

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 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 other 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.

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 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.

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.

Special Services means the Event Services and Rail Replacement Services requested by TfNSW or a Transport Operator 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 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	Not Used							
3.2	Event Services							
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)
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	O	O		T	T	5 Business Days prior to event	Paragraph 4.2 (d)-(f)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
	result of the event, providing temporary signage as per TfNSW requirements – BSAR to be submitted where applicable.							
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 Opal Connect (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	Rail Replacement Services							
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)
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)

	Functional Description	Res	Acc	Sup	Con	Inf	When	Paragraph
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 Opal Connect (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)

4. Special Service Provision

4.1 Not Used

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 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 Opal Connect. 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.
- (j) 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 Opal Connect. 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.

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	Centres Management							
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
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
5.2	Infrastructure Management							
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 (c)
5.3	Incident Management							
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	Transport Management Centre (TMC) Interface							
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

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. 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. 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		
OMSC	Details	Address
6/7	[insert]	[insert]
	[insert]	[insert]

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 rear door loading 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.

Current rear door loading locations are subject to change over the Service Term of the Contract, responding to the introduction of different service types or network principles. However, it is a longer term goal to remove the reliance on staff to assist with loading duties and move to a more automated procedure. Operators will work with TfNSW to realise these goals as required.

6.3 Incident Management

- (a) For any Bus related Incident that occurs within the centres, Shared Interchange and Corridors listed in paragraph 6.1, 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

For any Bus related Incident that occurs 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;
- 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.