NSW GOVERNMENT | Transport for NSW

Schedule 1B- Services (Customer Interaction)

1.   Definitions and Interpretation

In this Schedule:

(a)   all terms that have defined meanings in the Contract have the same meaning in this Schedule as they do in the Contract;

(b)   a reference to a Clause is a reference to a Clause in the Contract;

(c)   a reference to "related contractual obligations" or similar is a reference to the Operator's other obligations under this Contract and Transaction Documents;

(d)   a reference to a paragraph is a reference to a paragraph in this Schedule; and

(e)   a reference to a document that is not defined is a reference to the document with the same name as provided by TfNSW to the Operator and as updated from time to time.

In this Schedule, the following words have the following meanings:

Bus Stop Audit means an audit of Bus stops for any purpose in accordance with the Bus Stop Auditing Process Guide.

Customer Information Channels means the customer information channels specified in paragraph 8.5 of this Schedule and as updated from time to time.

Data Quality Indicators means a list of requirements to ensure the quality and data integrity for the submission of information contained in paragraph 12.1 of Schedule 4 (Key Performance Indicators).

First Five Minutes Protocols means the protocols described in paragraph 11.2 of this Schedule.

Head of Stand has the meaning given in paragraph 9.5(b)(ii) of this Schedule.

Incident Classification and Management System means the incident classification and management system described in paragraph 11.1 of this Schedule.

On Demand Service Change Request means a request for a Service Change for On Demand Services.

PTIPS means the current TfNSW Operational and Real Time Management System.

Public Timing Points means the TSN within a Route in a public Timetable that is noted as a timing point and displayed on Timetables.

Transit Stop Management or TSM has the meaning given in paragraph 3.2 of this Schedule.

TfNSW Standards means any standard specified in this Schedule that the Operator is required to comply with and any other TfNSW standard that TfNSW advises or requires the Operator to comply with from time to time.

TODIS means an XML-based data interchange format that has been tailored to the needs of NSW transport agencies for the purpose of exchanging information about routes, timetables and related data items.

Service Change means any change to a Bus Service either planned or unplanned.

TfNSW Service Alerts Management System means the system described in paragraph 8.8 of this Schedule.

TfNSW Operational and Real Time Management System means the day of operations systems used to manage bus operations.

TfNSW Customer Feedback System means the system used to manage customer complaints, feedback and compliments (currently Salesforce).

TSN means the Transit Stop Number which is automatically allocated by the TSM application when it is created.

TfNSW Lost Property System means the lost property system described in paragraph 8.9 of this Schedule.

The following table sets out the meaning of the column headings in the roles and responsibilities tables set out in this Schedule. 'T' in any of the columns means that TfNSW is the relevant Party. 'O' in any of the columns means that the Operator is the relevant Party.

Term	Description
Responsible (Res)	The Party that has to do the activity.
Accountable (Acc)	The Party ultimately answerable for the correct and full completion of the activity. There must be only one Party accountable for each activity.
Support (Sup)	The Party that is to provide support to assist in completing the activity.
Consulted (Con)	The Party that is consulted by the responsible Party as part of the process of carrying out the activity.
Informed (Inf)	The Party that has to be kept up-to-date, by the responsible Party.
When	When the activity must be performed.
Paragraph or Clause	The paragraph or Clause in the Contract that the activity must be performed in accordance with.

2. Services Overview

The following are the key objectives for the provision of the Services under this Schedule 1B by the Operator:

(a)   provide reliable, safe and clean Services to customers;

(b)   develop Services to efficiently meet the Contract Objectives and the requirements of Clause 8.1 (Services);

(c)   ensure customers are provided with accurate Customer and Timetable information and kept informed of Service Changes and Incidents;

(d)   provide passenger information to deliver a seamless passenger service across the Contract area;

(e)   improve the provision of Services to customers; and

(f)   provide support for TfNSW Systems and Equipment, including as required by Clause 16.1 (TfNSW Systems and Equipment) and as otherwise required to improve and upgrade the Services.

3. Electronic Customer Timetable Data

The Operator must perform the following Services in relation to publication and display of public transport information and bookings, including the activities required to ensure that Customers are provided with adequate, reliable information regarding the Bus Services.

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.1	Ensure scheduling system base road maps are current and updated on a regular basis or as required for submission of accurate TODIS files.	O	O			T	Continuing throughout the Service Term	
3.2	Ensure the Transit Stop Management (**TSM**) tool is updated in a timely and accurate manner. This includes that all temporary notices have been installed and removed as per TfNSW requirements	O	O	T	T	T	Continuing throughout the Service Term Per the timeframes in paragraph 8.9(f)	
3.3	If a new Bus Transit Stop is approved by TfNSW as part of a Services Variation requested by the Operator or the Operator requires a new Transit Stop as part of the Service Development Plan update TSM tool.	O	O			T	15 Business Days before commencement of the new or changed Route	
3.4	Ensure all Routes are created and maintained in line with TfNSW Standards.	O	O	T	T	T	Continuing throughout the Service Term	
3.5	Ensure all approved timetable data is submitted as per the timeframes in paragraph 8.6(f).	O	O		T	T	Continuing throughout the Service Term. Per the timeframes in paragraph 8.6(f).	
3.6	Ensure TfNSW Data Quality Indicators are met before submitting data to TfNSW	O	O		T	T	Continuing throughout the Service Term	
3.7	Address data quality issues found by TfNSW and submit corrected file within one Business Day.	O	O		T	T	Continuing throughout the Service Term	
3.8	Ensure the data meets all the data requirements within the business and wayfinding rules in paragraph 8.6(a). If TfNSW informs the Operator of any issues found, the Operator must rectify such issues within 1 Business Day.	O	O	T	T	T	Continuing throughout the Term Per paragraph 8.6(a)	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.9	Approve all Timetables for all Services prior to publication.	T	T	O	O	O	Continuing throughout the Service Term	
3.10	Create PDF timetables including map for inclusion in transportnsw.info from submitted data.	T	T	O	O	O	Continuing throughout the Service Term	
3.11	Provide a website that provides that provide trip planning, timetables, fares, customer feedback, service status information, campaigns, projects to customers.	T	T	O	O	O	Continuing throughout the Service Term	
3.12	If timetables are to be displayed on Operator's websites, this is only to be done via a link to the official TfNSW website.	O	O	T	T	T	Continuing throughout the Service Term	
3.13	Provide information public transport to customers through social media and automation.	T	T	O	O	O	Continuing throughout the Service Term	
3.14	Submit Midpoint data requests at time of TODIS submission that includes new routes or route variants. (Should Operator wish to define the Midpoint)	O	O		T	T	At time of TODIS file submission	
3.15	Allocate an initial Midpoint to each new route and variant. Approve Route Midpoints.	T	T	O	O	O	Continuing throughout the Service Term	
3.16	Submit Service Change form to TfNSW.	O	O		T	T	Continuing throughout the Service Term	
3.17	Submit On Demand Integration and Awareness details to TfNSW.	O	O		T	T	Continuing throughout the Service Term	
3.18	Update the Service Alerts Management System on all interruptions.	O	O	T	T	T	In real time	
3.19	Update TfNSW Operational and Real Time Management System (currently PTIPS) for cancellation, skipped stops and manual trip allocations.	O	O			T	In real time	
3.20	Manage lost property in the TfNSW Lost Property System.	O	O		T	T	Per the timeframes in paragraph 8.9(f)	
3.21	Ensure all onboard Digital Passenger Information Displays (**PIDs**) are operating. Following a report of a faulty PID it must be repaired within 2 Business Days.	O	O		T	T	Per paragraph 9.6	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.22	When notified by TfNSW, fix any errors in the information provided on the Operator website or via the operational services Data tolls.	O	O		T	T	See KPI CE6 (Data Maintenance)	
3.23	For Event Services and Rail Replacement Services ensure accurate data is provided to TfNSW in accordance with paragraph 3.2.4 and paragraph 3.3.4 (respectively) of Schedule 1D and with the requirements in this Schedule 1B.	O	O		T	T	Per timeframes specified in paragraph 3.2.4 and paragraph 3.3.4 of Schedule 1D.	
3.24	For On Demand Services (as described in Schedule 2), provide: a) provide access to, an easy to use On Demand booking application, available on any smartphone or computer, that allows customers to book On Demand Services and advise customers of service pick-up and drop-off times, pick-up locations and drop-off destination; and b) provide access to such information and booking capability for prospective customers who do not have access to smartphone or computer applications.	O	O		T	T	From Service Commencement Date and then continuing	

4.   Service Desk

The Operator must perform the following Services in relation to the Service Desk and associated activities:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
4.1	Use the call centre provided as part of Transportnsw.info or another call centre as nominated by TfNSW from time to time for the provision of call centre information services.	O	O			T	Continuing throughout the Service Term.	
4.2	Provide a service desk management systems for the purposes of complaints, feedback and compliments (currently Salesforce).	T	T			O	Continuing throughout the Service Term.	
4.3	Procure sufficient licenses for the TfNSW Customer Feedback System (currently Salesforce) to manage all complaints and feedback.	O	O	T	T	T	Continuing throughout the Service Term.	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
4.4	Manage all complaints and feedback recorded in the TfNSW Customer Feedback System (currently Salesforce) in relation to the Services from receipt to closure.	O	O			T	Continuing throughout the Service Term.	
4.5	Log and classify all complaints and feedback in accordance with the TfNSW Customer Complaints Policy.	O	O			T	Continuing throughout the Service Term.	
4.6	Assign a priority to all complaints and feedback received by the Service Desk to reflect the severity of the issue in accordance with the TfNSW Customer Complaints Policy or as otherwise directed by TfNSW.	O	O			T	Continuing throughout the Service Term.	
4.7	Collaborate and cooperate with the Transportnsw.info and the TfNSW Customer Feedback System, as required, to manage complaints and feedback received by the Service Desk and resolve Incidents.	O	O			T	Continuing throughout the Service Term.	
4.8	Refer any calls received by the Service Desk which do not relate to the Services to the TfNSW Customer Feedback System.	O	O			T	Within 2 hours of receipt of call.	
4.9	Maintain appropriate documentation of all complaints and feedback in relation to the Services recorded on the TfNSW Customer Feedback System, including details of the closure of all calls.	O	O			T	Continuing throughout the Service Term.	
4.10	Perform trend analysis on complaints and feedback in relation to the Services recorded on the TfNSW Customer Feedback System.	O	O			T	Monthly throughout the Service Term.	
4.11	Identify any problems of a systemic nature revealed by the trend analysis and when identified, inform TfNSW and implement processes to improve performance.	O	O			T	As soon as practicable.	
4.12	Ensure the Service Desk is staffed with personnel who are suitably skilled and trained to deliver support services and to interface with the TfNSW Customer Feedback System.	O	O			T	Continuing throughout the Service Term.	

5.   Wayfinding

The Operator must perform the following Services in relation to wayfinding:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
5.1	Ensure all the installation, audit and maintenance is conducted according to the TfNSW processes, manuals and guidelines, including the Wayfinding Guidance Documents and Wayfinding Strategy and Kits of Parts.	O	O		T	T	Continuing throughout the Service Term.	
5.2	Maintain Transit Stop Signage and information and collateral within supporting infrastructure such as shelters and PIDs, which includes but is not limited to: • repair; • replacement (on a like for like basis); • changes due to Service Changes • cleaning; and • graffiti removal.	O	O	T	T	T	Continuing throughout the Service Term.	
5.3	For all plinths associated with Transit Stop Signage, carry out: • minor repairs (parts to be provided by TfNSW); • cleaning; • graffiti removal; and • make safe when damaged.	O	O			T	Within 7 days of the Operator becoming aware of the damage. Where parts are supplied by TfNSW, within 7 days of the supply.	
5.4	Not Applicable							
5.5	Ensure Transit Stop Signage for all locations serviced by any Service, which includes Timetable or Dedicated School Services Timetable information, contains up to date timetable information and complies with any standards or guidelines issued by TfNSW from time to time.	O	O	T	T	T	Continuing throughout the Service Term	
5.6	Maintain a record of what information is at each Transit Stop including type of information, version and date installed.	O	O		T	T	Continuing throughout the Service Term	
5.7	Ensure Transit Stop identification numbers and names comply with the NSW Transit Stop Numbering and Naming Standard and Customer Information Business Rules and are updated in the Transit Stop Management System.	O	O			T	Continuing throughout the Service Term	
5.8	Liaise with the Roads Authority, local government authority or any other Governmental Agency with responsibilities relevant to Transit Stops and local residents, as appropriate, about the installation of Transit Stop Signage.	O	O			T	Before installing Transit Stop Signage.	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
5.9	Notify the relevant authority if any Transit Stop infrastructure that is not the responsibility of the Operator is damaged or in need of maintenance or repair.	O	O			T	Within 1 business day of the Operator becoming aware of the damage.	
5.10	Document and maintain a proper record of all communications relating to Transit Stops and Transit Stop Signage.	O	O			T	Continuing throughout the Service Term.	
5.11	If a new Bus Transit Stop is approved by TfNSW as part of a Services Variation requested by the Operator or the Operator requires a new Transit Stop as part of the Service Plan, supply and install Transit Stop Signage in line with TfNSW standards (and, in respect of any replacement Transit Stop Signage, on a like for like basis).	O	O			T	Before the Service Variation commences.	
5.12	If there is a change to a Route, or a new Route is introduced, ensure that all new Transit Stop Signage meets TfNSW Standards.	O	O			T	Before but no earlier than 2 days before the commencement of the new or changed Route.	
5.13	Install temporary notice signage at Transit Stops the day the data goes live in trip planning tools.	O	O		T	T	10 days prior to the Service Changes going "live" in trip planning tools.	
5.14	Remove temporary notice once the service is live.	O	O			T	Within 10 days following Service Change commencement.	
5.15	Update at-stop information promptly to support the Service Change, this includes flags, timetables and printed collateral.	O	O			T	No more than 5 days prior to the change and no later than 5 days after the change.	
5.16	Ensure all digital information and maps on buses is operated and maintained according to the TfNSW processes, manuals and guidelines.	O	O			T	Continuing throughout the Service Term.	
5.17	Maintain maps and line diagrams, including but not limited to: • repair; • replacement; • changes due to Service Changes • cleaning; and • graffiti removal.	O	O	T	T	T	Continuing throughout the Service Term.	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
5.18	Provide the destination information, to be displayed on all Services, in data submitted to TfNSW in Timetables, on the Operator website and in any other relevant location, to TfNSW for approval.	O	O		T	T	Prior to publication of the destination information.	
5.19	Approve destination information for all Services, to ensure it complies with current TfNSW standards or guidelines.	T	T	O	O	O	Continuing throughout the Service Term.	
5.20	Digitally display the destination clearly on the front and side of all Contract Buses in service, excluding any Contract Buses without side destination signage.	O	O		T	T	Continuing throughout the Service Term.	
5.21	Digitally display the route number clearly on the front, side and rear of all Contract Buses in service, excluding Contract Buses without side and rear route number signage.	O	O			T	Continuing throughout the Service Term.	

6. Publication and Display of Public Timetable Information

The Operator must perform the following Services in relation to the publication and display of public transport information, including the activities required to ensure that Customers are provided with adequate, reliable information regarding the Bus Services:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
6.1	If requested by a member of the public, provide complete and up-to-date information about the details of the Services including the supply of Timetables.	O	O			T	Within a reasonable timeframe.	
6.2	Ensure accurate Timetables and Dedicated School Services Timetables are displayed at all locations across the Contract area where timetables are on display.	O	O			T	Continuing throughout the Service Term.	
6.3	Ensure that Timetables and Dedicated School Services Timetables are in the format specified by TfNSW.	O	O			T	Continuing throughout the Service Term.	
6.4	Ensure Timetables and Dedicated School Services Timetables indicate all Services which are accessible.	O	O			T	Continuing throughout the Service Term.	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
6.5	Ensure Timetables and Dedicated School Services Timetables comply with TfNSW requirements.	O	O			T	Continuing throughout the Service Term.	
6.6	Ensure all Timetables for the Services and Dedicated School Services Timetables provide times at Transit Stops and do not reflect operational timing points that are not Transit Stops.	O	O		T	T	Continuing throughout the Service Term.	

7. Services Incident Information

The Operator must perform the following Services in relation to Incident management and Incident information:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
7.1	Inform passengers on a Service of any relevant Service delays.	O	O		T	T	Continuing throughout the Service Term.	
7.2	Update the TfNSW Service Alerts Management System with any material changes to on time running or route changes with real time information and alert messaging.						In real time.	
7.3	When an Incident occurs, categorise the Incident using the Incident Classification and Management System in paragraph 11.1 below.	O	O	T	T	T	Continuing throughout the Service Term	
7.4	When an Incident occurs, inform TfNSW of delays to any Service and work with TfNSW as required from time to time to minimise the impact of delays on customers in accordance with Operational Interface Protocol in Schedule 1D.	O	O	T	T	T	Continuing throughout the Service Term.	
7.5	Provide interim status updates to TfNSW as required in paragraph 11.1 below	O	O	T	T	T	Continuing throughout the Service Term.	
7.6	Follow the First Five Minutes Protocols as specified in paragraph 11.2.	O	O		T	T	Continuing throughout the Service Term.	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
7.7	Update TfNSW Operational Real Time Management System (currently PTIPS) when a trip is cancelled, incomplete, truncated, skip stop or manually assigned.	O	O			T	In real time.	
7.8	Implement a SMS messaging system that notifies nominated TfNSW representative of any incidents that occur and subsequent updates as per paragraph 11.2.	O	O	T	T	T	From Service Commencement Date and continuing throughout the Service Term	

8. Digital Customer Information Systems (DCIS)

8.1 DCIS Overview

(a) The TfNSW Digital Customer Information Systems (**DCIS**) team provides a suite of digital customer services, providing a holistic experience across the TfNSW cluster. DCIS is responsible for maintaining quality, consistency, accuracy, and timeliness of TfNSW digital customer products and services and seeks to provide a seamless and holistic digital experience for planning and travelling across the network. Key customer facing channels covered by DCIS include:

   i) Websites;

   ii) Apps;

   iii) Social media and intelligent automation;

   iv) Contact centre (voice channel); and

   v) Digital Passenger Information Displays.

(b) The Operator must liaise and cooperate with TfNSW Operational Systems team that engage with it to deliver feeds into the TfNSW network in the required formats and protocols.

8.2 Participation in the DCIS

(a) The Operator must engage with and use the DCIS (or any successor or additional service developed by TfNSW or any of TfNSW's Associates for use by TfNSW) as required by the Contract and as required by TfNSW from time to time.

(b) The Operator must advertise the DCIS (or any successor service) phone number and internet address on its published Timetables and Dedicated School Services Timetables, website, promotional material and other literature at Transit Stops and within Contract Buses in a format reasonably required by TfNSW.

(c) TfNSW may give the Operator access to Data collected by DCIS as required for the purpose of managing its business and for planning and marketing purposes, subject to reasonable conditions, qualifications or restrictions as TfNSW may impose.

(d) The Operator acknowledges that all Data collected or generated by DCIS will constitute New Contract Material and the rights, title and property to Intellectual Property in or in relation to all Data collected by DCIS will vest in TfNSW, in accordance with Clause 28.2 (New Contract Material).

8.3 Operational Spatial Data (OSD)

(a) The Operator must submit Data to the OSD systems (including but not limited to current systems such as TSM, PTIPS and ODIN) as required by the Contract and as required by TfNSW from time to time.

(a) The Operator acknowledges that all Data submitted to the OSD will constitute New Contract Material and the rights, title and property to Intellectual Property in or in relation to all Data submitted or required to be submitted to the OSD will vest in TfNSW, in accordance with Clause 28.2 (New Contract Material).

8.4 Compatibility of information systems

(a) Any financial, operational or other information, data or records required to be provided to TfNSW by the Operator must be provided in a form which is compatible with the electronic data and records systems notified by TfNSW to the Operator from time to time.

(b) The Operator must assist TfNSW to comply with the *NSW Government Open Data Policy 2016* including by ensuring that data supplied to TfNSW by the Operator under this Contract complies with the requirements of that policy.

8.5 Customer Information Channels Architecture

(a) Products and Services

The table below acts as quick reference of Customer information and functionality / services across the channels supported by TfNSW. All functionality / services listed below in the left hand column are provided by TfNSW on the channels represented in Green

SERVICES ▼ / PRODUCTS ▶	WEB					APPS			OPEN DATA	SOCIAL MEDIA				VOICE		
	Transport NSW.info	Transport.nsw.gov.au (using TfNSW platform)	External Websites	Project / Campaign Sites	Complaints Feedback System (CFS)	Opal Travel App	Live Traffic	Third Party Mobile Apps	Open Data APIs / Developer Portal	YouTube	Twitter	Facebook	Chatbot (Google Assistant & Alexa)	IVR	131 500	Contact Centres
Journey Planning	✓					✓		✓	✓			✓	✓		✓	
Timetables & Fares	✓					✓		Timetables only	✓			✓	✓		✓	
Traffic Network Status	✓						✓	✓	✓		✓	✓		✓	TMC	
Incidents/Disruptions (planned and unplanned)	✓					✓		✓	✓		✓	✓	✓		✓	
NSW TrainLink Ticketing	✓					✓										TrainLink Contact Centre
Opal Card Management	✓					✓										Opal Contact Centre

Category															
Facilities Information	■		■					■							■
Customer Feedback	■	■			■	■					■	■			■
Event Information	■	■										■			■
Transport Data and Integration		■							■						■
Corporate Information		■	■	■						■		■			■
Campaigns	■	■								■	■	■			
Infrastructure Projects		■		■						■		■			
Community Engagement		■		■						■		■			
Lost property	■	■													

(b)   TfNSW information systems architecture (high-level) for Bus Operators

Figure 1 below shows the current high-level TfNSW information systems architecture including Operator and TfNSW responsibilities, feed types, and high-level system components.
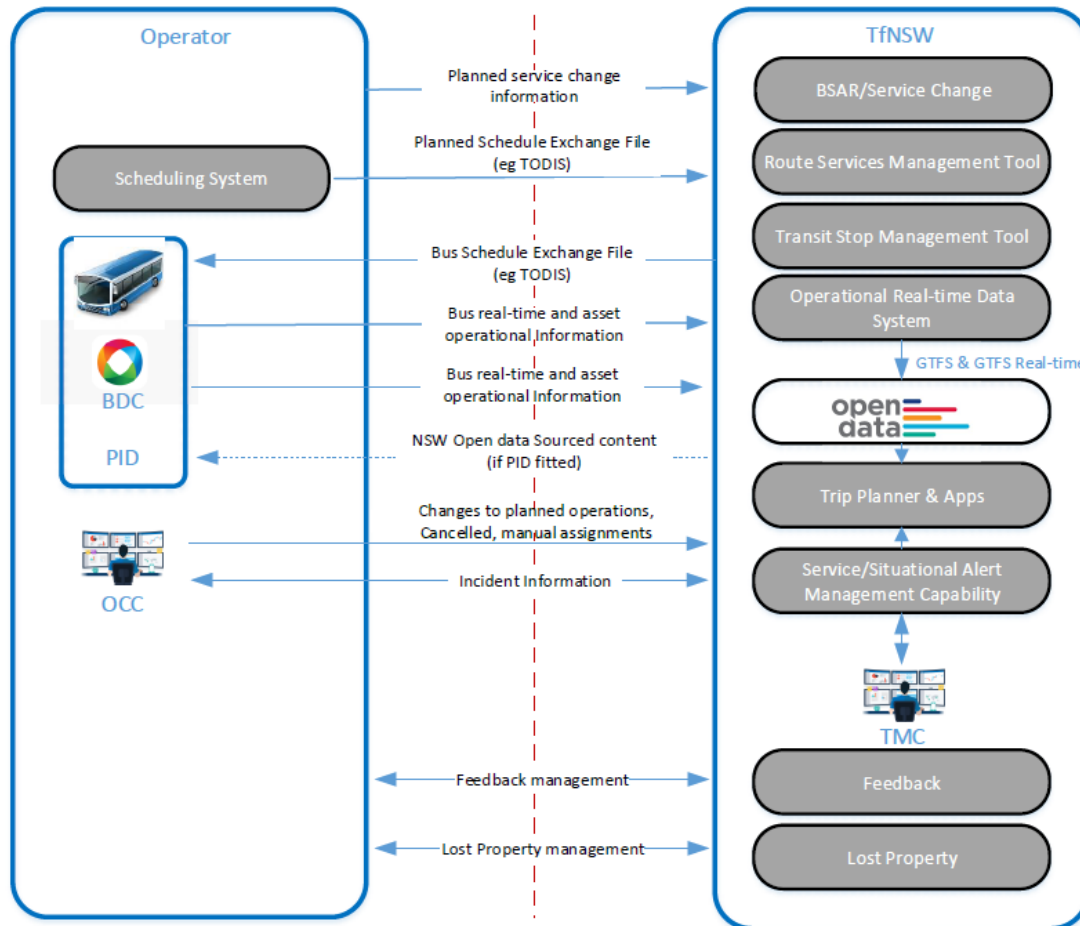
Figure 1: High Level System Architecture

Data Feeds

1.   TODIS (Static timetable, Driver Shift, Vehicle Shift)
2.   OPAL Bus Driver Console (Real-time trip and vehicle information)
3.   Situation Alert Information, including but not limited to 'textual updates', trip cancellations, and manual trip assignments.
4.   Digital Passenger Information Displays (PID) from the Open Data System

TfNSW information system architecture will change and be updated at the time in the future as TfNSW transitions to using Transmodel based feeds and the collection of asset performance information. This information will include but is not limited to sources such as CANBus information where data is available from the fixed, virtual and mobile assets. Operators will be required to submit complete asset information to Transport in real-time about fixed and mobile assets through TfNSW defined interface and protocols.

8.6 TfNSW Standards required to be met by Operator

(a) As part of the integration of into TfNSW information systems the Operator must meet the requirements in these documents. These documents may be updated time to time by TfNSW:

(i) TODIS Schema Guide and Operator to OSD Interface Requirements Specification;

(ii) TODIS Data Business Rules – A Single Source of Truth for TfNSW & Customers;

(iii) Bus Service Information Rules;

(iv) TfNSW Business Rules Bus Route Design;

(v) TODIS Data Quality Indicators; and

(vi) Transport Contract Operational and Performance Systems Bus Specification.

(b) Scheduling System

(i) The Operator must provide Timetable Data in the TODIS format and utilise a system that:

(A) can support and is compatible with Transmodel 6. TfNSW's intent is to move away from the TODIS file format during the term of the Contract, and the Operator must transition to provide Timetable and shift Data to TfNSW in an alternative data format that will be based on a Transmodel 6;

(B) supports the provision of long term 90 days file; and

(C) has the capability to provide shorter term data files of a day or window of time within the next 90 days (delta).

(c) Reference data (road network)

(i) TfNSW utilises Open Street Map (**OSM**) road network data in its systems. The Operator must utilise a road network supplier that:

(A) utilise a road network supplier that is compatible with Open Street Map (OSM) road network data; and

(B) update their road network files on a regular basis and are expected to ensure that all new subdivisions/road are added to the data accurately to allow for correct shape files to be uploaded to TfNSW in the TODIS file.

(d) Reference data (Transit Stops)

(i) Transit Stops must be registered in TfNSW stop master database, Transit Stop Management (TSM) and any future TSM replacement system.

(ii) Transit Stop numbers and names must follow TfNSW numbering and naming standards.

(iii) Transit Stops managed by the operator must be surveyed and updated in TfNSW master database.

(iv) Transit Stops maintained by Operator (to the extent required by the Contract) must be kept up to date in the TfNSW stop master database.

(v) The Operator must provide Transit Stop Location, XY to within 1 metre accuracy or bus stop sign

(vi) The Operator must provide details of the infrastructure at the location.

(vii) Version of timetable and maps at the stop must be recorded in the TfNSW Transit Stop Management master database and is reviewed and updated on a monthly basis.

(e) Reference data (Routes)

    (i) Routes must be registered in TfNSW Route database (currently Bus Contract Route Services).

    (ii) Routes must follow TfNSW Route Numbering and Naming Standard.

    (iii) Routes must follow the TfNSW Business Rules Bus Route Design.

(f) Timetable data

    (i) Timetables must be an accurate reflection of real world bus operations, movements, times, trips, stopping pattern, route paths, reduced services for public holidays, school holidays etc.

    (ii) The Operator must provide Data for 90 days and include school day and school term timetables.

    (iii) The Operator must meet data quality guidelines before sending the TODIS files to TfNSW (see TfNSW TODIS Operator Data Integrity Rules).

    (iv) Operators must meet data requirements in documents in paragraph 8.6 (a)

    (v) Operator must utilise and review changes in any TfNSW visualisation tools to validate the information provided to TfNSW via TODIS is correct when available.

    (vi) Operator must use data analysis tools to analysis real time and Opal Data to make recommendations on where timetable changes can be made to support more accurate reflection of operations at every stop to support accurate trip planning and real time predictions for all stops not just first, last and mid-point

    (vii) Operator must apply Public Timing Points with public TSN's at key locations along the route and adjust with as route and timetable changes to support Customer Timetable PDF.

    (viii) The Operator must submit files in the timeframes prior to the activation date as detailed below:

		TODIS Files types (days)		
Term	Description	Timetable (Days)	Vehicle Shift (Days)	Driver Shift (Days)
Long Term	Change to a base timetable on going (include but not limited to changes to stops, route path, time updates, trips, routes (new/removal)	42	14	14
Short Term	Change or supplement to the base timetable for a short, medium period of time that will expire and the timetable will return to the base timetable for example summer holiday timetables, event timetables, replacement	21	14 to 7	14 to 7
Day of	Changes that are not planned and need to be made a few days or at least the day prior for an unplanned short term timetable changes to address an incident, stop work, road network change i.e. Bridge closure.	21 to 1	7 to 1	7 to 1

	Any change on the day must be made in TfNSW Operational real time service management tool (currently PTIPS) (cancel trips, skip trips, truncate etc.)			

(ix)   The Operator must submit Mid Transit Stop request whenever new routes or route variants are introduced in line with the Timetable timeframes in the previous table. Should a Route only have a Start Transit Stop and an End Transit Stop, the Mid Transit Stop is to be submitted as the First Transit Stop.

(g)   Service Changes

(i)   The Operator must inform TfNSW of changes to their services via the TfNSW Service Change system which in in future will transition to an integrated web based system.

(h)   Rail Replacement routes

The Operator must:

(i)   use Opal enabled buses to provide Rail Replacement Services;

(ii)   Provide timetables for the planned Rail Replacement Services routes to TfNSW 15 Business Days ahead of the planned replacement;

(iii)   use the same route number for planned Rail Replacement Services;

(iv)   display the route number and head sign information on the front of the bus when operating a Rail Replacement service;

(v)   log into the driver console and log into replacement trips to support real time tracking of the service for TMC and Customer information; and

(vi)   use the TfNSW Operational Real Time Service Management tool to update operations on the day of operations to cancel trips, skips stops etc. to support accurate real time information.

(i)   Headway and frequency Services

The Operator must:

(i)   provide the plan the operator plans to run the Headway Service in the Planned Timetable data format (currently TODIS); and

(ii)   on day of Operations, use the TfNSW Operational Real Time Service Manger tool to make changes in real time to reflect the changes in operations to manage the head way of the service such as skipping stops, truncating trips, cancelling trips.

(iii)   Where the capability is viable, TfNSW reserves the right to receive this Data in near real-time to a system as specified in the Transport Operational and Performance Systems – Bus Operation Specification.

(j)   Event Services

The Operator must:

(i)   provide data files for Event Services routes if they are both standalone event routes or changes to trips on regular contracted routes for an Event;

(ii)   use Opal enabled buses to operator the Event Services and Drivers must log on to event route/trips to support real time tracking of the routes service for TMC and Customer information;

(iii)   display the event route number on the front of the bus;

(iv)   log into the driver console and log into replacement trips to support real time tracking of the service for TMC and Customer information; and

(v)   use the TfNSW Operational Real Time Service Management tool to update operations on the day of operations to cancel trips, skips stops etc. to support accurate real time.

(k)   Timetables

(i)   TfNSW will provide PDF timetables including maps through its website developed from the data submitted through their Planned Timetable data file (currently TODIS).

(ii)   Operators must supply either a PDF or printed version of the PDF to customers when requested

(l)   Asset Information

(i)   Where a mobile or fixed asset generates health, operational or performance data, TfNSW reserves the right to collect, receive or download this Data at no cost to TfNSW.

(ii)   This Data will include but is not limited to sources such as CAN Bus, battery system, charging system and air conditioning information where data is available from any fixed, virtual and mobile assets.

(iii)   Where the capability is viable, TfNSW reserves the right to receive this Data in near real-time to a system as specified in the Transport Contract Operational and Performance Systems Bus Specification.

8.7   On Demand Services

(a)   Initial integration and awareness of the On Demand Service in Customer Information Products

(i)   Operator must provide information to TfNSW to support awareness raising and integration of the On Demand Services into the TfNSW Customer information products, which includes:

(A)   map of the area the On Demand Service operates;

(B)   type of model the On Demand Service is. The three models are:

(I)   Stop/hub to stop/hub;

(II)   anywhere to stop/hub; and

(III)   anywhere to anywhere;

(C)   atop Transit Stop numbers for the stops to be used in the stop/hub to stop/hub or anywhere to stop/hub On Demand models;

(D)   route path if a route path is used by the On Demand Service;

(E)   hours of operation, contact details, Operator website URL;

(F)   cost and payment method for the On Demand Service; and

(G)   details of Accessibility of the vehicles;

(ii)   Operator must inform TfNSW of changes to their On Demand Service 21 days in advance of the change.

(iii)   Operator must submit changes to TfNSW via the On Demand Service Change Request form which in in future will transition to a web form.

(iv)   Operator On Demand system must be able to provide On Demand service information in GTFS Flex format to support Open Data and Google and 3rd party App integration for service awareness.

(b) Full integration - Service awareness, bookings and service status update and tracking

(i)   Operator must use a technology platform to manage their On Demand Service that will support full integration with TfNSW systems, service awareness, bookings and service status update and tracking.

(ii)   Operator must ensure that technology supports providing an API with key data elements included but not limited to the list below that can be called to provide details to TfNSW to provide Customers in real time information about their service, its availability, costs to provide customers with accurate trip plan options and awareness of the On Demand Service. The key data elements include but are not limited to:

Awareness

(A)   Operating hours (Days of week, hours of day, frequency of service if applicable);

(B)   Contact information (Phone number, website URL, App);

(C)   Lead time (Booking/Cancellation/Amendment);

(D)   Cost related info (Distance band/Fixed price/Regular vs Concessions/Payment);

(E)   Operating area;

(F)   Operational model (Point/Anywhere to point/anywhere, Point/anywhere to hub/stop (and vice versa)/Hub/stop to hub/stop); and

(G)   Accessibility.

Bookings

(H)   Pickup location;

(I)   Dropoff location;

(J)   Pickup time;

(K)   Cost, if agreed beforehand as part of the quote;

(L)   Accessibility requirement, if agreed beforehand;

(M)   Route to take/distance to travel, if agreed beforehand; and

(N)   Booking/Tracking ID.

Service status and tracking

(O)   Booking/Tracking ID provided as part of the booking process;

(P)   URL/API endpoint to check the service;

(Q)   Status of the booking and when it was updated; and

(R)   Chronological status changes.

(iii)   System must support accepting bookings from Customer information products if Customer chooses to book their service.

(iv)   System must provide booking information and real time service status information including service tracking.

(v)   TfNSW will provide API and integration requirements (currently under development with MaaS Alliance and wider On Demand International Community to create one accepted standard to adopt for On Demand).

8.8   Real Time Live Updates

(a)   The Operator must update in real time the following systems:

    (i)   Service Alerts Management System (SAMS);

        (A)   TfNSW is currently developing and integrated system SAMS.

        (B)   The Operator will be expected to utilise SAMS and integrate into their operations.

        (C)   SAMS provides context and Service Alert Information to explain why real time changes are made on the day for customer information. Operators can also block routes, stops, trips, segments of routes which can be applied in consultation with TMC on the day of operations to manage an incident if required.

        (D)   SAMS supports blocking of stops, routes, segment of route, trips to assist with management and providing accurate information to customers on the day of operations with TMC; and

    (ii)   TfNSW Operational Real Time Service Management tool (currently PTIPS) for all:

        (A)   Cancelled and early termination of trips;

        (B)   Manual trip allocations; and

        (C)   Skip stops.

8.9   Lost Property

(a)   TfNSW is implementing a Lost Property System which will provide an online form for all public transport customers to report lost items. It will provide an online system to manage:

    (i)   Registration of a lost item;

    (ii)   Reporting of a lost item;

    (iii)   Searching for a lost item;

    (iv)   Lost and found item matching; and

    (v)   Status updates to customers who have reported lost items.

(b)   The Operator must procure sufficient licences to TfNSW's Lost Property System to enable it to undertake the lost property function.

(c)   The Operator must train staff in the use of the TfNSW Lost Property System.

(d)   The Operator must use and integrate TfNSW Lost Property System into their operations.

(e)   The Operator must log any lost property found into the Lost Property System.

(f)   The Operator must respond to all lost property requests by the close of the following business Day.

8.10 Social Media

The Operator must not establish or operate during the term of the Contract, its own social media channels for the Services unless approved by TfNSW.

The Operator must work with TfNSW to provide content for social media platforms.

8.11 Other Marketing Requirements

The Operator must:

(a) unless otherwise agreed by TfNSW, ensure that all marketing materials are provided to TfNSW for approval prior to publication;

(b) unless otherwise agreed by TfNSW, not publish or make publicly available any marketing materials which have not been approved by TfNSW;

(c) at the Operator's cost, produce the Operator's marketing materials in accordance with the Operator Communications and Marketing Plan;

(d) where requested to do so by TfNSW, make advertising space available on the interior and exterior of Contract Buses, Transit Stops and Depots and do all things reasonably required by TfNSW to install TfNSW marketing campaign materials on the Contract Buses; and

(e) maintain any TfNSW marketing campaign materials in good condition, replacing them where necessary with replacement materials provided by TfNSW and removing them when required by TfNSW.

9. Wayfinding

9.1 Wayfinding Overview

(a) Transport for NSW is delivering a new integrated approach to wayfinding and Transit Stop Signage for the NSW transport network with the key benefits of:

(i) Consistent and easy-to-follow visual messages

(ii) Make using public transport easier for customers, particularly when changing modes and taking unfamiliar journeys

(b) The new Transit Stop Signage provides consistent and easy-to-follow visual messages to make public transport easier for customers to use, particularly when changing modes and taking unfamiliar journeys. The new signage also continues the roll-out of icons and mode colours used in maps, timetables, the transportnsw.info website since November 2013, real-time smart phone apps, electronic signage at ferry wharves and train stations, and social media including live updates through Twitter.

(c) The signs have already been installed across Sydney's rail, ferry and light rail networks and at a number of bus stops and coach stops, with further upgrades progressively continuing across the transport network both in Sydney and beyond.

9.2 TfNSW Standards required to be met by Operator

(a) As part of the delivery of wayfinding the Operator must meet the requirements in these documents and the Wayfinding Guidance Documents. These documents will be updated time to time by TfNSW. The TfNSW Wayfinding Guidance Documents standard applies to the Transit Stops, all information at the bus stop, information on-board including screens and screen function and information or collateral pertaining to interchange.

Where any assets or infrastructure require replacement, this must be completed on a like for like basis.

(b)   This section applies to Transit Stops for all Bus Services, including On Demand stops and hubs.

(c)   The Operator must comply with the following key documents, which expand upon the obligations in this standard:

(i)   T BU WS 90002 ST Bus Stop Sign Pole Layout – Draft;

(ii)   TfNSW Bus Product Guide;

(iii)   Wayfinding Kit of Parts Train and Bus;

(iv)   Bus Stop Auditing Process Guide;

(v)   Bus Stop Audit Form;

(vi)   Bus Stop Installation and Assurance Process Guide and Notes;

(vii)   Service Schedule WF001 Rail-Bus Technical Maintenance Plan General Signage;

(viii) Technical Maintenance Plan for Rail and Bus Kit of Parts Wayfinding Bus Stop Maintenance Process;

(ix)   Bus Service Information Rules;

(x)   TfNSW Business Rules Bus Route Design;

(xi)   TfNSW Shelter Requirements At Bus Stops;

(xii)   Bus Fleet Digital Displays Screen Guidelines; and

(xiii) On Demand Pilots Packaging Strategy and Scope.

(d)   TfNSW may introduce new Wayfinding Guidance documents over time and Operator must comply with the updated documents.

9.3   Transit Stop operations and maintenance

(a)   The Operator must comply with all operations and maintenance requirements outlined in this paragraph 9.3 that relate to all Transit Stops. This paragraph is considered fundamental in delivering a consistent and successful level of customer experience.

(b)   The Operator must comply with Bus stop maintenance requirements outlined in the Technical Maintenance Plans and Wayfinding bus stops maintenance process regarding:

(i)   Routine Maintenance - Technical Maintenance Plans;

(ii)   Reactive maintenance - Supply and installation;

(iii)   Process for ordering Kit of Parts products (TfNSW KOP - Maintaining asset data integrity); and

(iv)   Managing consumables (clear covers, tool kits, etc.).

(c)   The Operator must:

(i)   manage every Transit Stop allocated to the Operator and recorded in TSM and minimise free zones;

(ii)   ensure information at Stops are consistent, up to date and accessible. The information provided on the flags, timetables, TfNSW owned shelters and assets, at stop PIDs and online must comply with TfNSW standards;

(iii)   obtain and print timetables;

(iv)   operate and maintain products, including updates to information;

(v)   maintain Transit Stop Signage and information and collateral within supporting infrastructure such as shelters, as part of the Asset Management Activities in accordance with this Schedule.

(vi)   when there is a change to a Route, or a new Route is introduced, ensure that all new Transit Stop Signage meets TfNSW standards and is updated in the TfNSW 'Transit Stop Management System' operated by TfNSW or any replacement of that system;

(vii)   where at Stop Asset maintenance is outside the responsibility of the Operator notify the relevant authority of the necessary maintenance;

(viii)   document and maintain a proper record of all communications relating to Transit Stops and other Transit Stop Signage, including tracking of up to date and temporary information and signage, and recorded such information in TSM;

(ix)   update Transit Stops to reflect Service Changes and support Customers with temporary communication;

(x)   ensure Transit Stop Signage for all locations serviced by any Service, which includes Timetable or Dedicated School Services Timetable information, contains up to date timetable information and complies with any standards or guidelines issued by TfNSW from time to time;

(xi)   track and record that information is current and up to date within TSM;

(xii)   install temporary notice signage at Stops the day the data goes live in trip planning tools. The temporary notice is to be removed 10 days once the Service is live;

(xiii)   update at Stop information promptly to support the Service Change. Flags, timetables and printed collateral are to change no more than 5 days before the change goes live and no later than 5 days after the Service is live; and

(xiv)   remove old timetables, maps and notices from the Stop within a week of notice expiry.

9.4   Interchange Information

(a) Wayfinding and signage at Interchanges will be specified in the Wayfinding Interchange Planning Guide and Wayfinding Kit of Parts. The Operator will be required to:

(i)   operate and maintain products, including updates to printed collateral;

(ii)   procure, maintain, operate and manage the content of driver facing signage;

(iii)   manage any back of house signage, including safety, statutory, fire and operations signage; and

(iv)   liaise with relevant third parties and align local connection information.

9.5   Transit Stop Signage (adjustment, relocation or replacement)

(a) TfNSW Standards will apply to any Bus Stop requiring adjustment, relocation or replacement. Where this Schedule requires the Operator to replace Transit Stop Signage on a like for like basis, then the TfNSW Standards will only apply to the extent the Operator is required to replace such Transit Stop Signage on a like for like basis.

(v)

(b) Service adjustments including service and route changes, diversions, stop closure, stop relocations, timetable change, temporary services, replacement services and events require stops to be adjusted from time to time. Changes to Stops must be approved by TfNSW and

scope can be established pending approval. The Bus Operators must comply with the following requirements where appropriate:

    (i)   Audit process

        (A)   The Bus Stop Audit must follow the Bus Stop Audit Process Guide utilising the Bus Stop Audit Form;

        (B)   The Bus Stop Audit Process ensures the placement of the Stop is at Head of Stop.

    (ii)   Product supply

        (A)   The Operator must maintain Transit Stop Signage as part of the Asset Maintenance Activities. For the avoidance of doubt, TfNSW will supply Production Orders to enable the Operator to procure bus pole flags, finials and timetable cases with the Wayfinding Kit of Parts and at the Bus operator's cost. TfNSW can also supply bus pole flags, finials and timetable cases with the Wayfinding Kit of Parts if agreed and at the Operator's cost.

    (iii)   Timetable Inserts

        (A)   Artwork for the timetables will be provided by TfNSW. The Operator will be required to supply and install timetables as per the requirements outlined in the Installation Assurance Guide.

    (iv)   Product installation

        (A)   All products must be installed in compliance with the Wayfinding Kit of Parts and Installation Assurance Guide.

        (B)   If a new Bus Stop is approved by TfNSW as part of a Services Variation requested by the Operator or the Operator requires a new Transit Stop as part of a Planned Service Phase, supply and install Stop Signage must be in line with TfNSW Standards and processes.

        (C)   If there is a change to a Route, or a new Route is introduced the Operator is to provide the 'X/Y' coordinates of the new Stop to TfNSW.

        (D)   The Operator is to inform Customers of any Service or Stop adjustments or relocations and provide temporary signage as per TfNSW requirements.

9.6   Digital Passenger Information Displays (On-board)

(a)   Existing and new fleet with on-board information displays require Customer facing elements including visual and audio to comply with the Bus Fleet Digital Displays Screen Guideline document.

    (i)   The Operator must operate and maintain digital information and on-board line diagrams and maps. Maps may include either network or line diagram maps.

    (ii)   Maintenance of maps and line diagrams that the Operator must perform, includes but is not limited to:

        (A)   repair;

        (B)   replacement;

        (C)   changes due to Service Changes;

        (D)   cleaning; and

        (E)   graffiti removal.

(iii) If there is a change to a Route, or a new Route is introduced, the Operator must ensure that maps and line diagrams meet TfNSW Standards and is updated in the TfNSW 'Transit Stop Management System' operated by TfNSW or any replacement of that system.

(iv) If there is a change to another operator Route or a change on another mode, the Operator must ensure that maps and line diagrams meet TfNSW Standards and are updated in the TfNSW 'Transit Stop Management System' operated by TfNSW or any replacement of that system.

(v) The Operator must ensure that Customer facing on board information must comply with the Customer Information Business Rules.

(vi) On board digital and maps/diagrams information must be updated promptly by the Operator to support the Service Change. This requires:

(A) Maps/diagrams are to change no more than 5 days before the change goes live and no later than 5 days after the service is live.

(B) Digital information is to be update when the service goes live.

9.7 Vehicle Destination signs

(a) The Operator must display the destination clearly on the front and side of all Contract Buses in service ensuring it conforms with the Customer Information Business Rules, excluding any Contract Buses without side destination signage.

(b) The Operator must display the route number clearly on the front, side and rear of all Contract Buses in service ensuring it conforms with the Customer Information Business Rules, excluding Contract Buses without side and rear route number signage.

10. Livery and Operator's Marks

10.1 Livery and Operator' Marks

(a) TfNSW will, in consultation with the Operator, develop, amend and periodically update the TfNSW Public Transport Brand Style Guide to provide specifically for use of TfNSW Brands in relation to the Services in the Contract Area.

(b) The Operator must:
(i) ensure that the State Assets and Operator New Buses incorporate the TfNSW Brand;

(ii) incorporate the TfNSW Brand in a manner that enables the State Assets and Operator New Buses to be identified as part of an integrated transport network;

(iii) comply with the TfNSW Public Transport Brand Style Guide including by ensuring that:

(A) the TfNSW Brand is applied in accordance with the TfNSW Public Transport Brand Style Guide;

(B) any Operator brand placement is co-branded with the relevant TfNSW Brand and in a format and relative scale in accordance with the TfNSW Public Transport Brand Style Guide;

(C) all customer facing surfaces on vehicles, equipment, electronic displays, printed, promotional or other branded materials display the TfNSW Brand and the Operator brand in a manner that complies with the TfNSW Public Transport Brand Style Guide; and

(D)   the Operator does not use primary colours or other distinctive colour schemes unless it can be demonstrated to TfNSW's satisfaction that it is complementary to and or consistent with the TfNSW Public Transport Brand Style Guide;

(iv)   comply with the following guides and toolkits:

(A)   TfNSW Public Transport Brand Style Guide;

(B)   Public Transport Disruption Signage Guide;

(C)   TfNSW Editorial Guide;

(D)   On Demand ODT Metro Toolkit; and

(E)   SMBSC and OSMBSC – Bus decals and exterior logo specifications;

(v)   comply with a visual language as determined by TfNSW; and

(vi)   ensure that the New Buses conform to uniform livery requirements prescribed by TfNSW from time to time.

(c)   If TfNSW prescribes or varies any existing uniform livery requirements in respect of all New Buses or requires that the livery of Existing Buses be updated to conform with uniform livery requirements:

(i)   the Operator must comply with that new or varied uniform livery requirement; and

(ii)   TfNSW must compensate the Operator for all reasonable incremental costs of complying with that new or varied uniform livery requirement but only to the extent that such costs exceed the costs that the Operator would have incurred had TfNSW not required the new or varied uniform livery requirements.

11.   Incident Management

11.1   Incident classification and management

DEFINITION	MAJOR INCIDENT	SIGNIFICANT INCIDENT	MINOR INCIDENT
Impact on Service Performance	Service unavailable or seriously delayed for affected customers	Service seriously delayed for affected customers. A recurring Minor Incident	Service is delayed causing minor disruption or inconvenience for affected users
Extent of Impact	Potentially impacts 350 or more customers of the Operator. Any serious injury	Potentially impacts more than 50 but less than 350 customers of the Operator	Impacts less than 50 customers of the Operator
Impact on productivity and reputation	Potential for adverse impact on TfNSW and Operator's reputation through negative press coverage and many unsatisfied customers.	May result in customer inconvenience and increase in unsatisfied customers. Likely to raise serious public concern.	May result in some customer inconvenience and unsatisfied customers
The Operator must work to resolve the Incident	Continuously	Continuously until the Incident is resolved	Within Business Hours until the Incident is resolved
Examples			

Interim Status Update Timeframe	Every 15 minutes	15 mins then every 30 minutes	On request
If Incident is not resolved within the required timeframe	Escalate according to agreed processes	Escalate according to agreed processes	Escalate according to agreed processes
If Incident is not resolved within two times the required timeframe	Escalate according to agreed processes	Reclassify Incident as Major Incident	Escalate according to agreed processes

11.2 First Five Minutes Protocols

(a) Overview

    (i) Transport Management Centre (TMC) is the primary and central point for notification and communications about all TfNSW incidents, including those from Transport Operators. TMC is the first point of contact with TfNSW.

    (ii) The TMC Executive Level Escalation Policy for Significant Network Impact splits incidents into minor, moderate and major impact. TMC sends a Corporate SMS to the Executive for all moderate and major incidents.

    (iii) For serious incidents involving Transport Operators, Services are also contacted by the Transport Operators, Contact details will be provided in a separate document "Transport Operator Serious Incident Notification and Escalation Protocol - Greater Sydney".

(b) The Operator must provide the following (minimum) details when contacting TfNSW in relation to incidents in accordance with paragraph (a) above:

    (i) What happened

    (ii) Type of incident

    (iii) Injuries

    (iv) Disruption to services

    (v) What can we do to help

    (vi) Other impacts

    (vii) Confirm that regulators have been informed if required

(c) Serious Incident Guide

The Operator must contact TfNSW in the following instances in accordance with paragraph (a) above:

    (i) Safety and Welfare

        (A) Fatality or person(s) seriously injured, i.e. requiring transportation to hospital

        (B) Serious injury to a school child, i.e. requiring transportation to hospital

        (C) Passenger(s) unable to disembark due to technical asset failure for more than 5 minutes

        (D) All bus roll away incidents

    (ii) Service

(A) Partial or full closure of a line/route/run or incidents resulting in a significant detrimental impact on other modes of transport, e.g. multiple services impacted, such as a derailment, departure from roadway, collision, roll away bus

(iii) Asset or Technical Failure

(A) Major failure of an asset that results in significant customer delays of > 30 minutes, e.g. bus fire, loss of wheel

(iv) Security

(A) Police Operation (e.g. threat, suspicious package, security incident, civil unrest)

(B) Antisocial behaviour on service or resulting in (potential) delays >30 minutes

(v) Interchange/Station/Depot/Control Centre

(A) Evacuation or unplanned closure caused by: flood, fire, smoke or hazardous substance spill, suspicious substance

(B) Access and operation compromised (e.g. closed entry and exits for >20 minutes

(d) Post Incident Analysis

(i) Post the incident, the Services Team will follow up with the Operator to check how they are supporting Customers and staff impacted and what immediate actions have been taken to prevent a recurrence.