

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards for Bus Services) Approval 2006 (No 1)

Disallowable instrument DI2006–40

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

EXPLANATORY STATEMENT

Section 18B(1) of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) requires the Road Transport Authority (the Authority) to approve minimum service standards for the operation of a regulated service. Section 6 of the Regulation provides that a regulated service is:

- a bus service
- a taxi network
- a taxi service
- a restricted taxi service
- a hire car service
- a restricted hire car service.

An approval under section 18B(1) is a disallowable instrument by virtue of section 18B(4).

Schedule 1 of the Instrument sets out the minimum requirements that must be consistently maintained by the operator of bus services.

Part 1 Minimum Service Standard for the Location of Bus Depots

Part 1 requires the operator of a bus service to provide to the Authority, details of the location of the bus depot, if operating out of a depot.

Part 2 Minimum Service Standard for Parking, Cleaning, Maintenance and Repair of Buses (including Compliance with Section 21 (Maintenance of Buses))

Part 2 requires the operator of a bus service to ensure off-street parking arrangements are available for buses. Vehicle may only be parked in residential areas in accordance with Part 1.3.1 Heavy Vehicle Parking under the *Road Transport (Safety and Traffic Management) Regulation 2000*. Operators are also required to provide detailed scale drawings of the bus parking arrangements.

Also, under Part 2, the operator of a bus service is required to implement a regular maintenance, servicing and inspection program to ensure buses comply with the manufacturer's maintenance standards. The operator must provide details of the entity responsible for any maintenance or servicing undertaken and ensure drivers inspect buses prior to departure and report defects and faults.

The operator of a bus service must implement a cleaning program that ensures all buses are cleaned on a regular basis.

Part 3 Minimum Service Standard for the Making and Management of Records

Part 3 requires the operator of a bus service to maintain complete records capable of being audited for:

- each tour and charter and/or regular route service (including a school bus service);
- all aspects of the vehicle maintenance, servicing and inspection program;
- lost property;
- accidents or incidents causing death or bodily injury or damage to property; and
- customer complaints, including the resolution of the complaint.

Part 3 also requires the operator of the bus service to develop processes for the reporting of notifiable incidents in accordance with the requirements of section 24 of the *Road Transport (Public Passenger Services) Regulation 2002*.

Part 4 Minimum Service Standard for the Operation of the Bus Service

Under Part 4, if the bus service is operated by a corporation, the operator must ensure only the directors, office holders or managers have management of the day-to-day operations of the bus service.

The operator must ensure bus drivers are provided with a copy of the operator's Accepted Service Standards, or where approved by the Authority, a

condensed version of the Accepted Service Standards contained in a Driver Handbook.

Part 5 Minimum Service Standard for Compliance with Section 26 (Bus drivers to hold appropriate licence of authority)

Part 5 requires the operator of a bus service to regularly check the expiry dates of driver licences and authorities for drivers. Under Part 5, the operator must ensure the Authority always has a current list of all drivers for the bus service and if notified by the Authority of the suspension or cancellation of a drivers licence, the operator must ensure the driver does not drive buses for the operator.

Part 6 Minimum Service Standard for the Training of Bus Drivers

Part 6 requires the operator of a bus service to train bus drivers in the use of any communications equipment and alarms and the management of incidents involving death or serious injury. Training must also include driver responsibilities under the *Road Transport (Public Passenger Services) Regulation 2002*, occupational health and safety, complaints handling, and lost property.

A copy of any in-house training program is to be provided the Authority.

Part 7 Minimum Service Standard for Driving Hours and Rest Periods for Bus Drivers

Part 7 requires the operator of a bus service to develop rosters that allow drivers to comply with the National Driving Hour and Rest Period requirements. The operator must ensure drivers are informed of the driving hour requirements and have processes in place for ensuring drivers with a second job driving buses comply with driving hour requirements.

The operator of a bus service must ensure a person or position within the operator's organisation is specifically tasked with ensuring rosters comply with driving hours requirements.

Part 8 Minimum Service Standard for the Monitoring of the Safety of Bus Drivers of Bus Drivers

Part 8 requires the operator to ensure any defects or faults in equipment that monitors the safety of drivers are rectified immediately. If buses are fitted with security cameras, the operator must adhere to the approved Security Camera Standards set by the Authority and ensure the system is monitored and any activated alarms are responded to immediately.

Part 9 Minimum Service Standard for How Contraventions of the Road Transport Legislation by Bus Drivers will be Handled

Part 9 requires an operator (other than an operator/driver) to establish a driver disciplinary program. The program must include:

- the investigation of complaints;
- an escalation process possibly including suspension from driving for the bus service;
- tracking the number of occasions a driver has been disciplined; and
- the establishment of processes for identifying, and referring to the Authority, serious disciplinary matters.

The operator is required to ensure drivers are disciplined in accordance with the disciplinary program.

Part 10 Minimum Service Standard for Customer Inquiries and Complaints

Part 10 sets out the requirements for the operator of a bus service in relation to customer complaints and inquiries. All complaints are to be recorded and responded to. There is to be a process for reporting complaints to management and all relevant staff are to be trained in complaints and resolution processes.

If the Authority forwards a complaint to the operator of a bus service, the operator must respond to the Authority within seven days.

Part 11 Minimum Service Standard for the Handling of Lost Property

Part 11 sets out the requirements for handling lost property. The operator of a bus service must develop procedures for the handling and recording of lost property. The operator must notify the Authority of the person/position responsible for the handling of lost property.

Part 12 Minimum Service Standard for Making Available Information to the Public

Part 12 requires the operator of a bus service providing regular route services to make information on fares, timetables and route maps widely available to the public. The operator must provide to the Authority the information provided to the public.

Part 13 Minimum Service Standard for the Training of People to Manage, and the Management of Incidents Involving Death or Injury

Part 13 sets out the requirement for the operator of a bus service to develop a critical incident management program within six months of the commencement of the Minimum Service Standards containing:

- the training of staff to manage any incident causing the death of, or bodily injury to a person;

- the arrangements and processes for dealing with a critical incidents; and
- responsibility within the organisation for the management of critical incidents.

Part 14 Minimum Service Standard for Insurance

The operator of a bus service must create a process to ensure all public vehicle policies remain current, and provide the Authority with evidence of the currency of public vehicle policies held by the operator.