

## Schedule 1D - Services (Special Services and Operating Activities)

This Schedule outlines all Services associated with ad hoc requests issued by TfNSW. These ad hoc requests will generally cover Emergency Bussing (unplanned replacement of other transport modes); Event Services; and Rail Replacement Services (planned trackwork/major possessions). The Operator will be required to supply Services for these purposes on request and will be required to ensure sufficient staffing levels.

This Schedule also defines Operating Activities associated with Assets, in addition to those specified in Schedule 6 (Assets), and Incident management in the Contract area. Operators will become the ambassador for the contract area, being the first point of contact for any actions needed in relation to the management of transport Services in nominated Centres; Existing Facilities and future facilities (including Dedicated Interchanges and nominated Shared Interchanges); and at Transit Stops. Further, the Operator will be required to provide the initial response for any bus related Incident in its nominated Centres, Interchanges and Corridors, regardless of which contract the bus belongs to.

### 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:

**Centres** means major locations of employment, often with retail/commercial, educational and residential components, as nominated by TfNSW (subject to change during the Service Term of the Contract by mutual agreement between the parties).

**Corridors** means major roads that perform a critical function in the transport network, carrying large numbers of vehicles and providing access to key destinations, including transitways.

**Dead Running** means the kilometres and/or hours needed to position the Contract Bus to and/or from a Contract Depot and to reposition between timetabled trips (if necessary).

**Dedicated Driver Facilities** means the toilets and/or meal rooms (including Existing Facilities or Licensed Areas, as applicable, also referred to in Schedule 6 - Assets) provided solely for the use of Drivers and Supervisors, noting that these dedicated facilities are often shared with Drivers and Supervisors from other regions and contracts and may be privately owned and licensed by external third parties (such as the local municipal Council) in some instances.

**Dedicated Interchange** means a bus Interchange where the Route Services, Headway Services, and/or On Demand Services are operated by one Contract area.

**Emergency Bussing Services (or Emergency Bussing)** means the unplanned replacement of other transport modes with buses to provide an alternative transport service for customers.

**Event Plan** means the strategy prepared by the Operator and approved by TfNSW detailing the bussing parameters and management strategy necessary to deliver the requested Event Services.

**Event Services** means the Contract Bus (and related) services provided to transport customers to and/or from a Planned Event or any other event nominated by TfNSW.

**In-Service** means the kilometres and/or hours needed to perform the timetabled Special Services, including layover but excluding unpaid breaks.

**Interchange** means a location where customers either transfer to a different service on the same mode or transfer to a different mode in order to reach their destination (including Existing Facilities or Licensed Areas, as applicable, also referred to in Schedule 6 – Assets).

**Marshall** means a field staff member who supports the delivery of a Service (including Emergency Bussing, Event and Rail Replacement), such as rear door loaders, passenger counters or Transit Stop information assistants.

**Operational Interface Protocols (OIP)** means the document that outlines the high level working principles and interface relationship between TMC and The Operator.

**Peak Vehicle Requirement (PVR)** means the maximum number of Contract Buses being used to deliver Route Services, Dedicated School Services, Headway Services and On Demand Services at any time of the day.

**Planned Event** means each annual major event listed in Schedule 2B (Planned Events).

**Rail Replacement Services** means the planned (more than 72 hours-notice) replacement of heavy rail, light rail or metro services with buses to provide an alternative transport service for customers.

**Rail Replacement Timetable** means all trips scheduled to be provided for the allocated Rail Replacement Services.

**Response Time** means the period between the Operator being notified of an incident or requirement to supply an Emergency Bussing Service, and when that requested Service or Supervisor arrives at the specified location/s.

**NSW School** means any NSW Department of Education registered public primary or secondary School.

**Shared Interchange** means a bus Interchange where there are Route Services, Headway Services and/or On Demand Services operated by two or more contract areas.

**School Charter Services** has the meaning given in paragraph 4.4(a).

**Special Services** means the Emergency Bussing Services, Event Services, Rail Replacement Services and School Charter Services requested by TfNSW, a Transport Operator or a NSW School within any timeframe.

**Standby (or Work as Directed (WAD)) Bus** means a bus that is requested in addition to the buses required to perform the timetabled services, which is used on an ad hoc basis.

**Supervisor** means the staff member appointed to coordinate the delivery of a Service, including Emergency Bussing, Event, and Rail Replacement Services; or incident management.

**Sydney Olympic Park (SOP) Major Event Routes** means the network of bus routes that operate to the Sydney Olympic Park precinct for nominated events.

**TfNSW Operational Real Time Management System** means the system utilised to manage and monitor delivery of Services on a daily basis – currently this function is undertaken by the Public Transport Information and Priority System (PTIPS).

**Transport Management Centre or TMC** means the group that manages the day-to-day operations of the transport network across NSW.

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. Where there is no Party assigned, that role/responsibility is not applicable.

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

## 2. Services Overview

The following are the key objectives for the provision of the Special Services and Operating Activities under the Contract by the Operator:

- (a) provide reliable, safe and clean Special Services to customers;
- (b) provide timely responses to requests for Special Services;
- (c) ensure accurate and timely Special Service timetable data is supplied;
- (d) support the planning and coordination of Special Services when requested by TfNSW;
- (e) maintain Assets in accordance with the Asset Management Framework, Asset and Services Plan and Schedule 6 (Assets);
- (f) ensure customer information is available and current for all Bus Services at relevant Transit Stops in the Contract area;
- (g) coordinate bus transport Operating Activities in Centres to help deliver positive customer outcomes; and
- (h) ensure a timely response to bus incidents in the Contract area to mitigate impacts on the broader transport network.

### 3. Special Service Requirements

The Operator must perform the following Services in relation to any Special Services requested by Transport for NSW or, in relation to Rail Replacement Services, a Transport Operator:

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
3.1	<b>Emergency Bussing Services</b>							
3.1.1	Issue request for Emergency Bussing Services (and Supervisors), detailing minimum number of Contract Buses (and Supervisors) required and location/s for deployment.	T	T			O	As required throughout the Service Term	Paragraph 4.1 (a)-(c)
3.1.2	Acknowledge Service request, providing number of Contract Buses (and Supervisors) to be supplied; location/s buses that will need to be deployed; and expected Response Time for first Contract Buses (and Supervisors).	O	O			T	As required throughout the Service Term	Paragraph 4.1 (d)
3.1.3	Provide regular updates to TfNSW regarding dispatch of Contract Buses (and Supervisors) to location/s and expected Response Times; ensure customer information is updated by cancelling reallocated trips in TfNSW Operational Real Time Management System (currently PTIPS) and giving related Service disruption updates to TMC, as per Operational Interface Protocols.	O	O			T	As required throughout the Service event	Paragraph 4.1 (e)-(f)
3.1.4	Distribute maps/directions to Drivers through printed or electronic means as determined by TfNSW and keep Drivers aware of route changes.	O	O	T	T	T	As required throughout the event	Paragraph 4.1 (f)
3.1.5	Enable tracking of Contract Buses through TfNSW Operational Real Time Management System (currently PTIPS or other systems as implemented) and ensure correct route/destination information is displayed on each bus. Report any incidents or Service changes within 10 minutes of occurring to TMC.	O	O		T	T	As required throughout the event	Paragraph 4.1 (g)
3.1.6	Manage driver fatigue and Workplace Health and Safety requirements at all times during the delivery of services for the event.	O	O			T	As required throughout the event	Paragraph 4.1 (h)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
3.1.7	Provide regular updates to Operators regarding operating parameters (routes, timeframes, number of Contract Buses required).	T	T		O	O	As required throughout the event	Paragraph 4.1 (i)
3.1.8	Issue termination of Emergency Bussing Services notice.	T	T		O	O	As required throughout the Service Term	Paragraph 4.1 (i)
3.1.9	Submit invoice for Emergency Bussing Services to TfNSW, based on the Unit Rates for Special Services in Schedule 3 (Annexure D).	O	O		T	T	Within 20 Business Days of the event	Paragraph 4.1 (j)
3.2	<b>Event Services</b>							
3.2.1	Issue request for Event Services detailing expected patronage; draft timetables (where available); event times; plus Supervisor, Marshall and Standby Bus requirements.	T	T			O	As required throughout the Service Term	Paragraph 4.2 (a)
3.2.2	Provide draft Event Plan to TfNSW for review, detailing timetables and/or bus deployment schedule; total In-Service and Dead Running kilometres and hours; Supervisor, Marshall and Standby Bus hours; and total cost for the event based on the Unit Rates for Special Services in Schedule 3 (Annexure D), in a format approved by TfNSW.	O	O	T	T	T	Within 5 Business Days of receiving request from TfNSW or as otherwise agreed by the parties, unless extra Event Services are ordered urgently in which case within 1 hour in accordance with Clause 9.5(d)(vii) of the Contract.	Paragraph 4.2 (b)
3.2.3	Provide Operator with TfNSW's assurance assessment of draft Event Plan, including recommended actions where necessary.	T	T		O	O	Within 5 Business Days of receiving draft Event Plan or as otherwise agreed by the parties	Paragraph 4.2 (c)
3.2.4	Provide accurate Event Service data (TODIS Route, Timetable & Transit Stop files) in TfNSW's required format as per Schedule 1B).  Provide accurate Event Service data (TODIS Driver Shift & Vehicle Shift files) in TfNSW's required format as per Schedule 1B).	O	O		T	T	15 Business Days prior to event or as otherwise agreed by the parties – data to be updated as required 2 Business Days prior to event	Paragraph 4.2 (d)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
3.2.5	Provide final Event Plan to TfNSW. Install event Service Timetables at relevant SOP Major Event Route Transit Stops and/or the Operator is to inform customers of any service or stop adjustments or relocations as a result of the event, providing temporary signage as per TfNSW requirements – BSAR to be submitted where applicable.	O	O		T	T	5 Business Days prior to event	Paragraph 4.2 (d)-(f)
3.2.6	Enact Event Plan, including use of Opal Ticketing System for all Contract Buses to enable tracking and to facilitate the collection of fares using the Ticketing Equipment, including OpalConnect (as and when passengers tap on and tap off to pay for their fares); ensuring correct route and destination information is displayed on each vehicle.	O	O		T	T	As required throughout the event	Paragraph 4.2 (g)
3.2.7	Respond to ad hoc changes requested by TfNSW during the event. Use the TfNSW Operational Real Time Management System (currently PTIPS) to ensure customer information reflects real-world operations and communicate with TMC as per Operational Interface Protocols.	O	O	T	T	T	As required throughout the event	Paragraph 4.2 (h)
3.2.8	Participate in post-event analysis (where required), including submission of operational reports requested by TfNSW.	O	T		O	T	As required throughout the Service Term	Paragraph 4.2 (i)
3.3	<b>Rail Replacement Services</b>							
3.3.1	Issue request for Rail Replacement Services to Operator based on available accessible fleet; proximity to planned trackwork; and any other service commitments. Request will include route/s, timetables and any other operational support requirements, such as Supervisors, Marshall and/or Standby Buses.	T	T			O	As required throughout the Service Term	Paragraph 4.3 (a)
3.3.2	Supply TfNSW with Drivers shifts, trip by shift breakdown, and total cost for the route/s based on the Unit Rates for Special Services in Schedule 3 (Annexure D), in a format approved by TfNSW.	O	O			T	Within 5 Business Days of receiving request from TfNSW or as otherwise agreed by the parties, unless extra Rail Replacement Services are ordered urgently in which case within 1 hour in accordance with Clause 9.5(d)(vii) of the Contract.	Paragraph 4.3 (b)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
3.3.3	Review Operator submission and provide approval or otherwise, noting any required actions.	T	T	O	O	O	Within 5 Business Days of receiving draft Event Plan or as otherwise agreed by the parties	Paragraph 4.3 (c)
3.3.4	Provide accurate Rail Replacement Service data (TODIS Route, Timetable & Transit Stop files) in TfNSW's required format as per Schedule 1B.  Provide accurate Rail Replacement Service data (TODIS Driver Shift & Vehicle Shift files) in TfNSW's required format as per Schedule 1B.	O	O		T	T	15 Business Days prior to event or as otherwise agreed by the parties – data to be updated as required 2 Business Days prior	Paragraph 4.3 (d)
3.3.5	Inform customers of any Route Service or Transit Stop adjustments or relocations and provide temporary signage as per TfNSW requirements.	O	O		T	T	5 Business Days prior to event	Paragraph 4.3 (e)
3.3.6	Provide Rail Replacement Services as per the approval from TfNSW or the relevant requesting Transport Operator – each Contract Bus must activate the Opal Ticketing System to enable tracking and to facilitate the collection of fares using the Ticketing Equipment, including OpalConnect (as and when passengers tap on and tap off to pay for their fares); display correct route and destination information.	O	O		T	T	As required throughout the event	Paragraph 4.3 (f)
3.3.7	Respond to ad hoc changes requested by TfNSW during provision of Rail Replacement Services, including the requirement for additional Contract Buses not included in the original request. Use the TfNSW Operational Real Time Management System (currently PTIPS) to ensure customer information reflects real-world operations and communicate with TMC as per Operational Interface Protocols.	O	O	T	T	T	As required throughout the event	Paragraph 4.3 (g)
3.3.8	Participate in post-event analysis (where required), including submission of operational reports requested by TfNSW.	O	T		O	O	As required throughout the Service Term	Paragraph 4.3 (h)
3.4	<b>School Charter Services</b>							
3.4.1	Facilitate the delivery of School Charter Services to requesting NSW Schools.	O	O				As required throughout the Service Term	Paragraph 4.4 (a)
3.4.2	Develop quarterly and annual plans for known School Charter Services.	O	O				Prior to the commencement of each quarter and new school calendar year	Paragraph 4.4 (b)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
3.4.3	Provide requesting NSW School with a quote post consultation using the “School Charter Services” Unit Rates in Annexure F of Schedule 3 (Payment) as the maximum rates to confirm School Charter Service requirements.	0	0				Within 5 Business Days of receiving a School Charter Service request	Paragraph 4.4 (g)
3.4.4	Ensure that the School Charter Service is not tracked in Opal.	0	0				Each School Charter Service	Paragraph 4.4 (i)
3.4.5	When requested by a NSW School, complete a post charter review.	0	0				5 Business Days post the School Charter Service	Paragraph 4.4 (j)

## 4. Special Service Provision

### 4.1 Emergency Bussing Services

- (a) TfNSW (through the Transport Management Centre (**TMC**)) may contact the Operator (using any means as agreed between TMC and the Operator) to request the supply of Contract Buses and Drivers to perform Emergency Bussing Services.
- (b) The Operator must supply a minimum of 5% of the total Contract Bus Fleet for this purpose or as otherwise advised by TfNSW. TfNSW may request the Operator to provide on-road supervision of the Emergency Bussing Services.
- (c) TfNSW must advise the location/s for Contract Buses and or Supervisors to be deployed.
- (d) The Operator must confirm with TfNSW the number of Contract Buses and/or Supervisors being supplied and the expected arrival time of the first Contract Buses (and all Supervisors) at the requested location/s. Operators must meet the following Response Times as a minimum:

Arrive at nominated location/s within the Operator’s Contract region		Arrive at nominated location/s outside the Operator’s Contract region	
50% of Contract Buses plus all Supervisors	Arrive within 30 minutes	Within 25km (direct distance) of the Depot	Arrive within 45 minutes
Remaining Contract Buses	Arrive within 45 minutes	25km + (direct distance) of the Depot	Arrive within 60 minutes

- (e) If it is necessary to meet the above Response Times, the Operator must reallocate Contract Buses on Route Services or Headway Services to Emergency Bussing Services if there are insufficient spare Contract Buses or Drivers. Any Contract Bus which is reallocated for this purpose must not impact school students and Dedicated School Services should not be reallocated. All reallocated trips must be cancelled in TfNSW’s Operational Real Time Management System (currently PTIPS) where relevant. Reallocated trips will be exempt from KPI calculations where the trip is recorded by the Operator, cancelled in PTIPS and the new Emergency Bussing Services trip is activated in the Opal system. Reallocated Contract Buses will not be subject to payment for the Emergency Bussing Services if the work falls within the shift’s regular paid operating hours. It should be noted that the reallocation of Event Services to Emergency Bussing Services must be avoided where possible.
- (f) The Operator will be required to provide Drivers with maps and/or directions that allow them to carry out the Emergency Bussing Services. As Contract Buses are deployed to the requested location/s, the Operator must provide TfNSW with regular updates of Bus registrations and expected Response Times. The Operator must also provide regular updates to TMC of any related general service disruptions using the appropriate means as determined by TfNSW (including telephone, email and/or web-based platforms).
- (g) All Contract Buses deployed on Emergency Bussing Services must activate the Opal system (where fitted), with Drivers to log into the appropriate route to enable tracking at all times – this includes the period from when the Contract Bus is allocated the task to arrival at the nominated location. If notified by TfNSW, Operators will also be required to enable the collection of fares using the Ticketing Equipment, including OpalConnect

by selecting the appropriate route in the Opal BDC (Bus Driver Console). Contract Buses performing Emergency Bussing Services will display the appropriate route number and destination at the front of the vehicle, as well as the side (where fitted) – the relevant route number is also to be displayed in the rear destination (where fitted). Route names and numbers will be allocated by TfNSW, with all possible rail routes being available in the electronic destination programs (where fitted) of each Contract Bus to enable easy selection by Drivers. The Operator will ensure route destination information conforms to updates as issued by TfNSW from time to time.

- (h) Throughout the course of the Emergency Bussing Services, the Operator must monitor Driver fatigue and ensure all Workplace Health and Safety requirements are being met. This includes but is not limited to driving hours with appropriate scheduled breaks as necessary.
- (i) TfNSW will provide updates to the Operator providing Emergency Bussing Services when there are changes to routes (service area expanded or reduced) or when it is expected Buses will be released from the task, in order to allow the Operator to plan its on-going provision of Scheduled Services. Once TfNSW is informed of the termination of the Emergency Bussing Services, this will be communicated to the Operator at the earliest opportunity and the Operator will pass this information to its Staff, noting any operational requirements (such as completing the current trip where necessary).
- (j) The Operator must submit an invoice, based on the Unit Rates for Special Services and in compliance with the requirements of Schedule 3.

#### 4.2 Event Services

- (a) TfNSW will contact the Operator by email or as otherwise agreed to request the provision of Event Services for Planned Events and any other planned upcoming event. Events can include but aren't limited to sport, music, public holidays, and community celebrations. The Operator must provide Event Services where the event falls within its Contract area; is expected to have an impact on its Contract area; or a Sydney Olympic Park Major Event Route/s is included in the Contract. When requesting Event Services, TfNSW will aim to provide:
  - (i) expected patronage relevant to the area of service provision (current as at date of issue);
  - (ii) planned event start and finish times;
  - (iii) Bus service requirements (route/s to be operated, span of hours and/or draft timetables, Standby Buses);
  - (iv) Supervisor and Marshall requirements; and
  - (v) any additional relevant information.
- (b) The Operator must confirm receipt of the request email or other agreed communication and subsequently construct a draft Event Plan (including, for clarity, in respect of the Eastern Beaches Summer Supplementation) which will outline its expected provision of:
  - (i) Event Services (including timetables and driver shifts) – these may be dedicated event routes or supplementary trips on Route Services;
  - (ii) support services (including Supervisors, Marshalls and Standby Buses);
  - (iii) Event Service and support service costs (listed by In-Service and Dead Running kilometres and hours; Supervisor hours; Standby Bus hours and any other associated costs) based on the Unit Rates for Special Services in Schedule 3 (Annexure D);
  - (iv) data submission dates; and

- (v) associated actions being planned to ensure successful delivery of Event Services.
- (c) TfNSW will review the draft Event Plan to ensure adequate levels of service and support are being provided, along with an event cost that meets budget or is in keeping with Schedule 2B (where relevant). TfNSW will provide the Operator with an assurance assessment of the draft Event Plan, which will detail areas of action (if required) and any event related updates.
- (d) To facilitate trip planning for events and real time service updates, the Operator must submit complete TODIS files, in line with the provisions in Schedule 1B, where a timetable exists for the Event Services. It is recognised that updates to events may occur after data has been submitted, affecting the provision of Event Services. The Operator must update the event data within 1 Business Day if there are changes which affect the Event Services. It is also expected that the Operator will submit a final Event Plan 5 Business Days prior, reflecting the most current Event Services and the associated cost of provision.
- (e) Where required, Event Service Timetables must be installed at relevant Sydney Olympic Park Major Event Route Transit Stops once the final Event Plan is submitted. The Operator must also inform customers if there is any change to Route Services or Transit Stops as a result of the special event. The requirements may include:
  - (i) Production Ready files are issued using templates supplied by TfNSW for integration into the at-stop timetable for longer or regularly scheduled services; or
  - (ii) The Operator uses a temporary signage kit of parts and templates to generate at stop information.
- (f) The Operator must keep all temporary information and signage accurate and consistent at its cost. The Operator is to track and record that information is current and up to date within Transit Stop Management and that temporary notices have been installed and removed as per the TfNSW requirements contained in Schedule 1B.
- (g) When performing Event Services, Operators must activate the Opal system in each Contract Bus (where fitted). Drivers must log into the appropriate route to allow trips to be tracked (providing real time location information to customers and TfNSW) and to enable the collection of fares using the Ticketing Equipment, including OpalConnect. In addition, Contract Buses will display the appropriate route number and destination at the front of the vehicle, as well as the side (where fitted) – the relevant route number is also to be displayed in the rear destination (where fitted). Route names and numbers will be allocated by TfNSW and Operators will ensure route destination information conforms to updates as issued by TfNSW from time to time.
- (h) Throughout the term of the event, it is expected that the Operator will work with TfNSW to adjust service provision if required to meet evolving needs. At all times, The Operator must use the TfNSW Operational Real Time Management System (currently PTIPS) to make changes to Event Services or Route Services as required, to ensure tracking reflects real-world operations (including but not limited to cancellations, skipped stops, and temporary route changes).
- (i) At its discretion, TfNSW may choose to conduct a post-event review. The Operator must contribute to any such analysis, attend scheduled meetings and provide operational feedback and/or data to help refine and improve future service provision.
- (k) Subject to the terms of Schedule 2B in respect of any Planned Events, the Operator must submit an invoice, based on the Unit Rates for Special Services and in compliance with the requirements of Schedule 3.

**4.3 Rail Replacement Services**

- (a) The Operator must supply Contract Buses for rail replacement purposes when requested by TfNSW or a Transport Operator in accordance with Clause 9.5 (Special Services) of the Contract, based on their calculated available fleet; proximity to the planned rail replacement work; and other commitments that the Operator may have, such as Event Services. A standard method of calculating daily available fleet will be applied, based on the following approach:

$$\text{Available fleet} = (X - P) \times 50\%$$

X = total number of accessible Contract Buses

P = daily Peak Vehicle Requirement (PVR) as determined using Operational & Spatial Database

As an example, for Contract A:

Accessible Fleet	Day Type	Daily PVR	Remaining Fleet	50% available for rail replacement
500	Saturday	210	290	145
500	Sunday	175	325	163
500	Weekday	450	50	25

TfNSW will allocate a route or routes to an Operator, providing a Rail Replacement Timetable for each allocated route/s. The Operator will also be informed of the requirement for Supervisors, Marshalls and any Standby Buses that may be necessary to successfully deliver the requested Rail Replacement Services. The Operator cannot decline a request for Rail Replacement Services.

- (b) The Operator must submit the following items for review, in a format approved by TfNSW:
  - (i) Driver shifts by day type;
  - (ii) timetable trip by shift breakdown by day type;
  - (iii) “Supervisor”, “Marshall” and “Standby Bus” shifts by day type;
  - (iv) Rail Replacement Service and support service costs (listed by In-Service and Dead Running kilometres and hours; Supervisor hours; Standby Bus hours and any other associated costs) based on the Unit Rates for Special Services in Schedule 3 (Annexure D); and
  - (v) data submission dates.
- (c) TfNSW will review the submitted information to ensure the Rail Replacement Services can be delivered as requested and meet the budget expectations. TfNSW will either issue approval to the Operator or request further actions be undertaken prior to issuing approval.
- (d) To facilitate trip planning and real time service updates, the Operator will be required to submit complete TODIS files, in line with the provisions in Schedule 1B, for each Rail Replacement Service they are providing. It is recognised that changes to a Rail Replacement Service timetable may occur after data has been submitted and the Operator must update the data within 1 Business Day if there are changes which affect the Rail Replacement Services timetable.

- (e) The Operator must inform customers of any Route Service or Transit Stop adjustments or relocations as a result of the event and provide temporary signage as per the TfNSW requirements outlined in Schedule 1B.
- (f) When performing Rail Replacement Services, Operators must activate the Opal Ticketing System in each Contract Bus. Drivers must log into the appropriate route to allow trips to be tracked (providing real time information to customers and TfNSW) and enable the collection of fares using the Ticketing System, including OpalConnect. In addition, Contract Buses must display the relevant route number and destination on the front of the vehicle (and side plus rear if fitted).
- (g) Throughout the term of the Rail Replacement, Operators must work with TfNSW to adjust service provision if required to meet evolving needs. This may include the provision of additional Contract Buses not included in the original service request. At all times, Operators must use the TfNSW Operational Real Time Management System (currently PTIPS) to make changes to Rail Replacement Services or Route Services as required, to ensure tracking reflects real-world operations (including but not limited to cancellations, skipped stops, and temporary route changes). The Operator must cooperate with other Rail Replacement Service providers which also contract with TfNSW, including the sharing of Transit Stops, coordination of timetables, and acting upon reasonable instructions from TfNSW authorised representatives.
- (h) At its discretion, TfNSW may choose to conduct a post-event review. Operators must contribute to any such analysis, attend scheduled meetings and provide operational feedback and/or data to help refine and improve future service provision.

#### 4.4 School Charter Services

- (a) TfNSW requires the Operator to support any requests from a NSW School for Bus charter services for the purposes of transporting students, teachers and other related individuals to locations required by a requesting NSW School (a **School Charter Service**).
- (b) To support the delivery of such services, the Operator should work with NSW Schools to develop quarterly and annual plans for known School Charter Services.
- (c) School Charter Service requests can occur via a Special Services Order via email or as otherwise agreed. School Charter Services can include but are not limited to school sport days, school excursions, school retreats, and school participation in community celebrations. Subject to complying with the requirements of clause 19.4 of the Contract, the Operator must provide School Charter Services for those NSW Schools which fall within its Contract area.
- (d) The delivery of School Charter Services will not impact any other Bus Services delivery, such as Route Services or Headway Services.
- (e) Such School Charter Services will be paid for by the requesting school.
- (f) Where a Contract Bus is used to deliver School Charter Services, the “School Charter Services” Unit Rates in Annexure F of Schedule 3 as applicable for the date and time the charter occurs must be the maximum rates offered to the NSW School.
- (g) When a NSW School makes a School Charter Service request via a Special Services Order, the Operator should confirm the following in a quote that will be provided to the requesting NSW School:
  - (i) expected patronage relevant to the School Charter Service (current as at date of issue);
  - (ii) start and finish times of School Charter Service;

- (iii) Bus service requirements (route start, stop points, pick up and drop of times at each location and time required for buses to wait at each location to support student transfers);
  - (iv) Supervisor and Marshall requirements;
  - (v) School Charter Service and support service costs based on the Unit Rates for Special Services in Schedule 3 (Annexure D); and
  - (vi) any additional relevant information.
- (h) The NSW School will review and accept or reject the School Charter Services quote to ensure adequate levels of service and support are being provided, along with a cost that meets budget.
- (i) When performing School Charter Services using Contract Buses, Operators must ensure that the Opal system in each Contract Bus (where fitted) is not activated so that the trip is not tracked.
- (j) At its discretion, the NSW School may choose to conduct a post-charter review. The Operator must contribute to any such analysis, attend scheduled meetings and provide operational feedback and/or data to help refine and improve future service provision.
- (k) The Operator must submit an invoice, based on the Unit Rates for Special Services and in compliance with the requirements of Schedule 3 to the NSW School.

## 5. Operating Activities Requirements

The Operator must perform the following Services as requested by Transport for NSW.

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
5.1	<b>Centres Management</b>							
5.1.1	Act as primary point of contact for all Bus related issues/broader operational enquiries in a nominated centre/s – liaise with other Operators as required.	O	O		T	T	As required throughout the Service Term	Paragraph 6.1 (a)
5.1.2	Maintain overall assurance role to ensure government objectives are being achieved with proper integration into the broader transport network.	T	T		O	O	As required throughout the Service Term	Paragraph 6.1 (a)
5.2	<b>Infrastructure Management</b>							
5.2.1	Coordinate planning of and actively manage daily operations of all Dedicated Interchanges and nominated Shared Interchanges in the contract area.	O	O	T	T	T	On a daily basis	Paragraph 6.2 (a)
5.2.2	Ensure customer information is current and legible at all shared Transit Stops (including Route Services from other Operators who share stops in the contract area) – information to meet the provisions contained in Schedule 1B.	O	O	T	T	T	On a daily basis	Paragraph 6.2 (a)
5.2.3	Maintain overall assurance role to ensure government objectives are being achieved with proper integration into the broader transport network.	T	T		O	O	As required throughout the Service Term	Paragraph 6.2 (a)
5.2.4	Provide Marshalls to assist with rear door loading functions at nominated locations in the PM peak – relocating when requested by TfNSW to help with the management of unplanned disruption.	O	O	T	T	T	As required by weekday Route Service Timetable operating days	Paragraph 6.2 (b)
5.3	<b>Incident Management</b>							
5.3.1	Provide initial on road response to all bus incidents in nominated centres; nominated Shared Interchanges and all Dedicated Interchanges, and along nominated corridors, meeting peak and off-peak Response Times.	O	O	T	T	T	On a daily basis	Paragraph 6.3 (a)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
5.3.2	Manage impacts of temporary service changes due to planned or unplanned disruption, including notification of customers at affected Transit Stops.	O	O	T	T	T	As required throughout the Service Term	Paragraph 6.3 (b)
5.3.3	Submit temporary service change information via the method advised by TfNSW.	O	O	T	T	T	As required throughout the Service Term	Paragraph 6.3 (b)
5.4	<b>Transport Management Centre (TMC) Interface</b>							
5.4.1	The Operator and the TMC must develop, agree, implement, maintain and comply with Operational Interface Protocols (OIP). The OIP will incorporate joint operational plans, procedures, and instructions for the management of activities including but not limited to communications, service provision, customer information and incident management.	O	O	T	T	T	As required throughout the Service Term	Paragraph 6.4 (a)
5.4.2	The OIP must be prepared and submitted to TfNSW within an acceptable timeframe before services commence operating.	O	O			T	No later than 20 Business Days prior to Service Commencement Date	
5.4.3	TfNSW may (but is not obliged to) review the OIP and notify The Operator if the OIP does not meet operational and customer outcomes (with reasons). In this situation, The Operator must resubmit the OIP ensuring attention to noted issues.	T	T		O	O	Within 15 Business Days following submission of the OIP to TfNSW	Paragraph 6.4 (b)

## 6. Operating Activities Provision

### 6.1 Centres Management

- (a) The Operator must be the ambassador for bus operations within its Contract area. The Operator must act as the first point of contact for stakeholders, providing advice and operational data when requested. The Operator must also consult with operators from other contracts when their services extend into a Nominated Centre, Shared Interchange, Corridor or Transitways, as listed below.

Centres services per GSBC	
GSBC region	Centres
	[Specific to each GSBC]

Major Corridors operated		
GSBC region	Corridor	Operates between
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	

Regardless of the responsibilities bestowed upon Operators, TfNSW retains an overall assurance role, ensuring government policies and projects are effectively delivered. TfNSW also will safeguard the broader transport network and facilitate modal integration.

TfNSW reserves the right to determine the optimum use of layover and Interchange spaces to ensure that the overall operation of the transport network is not compromised. This may require the Operator to cease using or limit their use of identified layover spaces and Interchange for extended breaks or meal breaks.

### 6.2 Infrastructure Management

- (a) Operators must maintain all Dedicated Interchanges throughout its Contract area, as well as the Nominated Shared Interchanges in paragraph 6.1(a). This maintenance includes:
- (i) Transit Stop allocations and monitoring of operational performance;
  - (ii) Upkeep of Transit Stops, associated signage and customer information as per the provisions contained in Schedule 1B; and
  - (iii) Cleaning, re-stocking and general repairs of Dedicated Driver Facilities where provided.

For the avoidance of doubt, the Dedicated Driver Facilities currently included in 6.2(a)(iii) are:

Dedicated driver facilities		
GSBC	Details	Address
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	
	[Specific to each GSBC]	

The Operator acknowledges that it is responsible (at its sole cost and expense) for procuring the access arrangements with each owner of the Dedicated Driver Facility listed above for the use of Drivers and Supervisors (including those from other regions and contracts). While TfNSW will assist the Operator, where practicable, with obtaining access, the Operator will be responsible for the cleaning and maintenance of the Dedicated Driver Facilities and such other outgoings as required by the applicable owner of the Dedicated Driver Facility.

The maintenance of customer information at shared Transit Stops will also be the responsibility of the contract operator where the stop is located, ensuring services are current and align with the Route Service Timetables. The local contract operator will be expected to liaise with operators from other contract areas where their services operate to the shared Transit Stops.

Regardless of the responsibilities bestowed upon operators, TfNSW retains an overall assurance role, ensuring Interchanges and Transit Stops are well maintained (including current information) and operate efficiently.

- (b) Except as expressly set out in any Transaction Document:
  - (i) TfNSW provides, and the Operator accepts, all Dedicated Driver Facilities on an ‘as is’ basis and without warranty or representation of any kind from TfNSW; and
  - (ii) the Operator has no Claim against TfNSW in relation to the condition of any Dedicated Driver Facility.
- (c) A component of interchange and Transit Stop management is the provision of Marshalls for rear door loading at locations as advised by TfNSW to the Operator during the weekday (excluding public holiday) PM peak period (3pm to 7pm).

The role of Marshalls will be as transport ambassadors, ensuring the safety of customers boarding via the rear doors, assisting drivers to perform their role safely, providing transport information (for all modes) to customers, and general management of the Transit Stop area. It is expected these Marshalls will be conversant with the general transport network and may be temporarily relocated at the direction of TfNSW to assist with the management of unplanned disruption or Incidents.

### 6.3 Incident Management

- (a) For any Bus related Incident that occurs within the centres, Shared Interchange and Corridors listed in paragraph 6.1(a), as well as all Dedicated Interchanges within the Contract area, the Operator must provide an initial response vehicle and personnel to the site. In order to mitigate impacts on the broader transport network, the following Response Times must be achieved:

	Peak	Off Peak

Time Period	6-10am, 3-7pm (weekdays excluding public holidays)	10am-3pm (weekdays) 8am-6pm (weekends & PH)
Response Time	20 minutes	40 minutes

The initial incident response will focus on the safety of passengers and drivers, minor repairs if applicable, or moving the bus to either a safe location or a position that will reduce the impact on the broader transport network. The response will also require communication with the relevant operational control centre and the Transport Management Centre (or other entity nominated by TfNSW) to arrange any necessary resources and/or support.

For the avoidance of doubt, the above applies even if the bus involved in the incident is from another contract or is a charter vehicle. In these cases, the initial incident response will ensure passenger and driver safety followed by liaison with the control centre of the relevant bus Operator to ensure any actions taken are in keeping with the respective Safety Management System and the relevant resources and/or support have been dispatched.

- (b) Management of planned or unplanned disruption must involve communication with customers to ensure they are informed of any temporary changes which occur within the contract area. This should include advance or on-day installation of temporary service change signs which contain a summary of changes and alternatives for customers.

In addition, for planned disruption, Operators must notify TfNSW of Service or Transit Stop impacts using the Service Changes Checklist or any other subsequent system or process that TfNSW introduces.

- (c) To further assist passenger information for planned or unplanned disruption and incidents, TfNSW is developing a Service Alert Management System (SAMS). Operators must utilise SAMS whenever there is any temporary change to a Service or Transit Stop within their contract area, as detailed in Schedule 1B.

#### 6.4 Transport Management Centre (TMC) Interface

- (a) The Operator is required to produce Operational Interface Protocols (OIP) in conjunction with the TMC prior to commencing services. The aim of the protocols is to define the high level working principles between operators and provide structure and consistency to the interface relationship between TMC and public transport operators. Key focus areas of the OIP shall include:
- Operational Roles and Responsibilities;
  - Incident Management Protocols;
  - Incident Reporting Requirements;
  - Status of the Services (including Special Services);
  - Disruption Communications;
  - Emergency Bussing Service Coordination;
  - Event Service Management;
  - Road Access Requirements;
  - System Capabilities; and
  - Reporting.

The Operator shall update the protocols throughout the term of the Contract as required by TMC.

- (b) TMC may review the OIP submitted by The Operator to ensure compliance with the desired operational and customer outcomes. Any issues identified by TMC will be communicated to The Operator, requiring the protocols to be reviewed and amended accordingly. The

Operator shall resubmit the OIP after the amendments have been made, to allow a final review and acceptance by TMC.