

Road Transport (Public Passenger Services) Bus Services—Service Standards 2016 (No 2)

Disallowable instrument DI2016–268

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 20B (Service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Bus Services—Service Standards 2016 (No 2)*.

2 Commencement

This instrument commences on the day after notification.

3 Setting of standards

I have set the standards contained in Schedule 1 as the Services Standards for the operation of a Bus Service.

4 Revocation of previous standards

I revoke DI2016-206 Road Transport (Public Passenger Services) Bus Services – Service Standards 2016 (No 1).

Craig Simmons
Delegate
Road Transport Authority, Access Canberra

27 September 2016

SCHEDULE 1

SERVICE STANDARDS FOR BUS SERVICES

PART 1 Service Standard for Parking, Cleaning, Servicing, Maintenance & Repair of Buses

- 1.1 The Operator of a Bus Service must:
- (1) ensure off-street parking arrangements are available for a bus when it is not being used to operate the bus service; and
 - (2) ensure buses used to operate the bus service are not parked in residential areas other than in accordance with Division 3.1.3 Heavy Vehicle Parking under the *Road Transport (Safety and Traffic Management) Regulation 2000*.
- 1.2 The Operator of a Bus Service must implement a regular maintenance, service and inspection program for all buses used to provide the bus service, to ensure compliance with the vehicles manufacturers' standards for the buses. The program must include:
- (1) ensuring appropriate facilities are available for the service, repair and maintenance of buses;
 - (2) ensuring the people undertaking the servicing, maintenance and repairs of buses are appropriately trained and have a trade certificate or licence for the work they are performing;
 - (3) if the operator undertakes "in-house" servicing, record the details and relevant qualifications of persons who will do the servicing;
 - (4) for servicing, maintenance or repairs of buses carried out on behalf of the Accredited Operator, having suitable arrangements in place with the entity providing the services to ensure the buses comply with the Act; for servicing, maintenance and repairs of buses carried out on behalf of the Accredited Operator, record the details of the entity providing those services, and the place where those activities are carried out;
 - (5) ensuring appropriate people are engaged to service and repair equipment in buses and that faults in equipment can be responded to within a reasonable period after they occur;
 - (6) ensuring users of the equipment are trained in the efficient operation of the equipment including, if applicable, security cameras in buses; and

- (7) ensuring processes are in place for drivers to inspect buses prior to departure and report defects and faults (including to equipment).
- 1.3 The Operator of a Bus Service must implement a cleaning program that ensures buses are cleaned on a regular basis. The cleaning program must include, at a minimum:
- (1) the frequency of general and detailed cleaning;
 - (2) the nomination of persons/positions in the organisation who conduct the cleaning and the facility at which buses are cleaned; and
 - (3) the procedure to ensure that all buses used to operate the bus service are captured under the program.

PART 2 Service Standards for Making and Management of Records

- 2.1 The Operator of a Bus Service must maintain records which are capable of being audited for:
- (1) the date, time, origin and destination of every tour and charter and/or regular route service (including a school bus service);
 - (2) the bus used, and the driver details, for every tour and charter and/or regular route service (including a school bus service);
 - (3) the name in which each tour and charter hiring is made;
 - (4) the vehicle maintenance, servicing and inspection program (as set out in 1.2)
 - (5) the testing and servicing of equipment or devices installed in or on a bus;
 - (6) if vehicle maintenance is undertaken on behalf of the accredited operator, the invoices and receipts for that maintenance work;
 - (7) a lost property register with numerically numbered pages indicating sequential recording of lost items; and
 - (8) motor vehicle accidents or other incidents in which:
 - (a) the death of, or bodily injury to, a person is caused by, or arises out of the use of, a bus; or
 - (b) damage to property is caused by, or arises out of the use of, a bus.

2.2 The Operator of a Bus Service must:

- (1) in accordance with the requirements under section 24 of the *Road Transport (Public Passenger Services) Regulation 2002*, report any notifiable incident using the Road Transport Authority (Authority) approved form and have processes in place to ensure reports are generated, and forwarded to the Authority for each incident, within 5 days of the incident; and
- (2) provide to the Authority, the details of a person or position within the organisation responsible for the recording and reporting of notifiable incidents.

PART 3 Service Standard for Bus driver licensing or authorities

3.1 The Operator of a Bus Service must:

- (1) regularly check the expiry dates of driver licences and authorities held by drivers employed, or otherwise utilised, to ensure licences and authorities remain current;
- (2) if requested by the Authority, provide the Authority with a list of all drivers used by the Operator for the provision of the bus service, including each driver's full name and driver licence or driver authority number;
- (3) have processes in place to ensure that any new driver's details are provided to the Authority by the time the person commences driving for the Operator and that the Authority is notified of any driver who ceases driving for the Operator; and
- (4) if notified by the Authority that a driver's licence or authority has been suspended or cancelled, ensure that the person does not drive a bus for the Operator.

PART 4 Service Standard for the Training of Bus Drivers

4.1 The Operator of a Bus Service must:

- (1) ensure drivers are trained in relevant public safety and occupational health and safety laws and regulations applying within the ACT;
- (2) ensure drivers are trained in the use of any communications equipment, alarms, tracking devices, and security cameras;
- (3) ensure drivers are trained to manage any incident causing the death of, or bodily injury to, a person;

- (4) ensure drivers are made aware of their responsibilities under the Road Transport (Public Passenger Services) Regulation 2002;
- (5) provide training for staff on customer complaints processes and dispute resolution;
- (6) ensure drivers are aware of the lost property requirements for drivers;
- (7) if, requested, give the Authority a copy of any training programs that are implemented by the Operator of the bus service and undertaken by bus drivers.

PART 5 Service Standard for Driving Hours and Rest Periods for Bus Drivers

5.1 The Operator of a Bus Service must:

- (1) develop rosters that allow bus drivers employed or otherwise utilised to comply with the following driving and rest hours:
 - (a) time period of 5 & ½ hours – a minimum of 30 minutes rest, either in one period of 30 minutes or two 15 minute periods;
 - (b) time period of 24 hours – a maximum of 12 total driving hours with a minimum of 12 total rest hours which must include one continuous period of 8 hours rest;
 - (c) time period of 168 hours (1 week) – a maximum of 72 total driving hours;
 - (d) time period of 672 hours (4 weeks) – a minimum of 384 rest hours which must include continuous rest periods of:
 - 4 X 24 hours, or
 - 1 X 72 plus 1 X 24 hours, or
 - 2 X 48 hours, or
 - 1 X 96 hours;
- (2) in relation to driving hours:
 - (a) ensure that a person or position within the Bus Operator's organisation is specifically tasked with ensuring rosters comply with driving hours requirements;
 - (b) develop arrangements for informing drivers of the driving hours requirements; and

- (c) develop arrangements for ensuring drivers with a second job driving buses comply with driving hour requirements.

PART 6 Service Standard for the Monitoring of the Safety of Bus Drivers

6.1 The Operator of a Bus Service must:

- (1) if any bus used to operate the bus service is fitted with a security camera system, ensure that any Standards for Security Cameras approved by the Authority are adhered to;
- (2) if any bus is fitted with a security camera system or other alarm systems, ensure the system is monitored and that activated alarms are responded to immediately; and
- (3) ensure that any defects or faults reported for equipment that monitors the safety of drivers are repaired expeditiously.

PART 7 Service Standard for How Contraventions of Road Transport Legislation by Bus Drivers will be Handled

7.1 For Operators other than operator/drivers, the Operator of the Bus Service must develop, a bus driver disciplinary program setting out the arrangements and processes for dealing with drivers who have been reported to the Operator of the Bus Service as having breached the road transport legislation or are the subject of a serious complaint.

7.2 The program must include:

- (1) the arrangements for investigating alleged breaches;
- (2) escalation processes which could include referrals, graded penalties and/or disciplinary action such as suspension from driving for the bus service;
- (3) the arrangements for identifying, and notifying the Authority of, very serious disciplinary matters (for example, the linkages between the complaints and disciplinary processes, and the establishment of 'triggers' for when a series of complaints about a driver warrant investigation by the operator of the bus service or referral to the Authority or when a single complaint is considered serious enough to be referred to the Authority); and
- (4) processes for tracking the number of occasions the disciplinary process has been applied to each driver.

- 7.3 The Operator of a Bus Service must ensure drivers are disciplined in accordance with the disciplinary program.

PART 8 Service Standard for Customer Inquiries and Complaints

8.1 The Operator of the Bus Service must:

- (1) respond to customer inquiries in a timely and accurate manner;
- (2) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the operator of a bus service by the Authority;
- (3) establish procedures for handling and recording customer complaints and dispute resolution;
- (4) investigate all customer complaints and report the results of the investigation of the complaint to the complainant in a timely and courteous manner;
- (5) establish processes for ensuring serious complaints are reported to management and the Authority as necessary;
- (6) provide training for relevant staff on customer complaints processes and dispute resolution; and
- (7) if requested, provide a copy of the procedures for the handling and recording of customer complaints and dispute resolution.

PART 9 Service Standard for the Handling of Lost Property

9.1 The Operator of a Bus Service must:

- (1) establish procedures for handling and recording lost property including:
 - (a) ensuring the security of stored lost property,
 - (b) notifying the Authority of the names and contact numbers of those of its employees who have responsibility for lost property, continuous public notification that the bus service operates a lost property service and the telephone number for the service, and
 - (c) for regular route service operators, the availability for receipt of lost property seven (7) days a week;

- (2) ensure that any lost property is dealt with according to the procedures and is disposed of in accordance with any directions given by the Authority.

PART 10 Service Standard for Making Available Information to the Public

10.1 An Operator of a regulator route bus service must that information on fares, timetables and route maps is widely available to the public.

PART 11 Service Standard for the Training of People to Manage, and the Management of, Incidents Involving Death or Injury

11.1 Within six months of operation, the Operator of the Bus Service must develop an incident management program containing:

- (1) the training of staff to manage any incident causing the death of, or bodily injury to a person as a result of the bus being used to operate the bus service;
- (2) details of the persons/positions within the organisation responsible for the management of critical incidents; and
- (3) the arrangements and processes for dealing with critical incidents.

PART 12 Service Standard for Insurance

12.1 The Operator of a Bus Service who operates a bus service with more than one bus must implement a system to allow for the easy identification of each public vehicle policy expiry date.

12.2.1 The Operator of a Bus Service must provide evidence of the currency of the public vehicle policy at the request of the Authority or any other authorised person when required to do so.