



MINISTRY OF TRANSPORT

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26 August 2009

Dear Bus Operator

I am writing to advise you of the launch of the Bus Incident Management Database.

Operators are required to notify NSW Transport and Infrastructure of relevant accidents and incidents as a condition of their accreditation, under Clause 88 of the Passenger Transport Regulation 2007, and the Bus Incident Management Database has been created to enable operators to report details of a notifiable bus accident or incident electronically to NSW Transport and Infrastructure, replacing the existing manual reporting of a bus incident.

In addition, bus operators can use the Bus Incident Management Database to report a bus incident to the Office of Transport Safety Investigations (OTSI) and the Police Assistance Line (PAL) simultaneously, without having to complete different forms with the same information.

The benefit for everyone is that there will be a centralised database of information which can be used to target resources, establish trends and validate response actions for the bus industry.

The Database provides bus operators with the ability to create, update, search, print reports and review all incidents that they have reported. It is important to note that a bus operator's reporting requirements have not changed, just the method of reporting.

To help bus operators use the database, NSW Transport and Infrastructure has developed a Bus Incident Manual, which is enclosed. It can also be viewed or downloaded from the NSW Transport and Infrastructure's web site, <http://internet/bus/operators.html>.

If you have not yet registered to use the database you can do so by completing the Registration Form at Appendix 3 of the Bus Incident Manual. If you do not have an internet connection, you still must report details of notifiable bus accidents or incidents to NSW Transport and Infrastructure. The template form to be used for manual reporting is at Appendix 4 of the Bus Incident Manual. NSW Transport and Infrastructure will arrange for the information to be put on to the database.

If you require any additional information about the Bus Incident Management Database, please contact the NSW Transport and Infrastructure's Online Applications Support Officer on 02 8836 3145, Fax (02) 9891 8985 or via email at busincident@transport.nsw.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to be 'CD'.

Craig Dunn
A/Director, Transport Operations