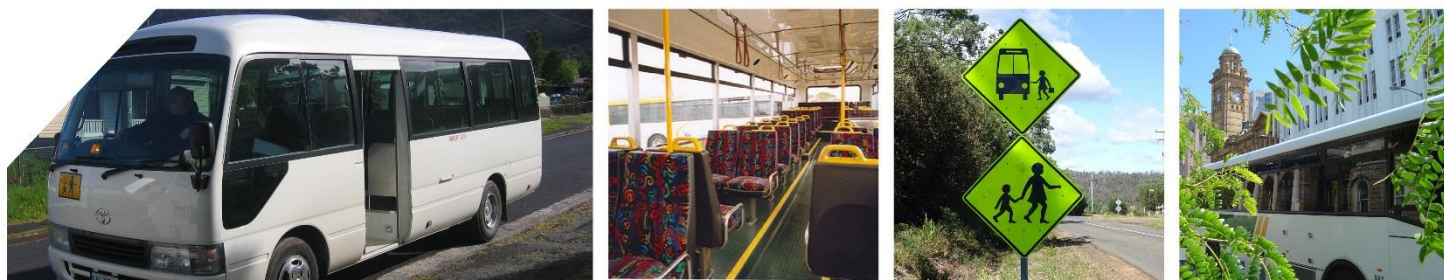


# Transporter



July 2016

## Wet and Wintery

The start of winter 2016 has certainly been felt right across the state, and it has had a significant impact on people, roads and services. Everyone in the Contracts team would like to extend thanks and appreciation to contractors who worked to keep their services running wherever possible and see passengers safely to their destination, despite extraordinary weather events.

We are grateful for the cooperation of contractors and drivers in monitoring road and school closure information and working with schools, police and other emergency services to ensure services operated safely, or were cancelled with early advice circulated to passengers and schools. We also appreciate the way contractors kept us informed of the situation on the ground.

## Public bus service recontracting project (Project 2018)

Work has been continuing with Project 2018 as the team reviews over three hundred rural school bus surveys in order to provide initial advice on the expected recontracting of services.

The process (described in more detail below) is taking longer than anticipated, with around half the routes assessed. Unfortunately we are still chasing up late surveys from operators, which is slowing down the process in some areas, but ultimately it is the sheer volume of information, and complexity of inter-related routes, that is causing the delay.

The outcome of this is that we have missed the targeted 30 June date when we wanted to start issuing advice, and are now working hard to ensure that advice is sent to contractors at least 18 months prior to contract expiry (requiring the first round of advice to go out in August 2016).

We wish to give operators the opportunity to discuss and understand any issues identified in this initial review before we engage with schools and the wider school community around possible route changes, so that any errors of interpretation can be corrected. To this end, you will soon receive a Deed which you will be asked to sign and return if you wish to be provided with this opportunity, ahead of the wider process of consultation. This Deed will require operators to keep any information provided to you during this process confidential. When the Deed is sent out, you are encouraged to read it carefully and make sure you understand it before signing it.

The initial review of General Access services is now complete and we are expecting to be able to send out initial advice on these contracts soon.

## Rural school bus routes assessment process

Once the bus survey is received for a trip, it is first assessed against the existing rural school bus guidelines, as though it were a new route, to see if that route would be contracted today under the guidelines.

The elements that are checked are whether:

- the route starts at least 5km from the school;
- the service picks up at least ten students more than 3kms from the school;
- it picks up 8 students at the first stop;
- the service is wholly within a Primary School Home School Area (if it only services a primary school) or high school feeder school area (if it also services a secondary school);
- any spur or deviation carries more than 8 students;
- it is wholly outside the urban boundaries; and
- it is a regular passenger service.

The patronage numbers provided on the survey are also checked against previous ten day counts and Department of Education data on state school students as a data quality check. If there is a significant difference, this is noted.

Failing any of the above checks is not in itself a reason for us to say that a service may not be recontracted (for example many services are not picking up eight students at the first stop or they cross home school area boundaries), but we are still able to identify, based on the overall information we have on that service, that we would want to recontract the service, further conversations may be required about the starting point of the service under the new contract.

The final step in this process has been for senior officers to sit down and review individual routes in the context of the overall bus network in the area, particularly where services overlap or there is the opportunity to combine services to better cover an area. In doing this we have also taken into account any known issues in the area (for example requests for new services or overcrowding complaints) and forward looking considerations such as service needs in the area if schools are offering years 11 and 12.

All of these factors are considered by the review team and a view is formed on whether there is enough justification to provide advice, at this early stage, that the service will be recontracted, or whether further review and input will be needed before that decision can be made, and what issues have been identified.

Around fifty percent of contracts reviewed so far have been identified as requiring further review and consultation before a decision can be made. This further review will involve engaging schools and affected school communities around any proposed changes, as well as discussions with affected operators.

It is important to note that being identified as requiring further review, simply means that more information is needed before a decision can be made. It is expected that many services identified for further review will be recontracted.

## Incumbency and Performance assessment under Project 2018

The election commitment under which Project 2018 is being delivered stated that offers of contracts would be made to incumbents “*subject to the meeting of key performance conditions*”.

Following a review of various options, and in consultation with the Tasmanian Bus Association, it has been decided that the point scheme, used in 2012 for determining whether the five year extension of current contracts should be granted, will be used to evaluate the meeting of key performance conditions for Project 2018.

Under this scheme, any non-compliance incidents recorded since the commencement of the second five year term of current contracts will be converted into points for assessing whether a new contract should be offered. Under this process:

- Minor non-compliances are converted to 1 point;
- Serious non-compliances are converted to 5 points; and
- Major non-compliances are converted to 10 points.

The accumulation of 10 or more points against a single contract from the commencement of the second five year term, will be deemed as failing to meet the key performance conditions for that contract.

It should be noted that, in some situations, the accumulation of non-compliances that equate to 10 or more points could also constitute a basis for ending the current contract, and the Department may choose to pursue this.

Non-compliance incidents relating to a particular contract are quarantined to that contract. Accordingly, an operator who accrues 10 or more demerit points in relation to one contract would not be prevented from receiving an offer of a future contract for other services on which fewer demerit points than 10 are accumulated. Similarly, an operator who accrues 10 demerit points across multiple contracts would not be ineligible to be offered new contracts, as each particular contract would have accumulated fewer than 10 points.

According to the Department's records, no contracts on which demerit points have been accumulated in the second 5 year term have subsequently been novated. Therefore, this proposal would not disadvantage anyone who has novated a contract.

The Deed that is about to be sent out has provisions for the Department to notify parties in any future contract novation about this performance evaluation process, and any points accumulated against a contract being novated. It will also provide a summary of points accumulated against each contract you hold as at a specified date.

Operators with any questions about Project 2018 can contact the Project Director, John Dawson, on 6166 3488 or at [john.dawson@stategrowth.tas.gov.au](mailto:john.dawson@stategrowth.tas.gov.au). There is also more information available on the project at [www.stategrowth.tas.gov.au/passenger/reviews/bus\\_service\\_recontracting\\_project](http://www.stategrowth.tas.gov.au/passenger/reviews/bus_service_recontracting_project)

## Draft Transport Access Strategy

The draft Transport Access Strategy has now been released for public consultation. The draft Strategy sets out a holistic approach to providing better integrated and coordinated passenger transport services for Tasmanians, particularly those disadvantaged through economic circumstances, age or disability.

The draft Strategy sets out some initiatives that the Government is already working on to improve transport access and also establishes a framework for future action.

You are invited to comment on the draft Strategy on or before 9 September 2016. The draft Strategy can be found at [www.stategrowth.tas.gov.au/passenger/transport\\_access\\_strategy](http://www.stategrowth.tas.gov.au/passenger/transport_access_strategy)

## Staff update

Andrew Mullen has now moved on from his role as Manager of the Contracts area to help out with Project 2018, effective Thursday 7 July 2016. After a comprehensive recruitment process, the successful candidate as Andrew's replacement for the next 12 months, is Nicole Trounce. Nicole will be starting with us on Monday 18 July 2016.

## Electronic claiming

Where possible fare-paying operators are strongly encouraged to submit your Monthly Statistical Report electronically ie; via email, to avoid missing the payment deadline and allow for a 'paper trail' should a claim be sent but not received.

Enabling your business to operate 'online' will be timely preparation in anticipation of an online claiming system which the Department will be implementing in the near future.

Monthly Statistical Reports should be emailed directly to the Contracts area at [ptscontracts@stategrowth.tas.gov.au](mailto:ptscontracts@stategrowth.tas.gov.au)

Please be advised, if your claim is not received by the Department within 5 business days from the start of the month, your payment will not be processed until the following month.

## Bus cost model index (BCMI)

The BCMI has been calculated for July 2016 and is 118.6

## Capital rates

The Capital Payment rates have been calculated for the quarter commencing July 2016. Please consider these rates before making changes to your contract.

For all fare-paying operators, the rates applicable to your monthly contract payment can be found on your Statement of Payment.

Contract Type	April 2016	July 2016
Urban Fringe Student Only	\$1.70	\$1.72
Rural Fare Paying	\$1.70	\$1.72
Long Distance Student Only	\$1.70	\$1.72
Long Distance General Access	\$3.16	TBD
Urban Fringe General Access	\$3.16	TBD
Urban	\$0.92	\$1.01
Town	\$0.92	\$1.01

## Contact us

Should you have a query for any member of the Contracts team, please don't hesitate to get in touch with us:

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