

## Annual Surveys – Help Guide

This guide is designed to assist you with updating and submitting annual surveys for your routes.

### Annual Surveys submissions process:

To submit/update an annual survey for a route:

1. Log onto the website <https://appln.transport.nsw.gov.au/stms-external/>
2. Click on the ‘Operator’s Portal’ button.
3. Log in using your Username and Password.
4. Find the required route (the route to be updated or created).
5. Create a new version of the survey (by updating the route as necessary)  
OR create the first version of the survey (for new routes).
6. Submit the updated/created route.



Note:

Steps 4 – 6 need to be repeated for each route. You can only update/submit one route at a time.

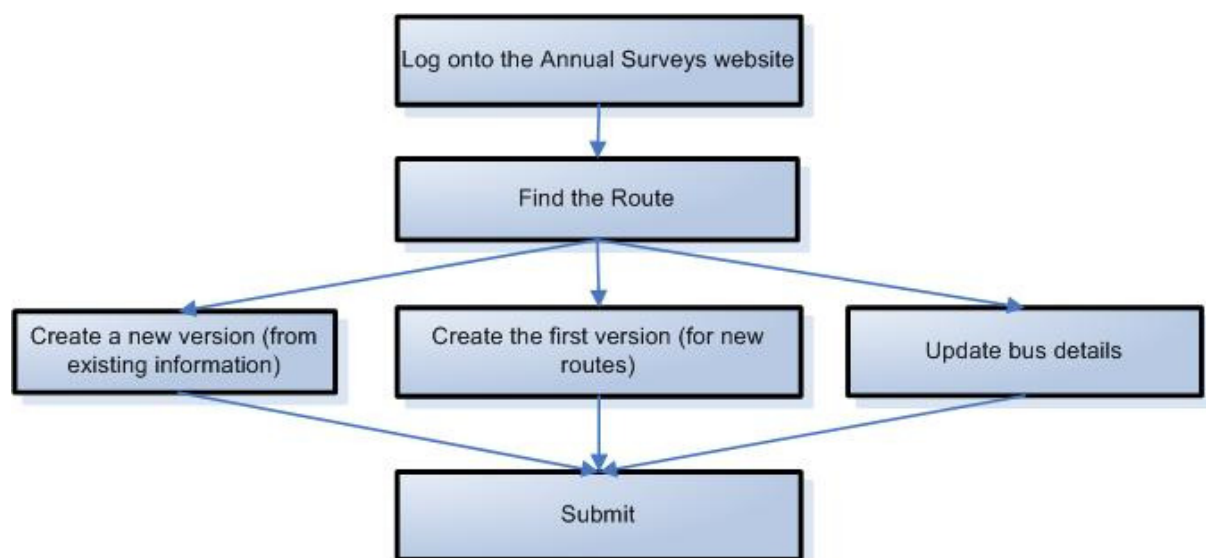
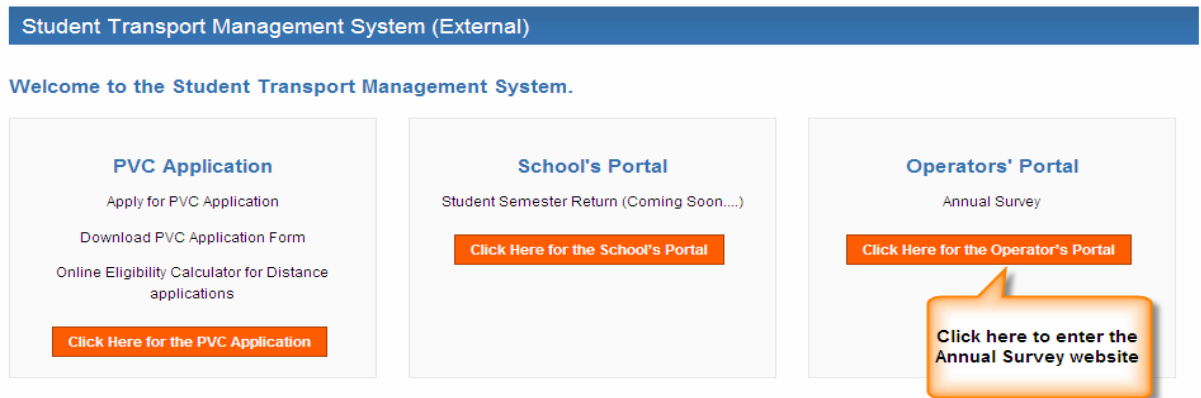


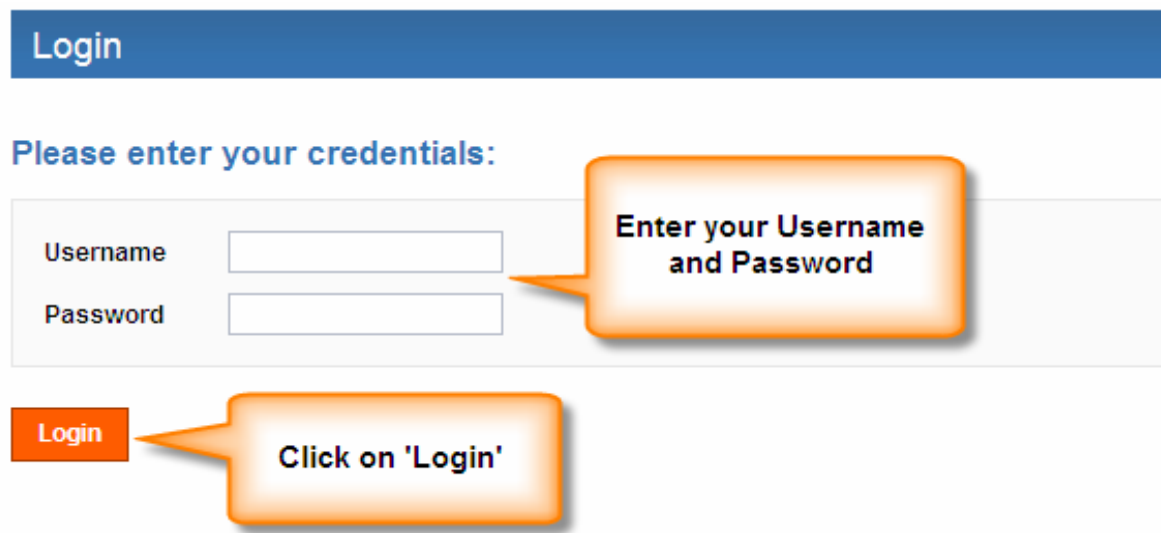
Fig1. Annual Surveys Process

## 1. Logging in

- a) Log on to the website. Type: <https://appln.transport.nsw.gov.au/stms-external/> in the address field of your browser.
- b) Click on the 'Click Here for the Operator's Portal' button to enter the Annual Survey site.



- c) Enter your Username and Password. Click on 'Login' or hit the <Enter> key on the keyboard.



Note:

Your Username and Password are the same as for Bus KPI Reporting.

### 1.1 Logging out

To log out click on the 'Logout' link ( [Logout](#) ) located in the top right hand corner.

## 2. Searching for routes

Once you log in you will be presented with a list of your routes.

Annual Survey

Contract:  Operator:

Route:  Office:

Use the search criteria to find the required route

A list of your routes will display

Routes Displaying 1 - 4 of 4

Contract	Route	Operator		
A3043	N3101 - Route 1 for A3043	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>
A3043	N3102 - Route 2 for A3043	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>
A3043	N3103 - Route 3	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>
A3043	N3104 - Route 4	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>



Note: Bus Operators will only be able to see/update/submit their own routes or routes to which they have explicit access (such as their sub-contractor's routes).

If you have many routes you may need to search for the required route.

### 2.1 Searching for routes

To search enter the search criteria into the search fields and click on the 'Search' button.

The 'Reset' button clears all previously entered search criteria.

**Contract** – enter the contract number to find all routes that belong to that contract. Type-ahead functionality applies to this field. Start typing the contract number and after typing the first three characters the system will display a list of matching contracts. Either continue typing or select a displayed contract by clicking on it.

**Route** – enter the route number to find the required route. Start typing the route number and after typing the first three characters the system will display a list of matching routes. Either continue typing or select a displayed route by clicking on it.

**Operator** – enter the Operator name. Start typing the operator name and after typing the first three characters the system will display a list of matching operators. Either continue typing or select a displayed operator by clicking on it. Please note that you will only have access to routes that belong to you or your sub-contractors.

**Office** – Select from: Parramatta, Newcastle or Wollongong. This will show the routes that belong to the selected office.



Note: The default search leaves all fields blank which results in all routes showing.

### 3. Updating route details and submitting the survey

Updating the route means updating the details of the route stops and updating the details of students who use that service – thus creating a new version of the survey.

Once the required route is found:

1. Click on 'View' link next to the route.

Routes Displaying 1 - 4 of 4

Contract	Route	Operator		
A3043	N3101 - Route 1 for A3043	Quay Cruises Pty Ltd	<a href="#">View</a>	<a href="#">Bus Update</a>
A3043	N3102 - Route 2 for A3043	Quay Cruises Pty Ltd	<a href="#">View</a>	<a href="#">Bus Update</a>

*Note: An orange callout bubble points to the 'View' link in the first row, containing the text 'Click on 'View''.*

2. A list of all versions for this route displays. Click on 'Create New Version' link.

Route Versions 2 of 2

Version	Status	Date	Last Updated By	Last Updated		
2	Published	16/02/2011	STMS-CORE-SYSTEM	16/02/2011	<a href="#">Details</a>	<a href="#">Create New Version</a>
1	Completed	11/02/2011	ssts_officer	11/02/2011	<a href="#">Details</a>	

*Note: A blue callout bubble points to the 'Published' status in the first row, containing the text 'The status must be 'Published''. An orange callout bubble points to the 'Create New Version' link in the first row, containing the text 'Click on the 'Create New Version' link'.*



Note:

The 'Create New Version' link will only be available next to the latest version that has been 'Published'. Only the latest published version can be used to create the next version.

As soon as the 'Create New Version' link is selected a new version of the survey with a status of 'Draft' will be created by the system (even if no changes have been made). The 'Draft' version can be updated/changed or deleted at any time.

3. The current version is displayed – ready for updates.



Note:

You will need to scroll down to see all the stops and students for the selected route.

Route Description: Route 2 for A3043  
 Current Operator: Test Operator  
 Version: 3  
 Status: Draft  
 Last Updated: 2011-02-28, 12:14PM  
 By: ssts\_officer  
 Primary Students: 19  
 High School Students: 5  
 Tafe Students: 0  
 3 for 2 Load: 17.67

Effective Date: 2011-02-28  
 Max Primary Students: 0  
 Max Secondary Students: 0  
 Max Tafe Students: 0  
[Edit](#)

Route Stops Displaying 1 - 26 of 26

AM/PM	Stop No	Trip Meter	Time	Location		
am	D	0	6:10AM		<a href="#">Edit</a>	<a href="#">Delete</a>
am	1	10.2	7:25AM		<a href="#">Edit</a>	<a href="#">Delete</a>
am	2	13.3			<a href="#">Edit</a>	<a href="#">Delete</a>
am	3	20.2			<a href="#">Edit</a>	<a href="#">Delete</a>
am	4	24.4			<a href="#">Edit</a>	<a href="#">Delete</a>
am	5	27.4			<a href="#">Edit</a>	<a href="#">Delete</a>
am	6	32.1			<a href="#">Edit</a>	<a href="#">Delete</a>
am	7	39.3			<a href="#">Edit</a>	<a href="#">Delete</a>
am	8	40.3	8:25AM		<a href="#">Edit</a>	<a href="#">Delete</a>
am	S	42.1	8:30AM	A021663 - MOREE SECONDARY COLLEGE - ALBERT STREET CAMPUS ALBERT STREET, MOREE 2400 ALBERT STREET, MOREE 2400	<a href="#">Edit</a>	<a href="#">Delete</a>
am	S	44	8:35AM	A022680 - MOREE SECONDARY COLLEGE - CAROL AVENUE CAMPUS CAROL AVENUE, MOREE 2400 CAROL AVENUE, MOREE 2400	<a href="#">Edit</a>	<a href="#">Delete</a>

4. Make the required changes to route stop(s).

- a) Click on the 'Edit' link next to the stop to be updated.

Route Stops Displaying 1 - 26 of 26

AM/PM	Stop No	Trip Meter	Time	Location		
am	D	0	6:10AM		<a href="#">Edit</a>	<a href="#">Delete</a>
am	1	10.2	7:25AM	23 Smith Street, Suburb 2111	<a href="#">Edit</a>	<a href="#">Delete</a>
am	2	13.3			<a href="#">Edit</a>	<a href="#">Delete</a>



- b) Update all fields for the stop – as required.

Route Stop Edit

Label ★

Trip Meter ★

Time ★

Address Line

Suburb

Postcode

School

[Submit](#) [Cancel](#)

**Label** – this is a name for the stop. Please use 'D' for depot. Other stops can be numbers for ease of identification.

**Trip Meter** – this is the distance (in kms) from the depot to the bus stop. Please note that the system will order (and display) stops in the order of 'Trip Meter' value. i.e the stop that has a value of 3.2 will be before the stop that has a value of 4.0 etc. System will accept a value of 0 or the actual odometer reading as the first reading.

**Time** – enter the time when the bus is at the stop. The time **MUST** be entered in the correct format of hh:mmAM or hh:mmPM e.g 09.14AM. Time is mandatory for From/To Depot, all school stops and the last student pickup or dropoff.

**Address Line** – enter the street address of the bus stop.

**Suburb** – enter the suburb of the bus stop.

**Postcode** – enter the postcode for the suburb.

**OR**

**School** – enter the school where the bus stops. Type-ahead functionality applies to this field. Start typing the school name and after 3 characters the system will display a list of matching schools. Either continue typing or select one of the displayed schools by clicking on it.



Note:

Either the Address of the stop or a school must be entered in order for the details to be saved.

- c) Click on 'Submit'.
- d) Repeat for all route stops that need updating.

### 3.1 Adding New Route Stops

If new stops have been added to the route they must be added to the survey. For new route stops click on the 'Add Route Stop' button (located at the end of the Route Stop section) and enter all required information as per the 'Edit' functionality (see step 4 above).

pm	20	82.5	2:50PM	<a href="#">Edit</a>	<a href="#">Delete</a>
pm	D	83.5	4:15PM	<a href="#">Edit</a>	<a href="#">Delete</a>

Add Route Stop

Click on the 'Add Route Stop' button

### 3.2 Updating Stop Label

Should you change the label on a stop all students at that stop will automatically be updated to reflect the new stop label. Please take extra care when updating


labels as duplicate labels may possibly cause students to be reported on the wrong stop.

### 3.3 Deleting existing Route Stops

If stops have been removed from the route they must be deleted from the survey. To delete a route stop click on the 'Delete' link next to the stop to be deleted. The stop will be deleted immediately. If there are students tied to the deleted stop, they will all be moved to the first entry (Depot) of the am or pm trip and the stop will be highlighted in red for any affected students – please delete or update the stop information for those students.

Route Stops Displaying 1 - 26 of 26

AM/PM	Stop No	Trip Meter	Time	Location		
am	D	0	6:10AM		<a href="#">Edit</a>	<a href="#">Delete</a>
am	1	10.2	7:25AM	23 Smith Street, Suburb 2111	<a href="#">Edit</a>	<a href="#">Delete</a>
am	2	13.3			<a href="#">Edit</a>	<a href="#">Delete</a>



5. Update Student details – as required

The student section is located below the route stop section – you will need to scroll down to see it.

- a) Click on the 'Edit' button next to the student to be updated.

Students Displaying 1 - 3 of 3

#	AM On	AM Off	PM On	PM Off	Drop off Dest	Student	Sex	DOB	School	Year	
1	2	S	S	2	S	Student, Angela 34 Smith Street, Dungay 2111	F	12/06/01	A005106 DUNGAY P/S	4	<a href="#">Edit</a> <a href="#">Delete</a>
2	2	S	S	2	S	Student1, Frank 56 George Street, Dungay 2114	M	12/09/00	A005106 DUNGAY P/S	4	<a href="#">Edit</a> <a href="#">Delete</a>
3	6	S	S	6	S	Student2, Jahnnny 56 Middle Road, Dungay 2114	M	12/07/01	A005106 DUNGAY P/S	3	<a href="#">Edit</a> <a href="#">Delete</a>

Click on 'Edit'

- b) Update/enter new details all details as required:

**Student Edit**

**Drop Off Destination** ★

**AM On**

**AM Off**

**PM On**

**PM Off**

**School** ★

**Current School Class** ★

**Surname** ★

**First Name** ★

**Middle Name**

**Gender** ★

**Dob** ★

**Property Name**

**Street Address** ★

**Suburb** ★

**Postcode** ★

**Drop Off Destination** – choose from school or transport pick up point.

**AM On** – select the stop where the student gets on in the morning.

**AM Off** – select the stop where the students gets off in the morning.

**PM On** – select the stop where the student gets on in the afternoon.

**PM Off** – select the stop where the student gets off in the afternoon.

**School** – Enter student's school. Type-ahead functionality applies to this field. Type the first 3 characters of the school name and the system will display a list of matching schools. Select the required school by clicking on it.

**Current School Class** – Select the student's school year (K-12 or TAFE) from the drop down list.

**Surname** – enter the student's surname.

**First Name** – enter the student's first name.

**Middle Name** – enter the student's middle name (if known).

**Gender** – select the student's gender from the drop down list.

**DOB** (Date of Birth) – enter the student's date of birth. The format of dd/mm/yyyy must be used. A calendar will come up as soon as this field is used. You can use it to select the date.

**Property Name** – enter the property name of the property where the student resides (if one exists).


**Street Line** – enter the street address of the student e.g 34 Smith Road

**Suburb** – enter the suburb.

**Postcode** – enter the postcode of the suburb.



Note:

Fields marked with  are mandatory and must be populated before the student details can be saved. Address details must be correct and complete for each student otherwise system will not allow the submission of the Annual Survey.

- c) Click on the 'Submit' button.
- d) Repeat for all students that need updating.

### 3.4 Adding New Students

New students who start using the service must be added to the survey. To add a new student click on the 'Add Student' button (located at the end of the Student section) and enter all required information as per the 'Edit' functionality (see step 5).

3	6	S	S	6	S	Student2, Jahnnny 56 Middle Road, Dungay 2114	M	12/07/01	A005106 DUNGAY P/S	3	Edit	Delete
---	---	---	---	---	---	--	---	----------	-----------------------	---	------	--------



### 3.5 Deleting existing students

Students who no longer use the service must be deleted from the survey. To delete a student click on the 'Delete' link next to the student to be deleted. You will be prompted to select the reason why the student is no longer using the service before the student is deleted from the survey. (to be implemented)

Students Displaying 1 - 3 of 3

#	AM On	AM Off	PM On	PM Off	Drop off Dest	Student	Sex	DOB	School	Year			
1	2	S	S	2	S	Student, Angela 34 Smith Street, Dungay 2111	F	1			4	Edit	Delete
2	2	S	S	2	S	Student1, Frank 56 George Street, Dungay 2114	M	1			4	Edit	Delete



Note:

Deleting a student means the student no longer uses the route.

At the end of the year students who were in years 2, 6 and 12 last year will be suppressed from the new survey as they require a new SSTS application. All other students will have their school year increased by 1 automatically.

- Once all changes have been made click on 'Submit'. The 'Submit' link will only be available next to 'Draft' surveys and is to be used once all changes have been made.

Route Versions 1 - 4 of 4

Version	Status	Effective Date	Last Updated By	Last Updated	
4	Draft	22/02/2011	ssts_officer	22/02/2011	<a href="#">Details</a> <a href="#">Delete</a> <a href="#">Submit</a>
3	Published	01/01/2011	STMS-CORE-SYSTEM	18/02/2011	<a href="#">Details</a>



### Important Note – Status Changes

**Draft** – This status is created when you click on the 'Create New Version' link. This version can be updated/changed as required. It can also be deleted (by using the 'Delete' link next to it).

**Submitted** – This status is created when you click on 'Submit' after all changes have been done. You cannot change or delete a 'submitted' survey. NOTE: this status can be changed to 'Draft' by TNSW if it finds that corrections need to be made by the operator.

**Completed** – this status is created when TNSW finalise the submitted survey. No changes are possible to 'completed' surveys.

**Published** – this status is created when TNSW publishes the survey on its website. Students who were in years 2, 6 and 12 last year will be suppressed from the new survey as they require a new SSTS application. Other students will have their school year increased by 1 automatically. No changes are possible to 'published' surveys.

## 4. Creating a new survey (for new routes).

For new routes, new surveys will need to be created.

- a) Locate the required route.
- b) Click on the 'View' link next to the route.
- c) Click on the 'Create First Version' link.

### Route Version List

Contract	A3043
Current Operator	Test Operator
Route	N3103
Route Description	Route 3

Click on the 'Create First Version' link

There are no Versions for this route. [Create First Version](#)



Note:

The 'Create First Version' link will only appear on new routes that have no data entered.

- d) Enter all required information – you will need to enter all route stops and all students using the service. Please see Section 3 for how to update route stop and student information. You will need to use the 'Add New Route Stop' and 'Add Student' functionality respectively. All required fields will need to be populated.
- e) Submit the survey when finished (or keep in 'draft' until all changes have been made).

## 5. Updating Bus Details

Details for changed bus details for the particular route can be reported at any time. Operator's contact details can be updated here also.

- a) Find the route.
- b) Click on the 'Bus Update' link next to the route.

Routes displaying 1 - 4 of 4

Contract	Route	Operator		
A3043	N3101 - Route 1 for A3043	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>
A3043	N3102 - Route 2 for A3043	Test Operator	<a href="#">View</a>	<a href="#">Bus Update</a>

**Click on Bus Update**

- c) Update details as necessary by typing the new information into the required fields.

**Bus Details**

**Contract and Operator Details**

Contract	A3043	
Operator	Test Operator	
Route	N3101	
Address	33 Operator Street, Suburb	<input style="width: 90%;" type="text"/>
Phone		<input style="width: 90%;" type="text"/>
Mobile Phone		<input style="width: 90%;" type="text"/>
Email		<input style="width: 90%;" type="text"/>
Fax		<input style="width: 90%;" type="text"/>

**Registration Details**

Registration Number	REGO1111	<input style="width: 90%;" type="text"/>
VIN	VIN1-1111-REP	<input style="width: 90%;" type="text"/>
Date First Registered	01/09/2004	<input style="width: 90%;" type="text"/>
Date of Manufacture	01/09/2004	<input style="width: 90%;" type="text"/>

**Vehicle Details**

Chassis Manufacturer	<input style="width: 90%;" type="text" value="-Choose-"/>
----------------------	---

- d) Click on the 'Submit' button (located in the bottom left hand corner) when finished. The new details will be sent to TNSW for actioning. Note: you will need to scroll down to see all the details.

Clicking on 'Cancel' discards any changes made.