

DENN. BERNARDINI

PUBLIC TRANSPORT
CORPORATION

TRAM & BUS
OPERATIONS HANDBOOK

(PROVISIONAL)

SEPTEMBER 1992

CONTENTS

PREFACE

SECTION 1

CONTROL OF ROUTINE OPERATIONS

- 1.0.0 General Staff Responsibilities
- 2.0.0 Staff Emergency Responsibilities
- 3.0.0 Emergency Area Staff
- 4.0.0 Emergency Services
- 5.0.0 Call Out of Engineer or Technical Staff
- 6.0.0 Special Operations
- 7.0.0 Disruptions - Tram and Bus Operations
- 8.0.0 Security and Administration
- 9.0.0 Accidents and Incidents - Investigations

- Appendix 1 PTC Emergency Management Model
- Appendix 2 Tram and Bus Depot Weekly and Period Management Report
- Appendix 3 Emergency Advice and Call-Out List
- Appendix 4 FOC Weekly Management Report
- Appendix 5 FOC Emergency Action Response
 - Attachment 1 Bomb Threats - Telephone procedures
- Appendix 6 Response Bus Procedures
- Appendix 7 Tram Operations Disruptions
 - Attachment 1 Tram Defects - Fault Finding
- Appendix 8 Bus Operations - Disruptions
 - Attachment 1 Bus Defects - Fault Finding
- Appendix 9 Security and Administration
- Appendix 10 Tram and Bus Accident Investigation Board - Terms of Reference
- Appendix 11 Accident Report (pro-forma)

SECTION 2

EMERGENCY RESPONSE & COMBAT PROCEDURES

- Appendix 1 Accidents Involving Trams/Buses
- Appendix 2 PTC Bus Replacement Services
- Appendix 3 Bus Ambulance Support
- Appendix 4 Tram and Bus Depot and Facility Emergency Procedures
 - Attachment 1 - Facility Emergency Procedure (Example)
- Appendix 5 Tram and Bus Route Flood Emergencies
- Appendix 6 Demonstration - March - Parade
- Appendix 7 State DISPLAN Emergency Transport Support
- Appendix 8 Major Emergency Area Evacuation (to be developed)
- Appendix 9 Operations when State of Disaster Declared

GLOSSARY OF TERMS

- Part 1 Emergency Management and General Terms
- Part 2 Operational Control Terms
- Part 3 Overhead Terminology

DISTRIBUTION LIST

RECORD OF AMENDMENTS

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PREFACE

The Transport Act 1983 (as amended) provides for the provision of Tram and Bus operations. The conduct of these operations, however, are subject to other statutory requirements including the Emergency Management Act 1986 and other legislation on Occupational Health and Safety, Dangerous Goods and other important matters. This Handbook has been promulgated to provide a ready reference for the Fleet Operations Centre (FOC), Depot, and field operation staff. It contains a general outline of routine operational control responsibilities and procedures (Section 1). It also includes responsibilities and tasks in emergency situations (Section 2).

PTC emergency management arrangements and requirements are in two documents, namely, the PTC Emergency Response Plan and PTC Incident Director Resolutions. These documents should be held for reference at Corporate Bus and Tram operational staff officers, the FOC and at each Depot. It is not intended that these documents be further distributed.

This Handbook has been promulgated as a Provisional document at this time with the intention of it being trialled until 30 November, 1992, reviewed and then re-published in pocket book size. As a Provisional document it has the status of an authorised publication.

The scope of emergencies as defined by the Emergency Management Act 1986 is very wide and includes incidents or threatening situations which involve no loss of life or serious injury, major emergencies where there has been loss of life or serious injury, and disaster level situations. The responsibilities and procedures in this Handbook apply in all these situations.

The Victoria Police is the Combat Agency in State DISPLAN arrangements for all road accidents, and the Public Transport Corporation (PTC) is a nominated Support Agency (See the Glossary of Terms at the back of this Handbook). The Victoria Police should attend emergencies as the Combat Agency except in the event of emergencies involving no loss of life or serious injury. Operational mishaps which do not constitute a DISPLAN emergency such as derailments, loss of traction power and other malfunctions should be dealt with by the PTC.

If an emergency situation only requires the exercise of emergency management at Corporate level and is restricted to tram and/or bus operations, I as General Manager, Tram and Bus will exercise emergency management responsibility. Line Managers should respond to the emergency consistent with their normal responsibilities. In all situations the FOC will act for me until such time as special emergency management arrangements are put in place. I may, depending on the circumstances, attend the site or appoint a Site Controller to act for me at the site. The senior tram and/or bus operations officer at the emergency area is to act as the Site Controller until relieved by the FOC or me.

If the emergency situation involves PTC resources, services and property in addition to tram and bus operations, a PTC officer other than myself may properly assume PTC Incident Director emergency management responsibilities. This officer will have the authority to direct tram and bus resources, normally through the FOC, to overcome the emergency situation.

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Tram and Bus operations have important support and combative roles in emergencies. These roles include the provision of bus ambulances in support of the Ambulance Services, the provision on non-route transport support in evacuations, and bus shuttle services in the event of a disruption to tram and train services. Procedures for these roles are included in this Handbook.

Procedures in this Handbook are to be complied with when practicable. These procedures may and should, however, be varied by officers when necessary to provide the optimum service, safety and the effective combatting of an emergency or mishap situation.

Russell Nathan

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General Manager
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2 September, 1992

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SECTION 1

CONTROL OF ROUTINE

OPERATIONS

1.0.0 GENERAL STAFF RESPONSIBILITIES

1.1.0 Emergencies and Mishaps

1.1.1 Emergency response, combat and recovery procedures should be a development from, and be consistent with, routine management procedures. Therefore procedures for the control of routine tram and bus operations are to include the capability to respond to emergency and mishap situations.

1.1.2 All emergency actions are to be consistent with PTC Emergency Response requirements - See PTC Emergency Management Model, Appendix 1.

1.2.0 Tram and Bus Depots

1.2.1 Tram and Bus Depots are responsible for the maintenance of public transport fleet vehicles allotted to them, the rostering of vehicle crews and the tasking and dispatch of vehicles to service given timetable requirements.

1.2.2 Tram and Bus Depots are also responsible for the tasking and control of their respective field operations control staff and for the supervision, through these staffs, of vehicle crews.

1.2.3 Depot Managers and field officers have a particular responsibility for ensuring the optimum standard of Occupational Health and Safety (OH & S) conditions in the workplace, particularly in the event of operational emergencies where an increase in risk exposure is likely to occur affecting both staff, passengers and the public at large.

1.2.4 Depot Managers are to submit weekly management reports as contained in Appendix 2, and a summary report in the same format at the end of each accounting period.

1.3.0 Fleet Operations Centre (FOC)

1.3.1 The FOC is to be operated in accordance with the PTC Fleet Operations Procedures Manual, December 1991.

1.3.2 The FOC is one of the three PTC emergency Control Centres, the others being Metrol and Control which control "The Met" and "V Line" train operations respectively. The FOC as a Control Centre has a principle and important role in PTC emergency management plans as detailed in later Sections in this Handbook.

1.3.3 The FOC is a computer equipped control centre which is responsible for controlling, monitoring, and communicating with and adjusting the running schedules of all trams and buses in operations. It is responsible for the notification of the Victoria Police and the appropriate emergency service in the event of an emergency, and liaison with Metrol and Control should the emergency be of a nature which could affect the services controlled by those Control Centres.

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