school closures as information becomes available.

However, we ask that you please contact us as soon as possible if you already know you will be unable to perform your contracted bus route(s) next week due to road and/or school closures or impacts on your own business operations so that we may pass information on to affected school communities. Please remember that there may be students on your route whose school is open. Where possible, you might like to directly contact the relevant schools or passengers to provide information on services which cannot be operated, or need to be varied, however please inform Passenger Transport first.

The bushfire situation can change quickly. While the current fire conditions may not affect you, please continue to monitor the Tasmania Police Community Alerts webpage for regular updates on road closures in your area <https://www.police.tas.gov.au/community-alerts/> and check the Facebook page of the schools you travel to.

Please call us on 03 6166 3343, or email ptscontracts@stategrowth.tas.gov.au

Project 2018 update

School Bus Services

It's been even more hectic than usual with Project 2018 since mid-December with the need to prepare and send out 389 short term contracts and over 90 accompanying route and timetable contract variations.

We have been dealing with a very large number of queries and our apologies if we've haven't been able to get to your issue sooner. We would like to thank all those operators who have worked with us to get their route variations and their contracts in place for the start of the school year.

We are still waiting on a small number of contracts to come back to us, and please make sure you have these returned before the start of school. It is very important that, if there is an issue at your end which may cause an interruption to service on day 1 of the school term, you call us NOW so we can get it sorted before the start of school.

In regard to the start of school, we are working closely with schools, the Department of Education and Catholic Education Office to try to contact parents to remind them to check our website for timetable and route changes. As operators, you are often best placed to ensure parents are aware of these changes and we encourage you to help us work towards a smooth start to the school year.

If you're not aware, we have set up a web page set up which lists all of the new maps and timetables for changed routes, listed by region and school. This can be found at:

https://www.transport.tas.gov.au/passenger/school_bus_service_timetables_and_information

If you are concerned about any issues with your services at the start of the school year and think there is something that can be done to reduce the risk of a child missing a bus, please contact us beforehand.

Similarly, if you come across any issues that you feel we should be aware of, please contact Andrew Mullen on 03 6166 4470 and he will coordinate any response that may be needed.

General Access Services

On 20 January, the new general access network was rolled out in the south of the state with one of the key outcomes being an increase in services to major towns outside of Hobart.

For any operators interested in the new network, the summary of changes is available at:

https://www.transport.tas.gov.au/project2018/route_information/southern_region_service_changes and you can see the new route and timetables at:

https://www.transport.tas.gov.au/passenger/public_transport_timetables_and_maps/buses/southern_network.

As the completion of the rollout in the south approaches, the general access team will be shifting its focus to implementing the changes across the rest of the state.

Throughout 2019, the Project 2018 team will be working with bus operators, councils and communities to implement the northern region changes in July, followed by the north-west changes in September. Some changes will also be rolled out for the west coast in March 2019.

Student bus fares 2019

As previously advised, the student fare for 2019 is set at \$1.80.

Fare-paying students can still access the discounted fare of \$1.44 by purchasing a 10-ride ticket or by using electronic ticketing where available. Please ensure that you are charging the correct fare.

Annual Fuel Card Fee

The Bulk Fuel Purchase Scheme allows approved student-only bus operators access to fuel supplied through the Tasmanian Government petroleum products contract. From 1 January 2014, the primary supplier of fuel to the Tasmanian Government is Caltex Australia Petroleum Pty Ltd.

A condition of the Bulk Fuel Purchase Scheme is that fuel purchased is used only in the provision of a student regular passenger transport service. For each student-only contract, one fuel card for each bus used to service that contract can be approved, along with one additional fuel card per contract for a support vehicle.

In October of each year, the Passenger Transport Branch usually undertakes an audit of each operator's fuel cards ahead of charging the annual administration fee to the users of the scheme in November. In October 2018, Passenger Transport decided to hold off charging the annual administration fee until 2019 to allow for the implementation of the new contracting model. Given the decision to defer full implementation of the new contracting model until 2020, please be advised that the audit will now take place in February 2019 and the annual administration fee will be charged in April 2019.

If you hold an active fuel card through the Bulk Fuel Purchase Scheme, the annual fee of \$40 will be deducted from your April 2019 contract payment. This fee is applicable to each active fuel card you hold.

Within the coming weeks, Passenger Transport will send you a letter with more information and a list of your active fuel cards. Please review this list and amend any incorrect details, or cancel any cards you no longer require. Any cancelled cards will not attract the \$40 annual fee. Please return the list within 14 days of receiving the letter.

Additionally, bus operators can access discounted fuel prices without using the Bulk Fuel Purchase Scheme. The Tasmanian Bus Association has advised that bus operators can access similar prices for its members, and larger operators can access similar prices through direct negotiation.

Accreditation

The Transport Commission, the Department of State Growth and operators all want a safe passenger transport service so that passengers have confidence in Tasmania's public passenger transport.

The purpose of passenger transport service operator accreditation is to ensure safety. The Commission must be satisfied that the operator of a passenger transport service:

- is a fit and proper person to operate the service
- implements appropriate safety, security and related systems (Systems) for the service
- has the requisite competence and capacity to manage the safety, security and related risks associated with operating the service and
- is held accountable for any deficiencies in the safety, security or related performance of the service

When the Systems are not in place or an operator does not have the competence to manage the service, there is a risk that the service is unsafe and passengers, drivers and road users are exposed to danger by way of an unsafe service, vehicle and/or driver.

When there is information supporting that the Systems are not appropriate or effective, the Commission will take the appropriate action. This may include steps to require that the Systems are improved. If the Systems are not improved and the Commission is satisfied that the service poses a risk, then the Commission will respond with significant action. This action can include the cancellation of an accreditation. When an accreditation is cancelled, the passenger transport service is no longer able to operate.

Conditions of accreditation

The Commission must be satisfied that an accreditation continues to meet the requirements of the legislation. For this reason conditions are placed on an accreditation so that the Commission can assess:

- whether the Systems in place for a service comply with the Accreditation Standards by requiring the accredited operator or responsible person to supply an audit report at specified intervals; and

- whether the accredited operator or responsible person is a *fit and proper* person to be accredited/to fill that role by requiring the operator or responsible person to submit a National Police Certificate (NPC) at specified intervals.

Conditions are printed on the accreditation certificate.

The Systems should include a process that ensures an audit is booked and an application for a NPC is submitted in sufficient time so that it is supplied to the Commission by the due date. It is an offence under the Passenger Transport Services Act 2011 to contravene a condition of accreditation and is grounds for the Commission to take action against the accreditation.

An accredited operator may apply to the Commission to vary the conditions of their accreditation. An application form (available on State Growth's website) must be submitted at a Service Tasmania shop and the prescribed fee paid. The Commission will consider an application and notify the applicant of the outcome in writing.

Any questions about passenger transport service operator accreditation can be directed to the Regulations and Concessions Unit at: Operator.Accreditation@stategrowth.tas.gov.au

Bus cost model index (BCMI)

The BCMI has been calculated for January 2019 and is 128.2.

Capital rates

The Capital Payment rates have been calculated for the quarter commencing January 2019. Please consider these rates before requesting bus changes on your contract.

For all fare-paying operators, the rates applicable to your monthly contract payment can be found on your Statement of Payment.

Contract Type	October 2018	January 2019
Urban Fringe Student Only	\$1.01	TBA
Rural Fare Paying	\$1.01	TBA
Long Distance Student Only	\$1.01	TBA
Long Distance General Access	\$2.91	TBA
Urban Fringe General Access	\$2.91	TBA
Urban	\$0.86	TBA
Town	\$0.86	TBA

Contacting Passenger Transport

For all enquiries or notifications relating to your current contract (i.e. a service you currently provide) contact Passenger Transport via email ptscontracts@stategrowth.tas.gov.au or phone 03 6166 3343.