

## Schedule 1A - Services (Bus Services & Management)

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

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

**Declared School Year** means, in relation to each school set out in Schedule 2 (Service Levels), the period between the school's first term start date and the school's final term finish date in each calendar year during the Service Term.

**KPI Management** means the activities associated with monitoring and reporting on the Key Performance Indicators and information required to be reported to TfNSW.

**National Terrorism Threat Advisory System** means the scale of five levels published by the Australian Government on the likelihood of an act of terrorism occurring in Australia.

**NSW Transit Stop Numbering and Naming Standard** means the standard developed by TfNSW for numbering and naming transit stops and other locations where passengers access public transport as amended by TfNSW from time to time.

**Route Control Strategy** has the meaning given in paragraph 3.25 of this Schedule.

**Security Plan** has the meaning given in paragraph 9.4 of this Schedule.

**Service Planning Guidelines** means the service planning guidelines prepared by TfNSW to develop transport service plans in metropolitan areas (as amended from time to time) being at the date of this Contract the document titled *Integrated Service Planning Guidelines – Sydney Metropolitan Area – Final* dated December 2013.

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 in this Schedule or Clause in the Contract that the activity must be performed in accordance with (if relevant).
---------------------	--

## 2. Services Overview

The following are the key objectives for the provision of the Services under this Schedule 1A 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) operate the Services to the approved Timetables or Headway;
- (d) operate the On Demand Services in accordance with the approved operation;
- (e) provide passenger information to deliver a seamless passenger service across the Contract area;
- (f) ensure Staff receive appropriate training and are competent and capable of providing excellent Services;
- (g) recommend Service improvements annually; and
- (h) improve the provision of Services to customers.

### 3. Contract Service Levels, Timetables and Dedicated School Service Timetables

The Operator must perform the following Services in relation to the Bus Services, associated Service Levels, Timetables and Dedicated School Service Timetables:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.1	Update Service Planning Guidelines.	T	T	O		O	As required throughout the Service Term	
3.2	Develop Service Levels.	T	T	O		O	As required throughout the Service Term	
3.3	Develop Timetables to efficiently and effectively meet the requirements of the Service Levels.	O	O	T	T	T	As required throughout the Service Term	
3.4	Ensure that timetabling provides passengers with effective connectivity so as to deliver seamless Services.	O	O	T	T	T	Continuously throughout the Service Term	
3.5	Consult with passengers, the broader community, relevant local councils, local business groups, education and health providers, relevant tourism bodies and other key stakeholders in relation to planned service changes, special events service satisfaction levels, service initiatives and improvement opportunities.	O	O	T	T	T	As required throughout the Service Term but at least twice each Contract Year	
3.6	Carry out Service reviews annually to develop Service improvement plans and submit any recommended variations to TfNSW for consideration.	O	O	T	T	T	Annually	
3.7	Provide evidence through cost benefit analysis in support of changes in Service Levels or Timetables, including the impact of changes in improving the customer experience. The analysis requires provision of the detail and outcome of the consultation process to demonstrate community support for the changes.	O	O		T	T	For each Timetable change throughout the Service Term	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.8	Maintain a prioritised list of Service Level or Timetable changes that are considered worthwhile implementing and which are compliant with the Service Planning Guidelines and the requirements of the Contract.	O	O		T	T	Continuously throughout the Service Term	
3.9	For each new change in Service Levels or Timetables, provide confirmation of compliance with the Service Planning Guidelines. Any change that is not compliant with the Service Planning Guidelines must be expressly advised detailing how the non-compliance will provide an improved customer experience / service outcome.	O	O		T	T	For each Timetable change throughout the Service Term	
3.10	Approve draft new Service Level, Timetables and Dedicated School Service Timetables.	T	T	O	O	O	As required throughout the Service Term	
3.11	Submit approved new Service Level in the TfNSW BSAR system ensuring that approval is by the Operator’s delegated authority with confirmation of its accuracy.	O	O				At each change of service	
3.12	Approve new Service Level in the BSAR system.	T	T	O	O	O	At each change of service	
3.13	Provide updated Shift Trip Matrix with any BSAR with a permanent or long term temporary changes.	O	O		T	T	At each change of service	Paragraph 10
3.14	Contact each school set out in the Service Level Schedule to ascertain the proposed provision of services for the following Declared School Year.	O	O		T	T	By 31 October each year	Schedule 5 (Governance and Reporting)
3.15	Prepare a provisional timetable for the Dedicated School Services for the Declared School Year, based on approved changes in accordance with paragraph 3.12 above.	O	O	T	T	T	By 30 November each year	
3.16	Prepare a final timetable for the Dedicated School Services for the Declared School Year, based on approved changes in accordance with paragraph 3.11 above.	O	O	T	T	T	By 31 December each year	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
3.17	Provide and deliver an annual school safety program, the program shall detail: a) Number and type of schools to be visited; b) Focus areas; and c) Information pack.	O	O	T	T	T	By 31 December each year	
3.18	Operate the Bus Services in accordance with the approved Service Levels and approved Timetables and Dedicated School Services Timetables.	O	O		T	T	Continuously throughout the Service Term	
3.19	Update TfNSW operational real time management system (currently PTIPS) for Dedicated School Services which are truncated early due to nil students.	O	O		T	T	Continuously throughout the Service Term	
3.20	Monitor and report monthly on Dedicated School Services which are truncated early due to Nil Students or are not required to run the full route due to nil students.	O	O		T	T	Monthly	
3.21	Following each school term, provide a proposal on improving Dedicated School Services that have for the previous quarter been subject to: a) significant truncation; b) nil students prior to end stop; and c) low patronage.	O	O		T	T	Within 20 Business Days of the end of each school term	
3.22	If TfNSW approves an amendment to a Timetable or Dedicated School Services Timetable, provide notice to the public of any amendments to the Timetable by: a) notifying TfNSW of relevant details; b) displaying signs prominently; c) updating the Operator's website; d) displaying advertisements in the local newspapers covering the affected Route; e) displaying signs at Transit Stops; f) making announcements on local radio; and	O	O			T	Ensure details are provided at least 21 days out to TfNSW and on display to customers from 14 days (or as otherwise agreed with TfNSW) prior to the implementation of the new Timetable or Dedicated School Services Timetable	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
	g) other appropriate means.							
3.23	Maintain high levels of passenger and Staff security on the Services and monitor and manage passenger and Staff safety, including responding to the activation of duress alarms within 30 seconds in accordance with the KPI Schedule.	O	O		T	T	Continuously throughout the Service Term	Schedule 4 (KPIs)
3.24	Provide a Headway Management Solution for all Headway Trips, including all supporting equipment and software.	O	O	T	T	T	Continuously throughout the Service Term, and upgrade if TfNSW exercises the Option	
3.25	Provide TfNSW with a route control strategy for each Route that will be delivered as a Headway Service (which must include a summary of route performance data, operating dynamics, excess wait time (EWT) targets, proposed excess wait time (EWT) measuring points, dead runs, congestion “hot spots”, strategies to manage congestion and detailed communication instructions) ( <b>Route Control Strategy</b> ).	O	O	T	T	T	At least three months prior to the commencement of the Route operating as a Headway Service	

#### 4. On Demand Services

The Operator must perform the following Services in relation to On Demand Services:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
4.1	Continuously examine and report the potential for increased or improved On Demand Services to deliver increased Customer benefits.	O	O	T	T	T	Continuously throughout the Service Term	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
4.2	Carry out On Demand Service reviews annually to develop service improvement plans and submit any recommended variations to TfNSW for consideration.	O	O	T	T	T	Annually	
4.3	Operate the On Demand Services (in accordance with the approved Contract Service Levels).	O	O		T	T	Continuously throughout the Service Term	
4.4	Ensure Accessible buses are provided for all Accessible booking requests.	O	O		T	T	Continuously throughout the Service Term	
4.5	Provide ticketing/fare collection systems including peak/off peak fare pricing for On Demand using the Ticketing Equipment, including Opal Connect.	T	T	O	O	O	Continuously throughout the Service Term	
4.6	Integrate booking apps with TfNSW’s identity and fare collection system in accordance with the ‘Opal Connect’ business and technical specifications.	O	O	T	T	T	Continuously throughout the Service Term	
4.7	Provide detailed Monthly Performance Reports providing as a minimum the On Demand reporting requirements detailed in Schedule 5 (Governance and Reporting).	O	O		T	T	Monthly	Schedule 5 (Governance and Reporting)
4.8	Provide a technology solution to deliver an effective and integrated On Demand Service.	O	O	T	T	T	Before the implementation of the change in the Services	
4.9	Ensure technology solution provides bookings for immediate travel and advance bookings.	O	O	T	T	T	Continuously throughout the Service Term	
4.10	Provide a method for Customers who have specific needs a facility to easily obtain further information and contact the Operator.	O	O		T	T	Continuously throughout the Service Term	
4.11	Maintain high levels of passenger and Staff security on the Services and monitor and manage passenger and Staff safety, including responding to	O	O		T	T	Continuously throughout the Service Term	Schedule 4 (KPIs)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
	the activation of duress alarms within 30 seconds in accordance with the Schedule 4 (KPIs).							
4.12	Ensure that any pickup or meeting points have been assessed for suitability and safety.	O	O		T	T	Continuously throughout the Service Term	

## 5. Staff training and knowledge transfer

The Operator must perform the following Services in relation to training and knowledge transfer:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
5.1	Provide all Customer facing Staff with passenger service training, in particular: <ul style="list-style-type: none"> <li>a) training with regard to requirements of passengers with disabilities or from culturally or linguistically diverse backgrounds; and</li> <li>b) training with regard to the management of confrontation, difficult passengers and personal safety.</li> </ul>	O	O			T	Before the individual commences providing Service	
5.2	Provide training to all relevant Staff regarding the following, as applicable to the Services for which the relevant Staff are engaged to work: <ul style="list-style-type: none"> <li>a) the Tickets, Full Fares, Concession Fares and SSTS;</li> <li>b) the Routes and the Contract Depots and Transit Stops; and</li> <li>c) the Timetables.</li> </ul>	O	O			T	Before the individual commences working on the relevant Services	
5.3	Provide training to all Staff regarding compliance with: <ul style="list-style-type: none"> <li>a) Environmental Law; and</li> <li>b) work health and safety and WHS Law.</li> </ul>	O	O			T	Continuously throughout the Service Term	



	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
5.4	Provide additional training to Staff to meet the requirements of paragraphs 5.1, 5.2 and 5.3 above, if required when a change in the Services is implemented.	O	O			T	Before the implementation of the change in the Services	
5.5	Develop, document and maintain training materials to provide to Staff to support the training referred to at paragraphs 5.1, 5.2 and 5.3 above.	O	O			T	As required from Contract execution to Expiry Date	
5.6	Provide Bus and vehicle operational training, including but not limited to a) safe driving and bus safety system; b) bus driver console; and c) advanced fatigue management training.	O	O			T	Before the individual commences working on the relevant Services	
5.7	Provide maintenance staff training on all equipment to be managed.	O	O			T	Before the individual commences working on the relevant Equipment	

## 6. KPI Management

The Operator must perform the following Services in relation to KPIs and KPI management:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
6.1	Define and document KPI and reporting requirements.	T	T	T	O	O	Before the Service Commencement Date and as amended from time to time in accordance with Schedule 4 (KPIs)	

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
6.2	Coordinate KPI monitoring and reporting with TfNSW and third-party providers as required.	O	O		T	T	Continuously throughout the Service Term.	
6.3	Measure, analyse, and provide reports on performance against KPIs and other information as requested.	O	O			T	As stated in the Schedule 4 (KPIs) and Schedule 5 (Governance and Reporting)	
6.4	Track KPI performance for individual Incidents and escalating KPI Default.	O	O			T	As stated in the Schedule 4 (KPI)	Schedule 4 (KPI)
6.5	Develop and document Performance Improvement Initiatives where required under the Schedule 4 (KPIs).	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.6	Implement and diligently pursue Performance Improvement Initiatives developed under the Schedule 4 (KPIs).	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.7	Report to TfNSW on the Performance Improvement Initiatives results.	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.8	Develop and document Cure Plans where required under the Contract.	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.9	Implement and diligently pursue Cure Plans.	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.10	Report to TfNSW on Cure Plan status and results.	O	O	T	T	T	As required throughout the Service Term	Schedule 4 (KPI)
6.11	Collaborate with TfNSW contract management staff.	O	O	T	T	T	As required throughout the Service Term	
6.12	Nominate Flexible KPIs for the following Contract Year.	T	T		O	O	Two months prior to the commencement of the relevant Contract Year	

## 7. Account Management

The Operator must possess and implement contemporary account management, service and reporting capabilities including, but not limited to, Services outlined below:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph or Clause
7.1	Continuously monitor trends in all Services through independent research.	0	0			T	Continuously throughout the Service Term	
7.2	Document and report to TfNSW on products and services to improve Services and customer outcomes.	0	0			T	Continuously throughout the Service Term	
7.3	Act in accordance with and support the governance process, as set out in Schedule 5 (Governance and Reporting Schedule).	0	0			T	Continuously throughout the Service Term	Schedule 5 (Governance and Reporting)
7.4	Provide accurate, robust and proven billing systems and methodology.	0	0			T	Continuously throughout the Service Term	
7.5	Engage and maintain a qualified and experienced account management team.	0	0			T	Continuing throughout the Service Term	

## 8. Licensed Area Management

Not used.

## 9. Security Management

The Operator must ensure that security requirements in relation to the delivery of Services and transport services, including arising from the National Terrorism Threat Advisory System, are implemented and participate with TfNSW on ensuring that potential security threats are identified and managed appropriately. Without limiting the foregoing, the Operator must perform the following Services:

	Functional Description	Re s	Ac c	Su p	Co n	Inf	When	Paragraph or Clause
9.1	Carry out regular risk assessments of threats to the Operator activities and assets.  The Operator shall implement and comply with the requirements of T MU SY 20001 ST <i>Surface Transport Fixed Infrastructure Physical Security Standard</i> and T MU ST 10001 ST <i>Public Transport Closed Circuit Television (CCTV) Functional Requirements Standard</i> and any other relevant security standards and regulatory requirements in consultation with TfNSW.	O	O	T	T	T	Continuously throughout the Service Term	
9.2	The Operator shall implement security treatments and controls arising from risk assessments in accordance with applicable security standards and as agreed with TfNSW.	O	O	T	T	T	Continuously throughout the Service Term	
9.3	Immediately advise TfNSW of identified potential threats to transport infrastructure and assets.	O	O	T	T	T	Continuously throughout the Service Term	
9.4	The Operator shall develop, implement and maintain a current <i>Security Plan</i> to treat identified security risks arising from risk assessments and as agreed with TfNSW. This includes addressing the National Terrorism Threat Advisory System.	O	O	T	T	T	Continuously throughout the Service Term	
9.5	The Operator shall carry out inspections by all Staff of their respective workplaces for any articles that are illegal, unusual, suspicious or unable to be accounted for, and report as required under the Contract or by any Governmental Agency.	O	O	T	T	T	Continuously throughout the Service Term	

	Functional Description	Re s	Ac c	Su p	Co n	Inf	When	Paragraph or Clause
9.6	<p>Implement procedures to notify NSW Police and TfNSW of the following incidents as defined:</p> <ol style="list-style-type: none"> <li>1. In the 'definitions and explanations' section of the NSW Bureau of Crime Statistics and Research website currently <a href="https://www.bocsar.nsw.gov.au/">https://www.bocsar.nsw.gov.au/</a>:                             <ol style="list-style-type: none"> <li>a) assault;</li> <li>b) sexual offences;</li> <li>c) robbery;</li> <li>d) harassment, threatening behaviour and private nuisance;</li> <li>e) other offences against the person;</li> <li>f) theft;</li> <li>g) arson;</li> <li>h) malicious damage to property;</li> <li>i) drug offences;</li> <li>j) prohibited and regulated weapons offences; and</li> <li>k) disorderly conduct,</li> </ol>                             and:                         </li> <li>2. As offences under Part 5 Divisions 2 and 3 and Part 6 (as it relates to ticketing offences) of the PT Regulation (General) 2017:                             <ol style="list-style-type: none"> <li>a) offences against transport services;</li> <li>b) other street offences; and</li> <li>c) terrorism offences.</li> </ol> </li> </ol>	O	O	T	T	T	Continuously throughout the Service Term	
9.10	<p>At the request of TfNSW, Police and or the Military, cooperate with and support the management of and resolution of any terrorism incidents and offences.</p> <p>Cooperate and assist relevant authorities in the preparation and training for major incident responses.</p>	O	O	T	T	T	As requested	

## 10. Shift Trip Matrix

### 10.1 Shift Trip Matrix

- (a) The Operator must upon submission of any permanent BSAR supply an updated Shift Trip Matrix in the format supplied by TfNSW.

The matrix will include all trips by the 13 day types and detail:

- (i) Day type;
- (ii) Depot;
- (iii) Block Bus Type/ID;
- (iv) Trip Type;
- (v) Route/Route Variant;
- (vi) Start/End TSN/location;
- (vii) Start/End time;
- (viii) Vehicle type;
- (ix) Distance – Kms;
- (x) Duration Minutes;
- (xi) Trip Bus Type;
- (xii) Tollway; and
- (xiii) Distance or Peak/Off Peak/Night (where appropriate).