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1. ABOUT THE DATABASE

1.1 Introduction

Bus operators are required to report bus incidents, as a condition of their accreditation, to the Director-General of Transport for NSW and the Office of Transport Safety Investigations (OTSI). In addition, operators may also have to provide reports to the Police Assistance Line (PAL).

To streamline these reporting requirements, Transport for NSW has developed an “on-line” bus incident reporting facility, the Bus Incident Management Database. The Database has been developed by Transport for NSW in consultation with the bus industry, OTSI and the NSW Police Force.

Bus operators can use the Bus Incident Management Database to report bus incidents to Transport for NSW, OTSI and PAL simultaneously without having to complete different forms with the same information. In addition, the Database provides bus operators with the ability to update and review all incidents that they have reported.

The Bus Incident Management Database will also be used by:
- The Independent Transport Safety and Reliability Regulator (ITSRR)
- The Office of Transport Safety Investigations (OTSI)
- The NSW Police Force

This manual provides operators with information on:
- What is the Bus Incident Management Database;
- Why do I need to report an incident;
- What is a reportable incident;
- Who should I report an incident to; and
- How to use the Bus Incident Management Database.

1.2 What is the Bus Incident Management Database?

The database is an online reporting system where operators can electronically report a bus incident directly to Transport for NSW, OTSI and PAL, replacing the existing manual reporting of a bus incident.

Using the database will save you time and also:
- Increase the accuracy of reporting by bus operators;
- Standardise and simplify the collection of statistical information;
- Reduce the bus operator’s requirement for multiple reporting;
- Provide consistency of information across agencies;
- Allow the Police Force to develop intelligence and counter measure strategies; and
- Provide a reporting management database for bus operators.

Each bus operator will be able to:
- Create, update, search and view their own bus incident reports;
- Create reports; and
- Forward reports to OTSI and PAL.

The benefit for everyone is that there will be a centralised database of information which can be used to target resources, establish trends and validate response actions for the bus industry. The NSW Police Force will receive daily reports from the database. This information will enable the Police Force to develop intelligence and allocate appropriate resources to priority tasks.

1.3 Getting Started on the Bus Incident Management Database

To access the Bus Incident Management Database you must register with Transport for NSW and be issued with a username and password. Please refer to Section 1.3.1 below for details on the registration process. For further assistance with the registration please email us at Busincident@transport.nsw.gov.au.

Note:
You will only need to register once. It is not necessary to register every time you wish to use the service. Each user accessing the system should register and have their own logon details.

Users who currently access the Portal (for any other application) should not register again. Please log into the Portal using your current username and password and request access to the Bus Incident Management Database. For more details refer to Section 1.3.2

1.3.1 New User Registration Process

1. Go to the following address: https://appln.transport.nsw.gov.au/portal/
2. Click the ‘REQUEST NEW OPERATOR USER ACCOUNT’ link.

Transport for NSW Services Portal

Your Account
- Login
- I FORGOT MY PASSWORD
- I FORGOT MY USERNAME
- REQUEST NEW SCHOOL USER ACCOUNT
- REQUEST NEW OPERATOR USER ACCOUNT

Your Services
- REGISTRATION GUIDE (PDF)
- CONTACT US

Click here to create a new operator user account (register)
3. **Complete** the following online form.

### Request New Operator Account

Users of one of our systems (Contract: A Annual Survey, Rural and Regional Bus Reporting System or Student Misbehaviour), log in here with your existing username and password, then request additional access.

#### Account Details
Please enter your personal details below.

- **First Name**: John
- **Last Name**: Operator
- **Email Address**: JohnOperator@Operator.com.au
- **Phone Number**: 22222008

**NOTE:** Existing users please log on using your current credentials and request access to Bus Incidents.

- **Username**: JohnOperator_1
- **Password**: ********
- **Confirm Password**: ********

#### Access Details
Please specify the Operator and the access you need below. Click for more information.

- **Operator**: use the dropdown menu to select an operator.

**NOTE:** As you start slowly typing the operator name, the name displays in red. This indicates that the system is looking for a matching name and will display a list of possible matches. You MUST select the operator from the list by clicking on the name. Once selected it will display in black.

Access Requested

- **Area 1 Management Company Pty Ltd**: Amos, Glen Edwin & Margaret Anne
- **Area 2 Management Company Pty Ltd**: Allan Ivan & Amanda Moree Thomas
- **Area 3 Management Company Pty Ltd**:

Please remember your username and password. You will need them to log into the system once you have been approved.
a) First Name – your first name.

b) Last Name – your last name.

c) Email Address – enter your work email address. This is the address that will be used by the system for any correspondence, and should not be a personal email.

d) Phone Number – enter your phone number including area code.

e) Username – select an easy to remember username that you would like to use. Your username must be at least 9 characters long. The username may contain a dash ‘-’ or an underscore ‘_’. It must not contain any other special characters.

f) Password – select a password you would like to use. Your password must be between 6 – 20 characters and contain a number.

h) Operator – enter the operator name. Start typing slowly and a list of matching operators will display. An operator MUST be selected from the list.

i) Access Requested – place a tick next to Bus Incident Management Database.

Note: You can request access to another operator by clicking on the ‘+Add another Operator’ link. Repeat steps ‘h’ and ‘i’ for each operator.

Requesting access to another operator is a three step process:

a) Your CEO/delegate must sign your completed authorisation form for that operator/company.

b) The CEO/delegate of the other operator/company must supply authorisation on their company letterhead listing your full name and email address.

c) Send the signed authorised documents together to the address listed on the form.
4. When finished click ‘Submit’.

5. The ‘Verify Email’ screen will display. Click on the ‘Return Home’ button to return to the home page.

6. You will immediately receive a system generated email confirming your request. You must click on the link provided in the email to verify your email address and proceed with your application.

7. Once you click on the link a ‘Thank You’ message will display.

8. Click on the ‘Download’ button to download the form.

9. Fill out the form and send it back to Transport for NSW. The details of where/how to send it back are on the form.
10. Once the form is received by Transport for NSW and has been approved you will receive an email advising you of this. You may start using the database now.

-----Original Message-----
From: no-reply@transport.nsw.gov.au [mailto:no-reply@transport.nsw.gov.au]
Sent: Thursday, 21 February 2013 9:13 AM
To: Ross, Simeon
Subject: [TEST] [Transport for NSW] Access Request Accepted

Dear First,

You have been granted access to the following Transport for NSW service(s).

* Bus Incident Management Database

for A.C.E. Shuttle Services Pty Ltd (30485).

You may log in with your username "testtesttest3" and your nominated password. Please keep your username and password secure and do not share them.

If you are already logged in, please logout and login again for the new settings to take effect. You may login with the following link:

http://ncaaswebx1.7012/portal/login

If you have forgotten your password, click the link below to generate a new one.

http://ncaaswebx1.7012/portal/password/reset

For assistance, please click the link below for contact details at Transport for NSW:


Thank you,
Transport for NSW
1.3.2 Existing Transport for NSW Services Portal users requesting access to Bus Incident Management Database

Existing users should not register again to access the Bus Incident Management Database.

To request access to Bus Incident Management Database:
1. Log onto the Portal using your current Username and Password.
2. Select ‘REQUEST MORE ACCESS’ link.
3. Click on ‘I WOULD LIKE TO APPLY FOR ACCESS TO A TRANSPORT OPERATOR’ link.
4. Fill out the online form:

   a) Operator – enter your operator name. Start typing your operator name. It will display in red. This indicates that the system is looking for a matching name and will display a list of possible matches. You MUST select from the list.

   

   Request More Operator Access

   Access Details

   Please specify the Operator and the access you need below. Click for more information.

      Operator ★

      Area 1 Management Company
      Area 2 Management Company Pty Ltd
      Allan Ivan & Amanda Marea Thomas

   Access Requested

   + Add another Operator

      Submit Cancel

   

   b) Place a tick next to ‘Bus Incident Management Database’.

   Request More Operator User Access

   Access Details

   Please specify the Operator and the access you need below. Click for more information.

      Operator ★

      Access Requested

      + Add another Operator

      Submit Cancel
5. Click on the ‘Submit’ button.

6. A ‘Thank You’ message will display. The request has been submitted to the system administrator for approval.

7. Once approved you will receive an email confirming access to the Bus Incident Management Database.

1.4 What if a Bus Operator Does Not Have a Computer or Internet Access?

Every operator is required under the Passenger Transport Regulation 2007 to report an accident or incident to Transport for NSW even if they do not have a computer or internet access.

All bus operators must be registered with the Bus Incident Management Database. If you are not registered, you must do so immediately, by accessing the link at https://appln.transport.nsw.gov.au/portal/home. Please refer to the ‘Registration Guide (PDF)’ for instructions on the registration process.

The ‘Bus Incident Report’ form at Appendix 3 must be used by operators who do not have internet access. The completed form will need to be emailed to Busincident@transport.nsw.gov.au.

If you need any help with completing the form please refer to the Report Guide at page 87 of this Manual for explanations of fields. For further assistance please email us at Busincident@transport.nsw.gov.au.
1.5 Privacy

The personal information that you provide to Transport for NSW via this database is required for the purposes of clause 88 of the Passenger Transport Regulation 2007. An operator who fails to comply with the requirements of this clause may commit an offence. Personal information collected by this site may be forwarded to OTSI, NSW Police Force and ITSRR for the purpose of investigation or analysis.

This information will be stored on the database held by Transport for NSW. Any request for a correction to this information may be made in writing to Transport for NSW at:

Transport for NSW
Strategy and Reporting
Locked Bag 5085
PARRAMATTA NSW 2124

For further information on privacy issues as they relate to this site, please click on the following link New South Wales Privacy and Personal Information Protection Act 1998

2. OPERATOR REPORTING REQUIREMENTS

Bus operators have a legal obligation to report certain incidents to Transport for NSW, OTSI and the NSW Police Force. This part of the Manual outlines these requirements.

2.1 Transport for NSW Reporting Requirements

Bus operators are required under Clause 88 of the Passenger Transport Regulation 2007 to notify Transport for NSW when they become aware that a bus being used to provide the service has been involved in an accident or incident that resulted in a person being injured, or prevented the bus from continuing its journey, or is, in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern. Appendix 1 outlines the regulatory provisions relating to incident reporting.

2.2 OTSI Reporting Requirements

OTSI is an independent statutory office whose purpose is to improve the safety of NSW public transport. It operates across the rail, bus and ferry industries. OTSI does not belong to any government department, nor is it part of any regulatory body. The Chief Investigator reports directly to the NSW Minister for Transport. OTSI investigates transport accidents and incidents that could impact on the safety of rail, bus and ferry operations. It can also require operators to carry out investigations and report their findings to OTSI, and to provide OTSI with information about incidents that it investigates. The reporting requirements to OTSI are also found in clause 88 of the Passenger Transport Regulation 2007. Bus operators must notify OTSI of all occurrences involving:

- Death or serious injury of a person in an incident relating to the operation of a bus. Incidents where death or hospitalisation results from a medical condition unrelated to the operation of the bus do not have to be reported to OTSI.

- Loss of control of a bus due to a component failure or due to the manner in which the bus is operated.
• Onboard explosion or fire, unless the fire is known to have been deliberately lit and was easily extinguished.
• A driver being, or alleged to have been, impaired by medication, drugs or alcohol.
• A passenger being trapped by the door of a bus and dragged.
• A ‘runaway’ bus, i.e. the bus moves without being controlled by a driver.
• Damage to a bus while in service, to the extent that the bus has to be immediately taken out of service.
• Anything that is likely to generate significant public or media interest.

OTSI must be informed immediately of the incidents listed above, by calling OTSI’s Duty Officer on 1800 677 766 at any time, day or night. Operators should not delay contacting OTSI due to lack of a complete understanding of the circumstances of an occurrence. If you are in doubt as to whether a matter should be reported to OTSI, report it.

A written ‘72 Hour Bus Incident Investigation Report’ may also be required by OTSI following the telephone notification. If required this can now be lodged via the Bus Incident Management Database.

All incidents reported to OTSI must also be reported to Transport for NSW within three days of the operator becoming aware of the incident.

IMPORTANT NOTE:

THE USE OF THE BUS INCIDENT MANAGEMENT DATABASE DOES NOT REPLACE THE NEED FOR BUS OPERATORS TO IMMEDIATELY NOTIFY OTSI BY TELEPHONE WHEN ONE OF THE INCIDENTS LISTED ABOVE OCCURS

2.3 Police and PAL Reporting Requirements

Operators should call emergency services immediately on ‘000’ to report bus incidents involving a life threatening or time critical emergency. Please refer to ‘Who should I report an incident to?’ at Appendix 2 (page 64) for more information.

Operators should contact PAL via the database or by calling ‘131444’ for bus incidents (other than life threatening or time critical emergency situations). Please refer to ‘Who should I report an incident to?’ at Appendix 2 (page 64) for more information.

Part of the rationale behind the Bus Incident Management Database is to assist bus operators to meet their various reporting requirements and to allow Transport for NSW, OTSI and the Police Force to share incident data. The categories of incidents reportable via the database are described in the next section.
3. INCIDENT REPORTING AND THE BUS INCIDENT MANAGEMENT DATABASE

3.1 Reportable Incidents

Bus operators are required to report incidents that fall in the categories listed in Table 1 ("Reportable Incidents"). These categories are:

- Assault and Offensive Behaviour
- Bus Doors (incident that does not result in a collision)
- Collision
- Dangerous Behaviour (Public)
- Dangerous Behaviour (Driver)
- Fire on Bus (incident that does not result in a collision)
- Medical Incident (incident that does not result in a collision)
- Projectiles
- Refusal to Pay
- Runaway Bus
- Security Threat
- Slips, Trips and Falls
- Threatening/Intimidating Behaviour
- Vandalism
- Vehicle Breakdown

You should refer to the definitions in section 3.2 (page 11) “Bus Incident Management Database Definitions” to understand what types of incident fall into these categories.

For example, the database requires you to report all “collisions”. However, minor accidents involving losing a side mirror, for example, do not need to be reported. Hence the database defines a collision as an “incident where the bus comes into contact with another vehicle, structure or person which results in injury to any person, or the bus being unable to continue its journey or which may lead to serious public concern.” Any collision in this category would need to be reported.

After examining the definitions of incident categories, if bus operators are in doubt as to whether an incident should be reported to Transport for NSW, report it.

If an incident occurs which you may consider reportable under Clause 88 of the Passenger Transport Regulation 2007 but is not listed under the incident categories, please email us at busincident@transport.nsw.gov.au.
### Table 1: Reportable Incidents

<table>
<thead>
<tr>
<th>INCIDENT CATEGORIES</th>
<th>Incident</th>
<th>Incident Description</th>
<th>Incident Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assault and Offensive Behaviour</strong></td>
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<tr>
<td></td>
<td>Assault and Offensive Behaviour</td>
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<tr>
<td></td>
<td>Sexual Assault on the Driver</td>
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<td></td>
<td>Sexual Assault by the Driver</td>
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<td></td>
<td>Sexual Assault between Passengers</td>
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<td></td>
<td>Physical Assault on the Driver</td>
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<td></td>
<td>Physical Assault by the Driver</td>
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<td></td>
<td>Physical Assault between Passengers</td>
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<td></td>
<td>Indecent Exposure by the Driver</td>
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<tr>
<td></td>
<td>Indecent Exposure by a Passenger</td>
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<tr>
<td></td>
<td>Robbery</td>
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<tr>
<td><strong>Bus Doors (incident that does not result in a collision)</strong></td>
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<tr>
<td></td>
<td>Bus Doors (incident that does not result in a collision)</td>
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<tr>
<td></td>
<td>Passenger or luggage trapped or caught in doors</td>
<td>Driver Error</td>
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<td></td>
<td>Passenger caught in doors and dragged</td>
<td>Pedestrian Behaviour</td>
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<tr>
<td></td>
<td>-</td>
<td>Mechanism malfunction</td>
<td></td>
</tr>
<tr>
<td><strong>Collision</strong></td>
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</tr>
<tr>
<td></td>
<td>Collision</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Another vehicle</td>
<td>Driver Behaviour</td>
<td></td>
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<tr>
<td></td>
<td>Building / structure</td>
<td>Driver Drug or Alcohol Related</td>
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<td></td>
<td>Cyclist</td>
<td>Driver Health</td>
<td></td>
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<tr>
<td></td>
<td>Pedestrian - Adult</td>
<td>Other Driver at Fault</td>
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<td></td>
<td>Pedestrian - Child</td>
<td>Pedestrian Behaviour</td>
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<td></td>
<td>Other</td>
<td>Road Condition</td>
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<td></td>
<td></td>
<td>Vehicle Brake Failure</td>
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<td>Vehicle Steering Failure</td>
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<td></td>
<td>Vehicle Suspension/Tyre or Wheel Failure</td>
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<td></td>
<td></td>
<td>Weather Condition</td>
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<td></td>
<td></td>
<td>Other</td>
<td></td>
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<tr>
<td>Dangerous Behaviour (Public)</td>
<td>Bus Surfing</td>
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<td>--------------------------------------</td>
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<td></td>
<td>A recently alighted passenger being hit by an</td>
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<td></td>
<td>oncoming vehicle</td>
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<td></td>
<td>A laser being pointed at or near the vehicle</td>
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<tr>
<td>Dangerous Behaviour (Driver)</td>
<td>Driver Operating a mobile phone while driving</td>
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<td></td>
<td>Driver driving recklessly</td>
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<tr>
<td>Fire on Bus (incident that does not</td>
<td>Electrical</td>
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<tr>
<td>result in a collision)</td>
<td>Mechanical</td>
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<tr>
<td></td>
<td>Passenger Behaviour</td>
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<tr>
<td>Medical Incident (incident that does</td>
<td>Driver Health</td>
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<tr>
<td>not result in a collision)</td>
<td>Passenger Health</td>
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<tr>
<td>Projectiles</td>
<td>Rock / Bricks / Bottles etc.</td>
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<tr>
<td></td>
<td>Unknown</td>
<td></td>
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</tr>
<tr>
<td>Refusal to Pay</td>
<td>Refusal to pay and without violence</td>
<td></td>
<td></td>
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<tr>
<td>Runaway Bus</td>
<td>Brake failure</td>
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<td></td>
<td>Driver Action</td>
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<td></td>
<td>Steering failure</td>
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<td></td>
<td>Other Mechanical failure</td>
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<tr>
<td>Security Threat</td>
<td>Bomb threat</td>
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<td></td>
<td>Hijacked</td>
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<td></td>
<td>Hoax</td>
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<tr>
<td></td>
<td>Suspicious package / object</td>
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<td></td>
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<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
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<tr>
<td>Slips, Trips and Falls</td>
<td>Slip/Trip/Fall on bus</td>
<td>Bus braked suddenly</td>
<td></td>
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<td></td>
<td>Slip/Trip/Fall while alighting</td>
<td>Driver Behaviour</td>
<td></td>
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<td></td>
<td>Slip/Trip/Fall while boarding</td>
<td>Passenger Behaviour</td>
<td></td>
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<td></td>
<td>Other</td>
<td></td>
<td></td>
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<tr>
<td>Threatening / Intimidating Behaviour</td>
<td>Physical Threat or Intimidation against the Driver</td>
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<td></td>
<td>Physical Threat or Intimidation by the Driver</td>
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<td></td>
<td>Physical Threat or Intimidation between Passengers</td>
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<td>Verbal Assault against the Driver</td>
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<td>Verbal Assault by the Driver</td>
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<td></td>
<td>Verbal Assault between Passengers</td>
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<tr>
<td>Vandalism</td>
<td>Damage to fixtures or fittings</td>
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<td></td>
<td>Graffiti</td>
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<td>Other</td>
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<tr>
<td>Vehicle Breakdown</td>
<td>Electrical</td>
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<td>Mechanical</td>
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</tbody>
</table>
3.2 Bus Incident Management Database Definitions

The following definitions will assist the bus operator to understand the meaning of terms used in this document.

- **Accreditation Number:** A unique 3 to 5 digit number.
- **Bomb Threat:** A threat to detonate an explosive device that results in the discovery of a device or in an explosion.
- **Bus Doors:** Where a person is injured from being trapped and/or dragged while entering or exiting from the bus.
- **Cancelled Trip:** Where the bus did not depart because of the accident or incident reported.
- **Charter Service:** A bus which is pre-booked for an agreed fee and not operating to a regular route and timetable.
- **Collision:** Incidents where the bus comes into contact with another vehicle, structure or person which results in injury to any person or the bus being unable to continue its journey or which may result in serious public concern.

Incidents where a bus slides off the road into a table drain but does not sustain damage should be included in this category.

- **Dangerous Behaviour (Public):** Any behaviour that results in a person being injured or they are likely to cause an injury to themselves or any other person/s. An example may include a passenger who alighted from the bus being hit by an oncoming vehicle or a person who is bus surfing.
- **Depot Location:** The depot the bus belongs to regardless of where the incident took place.
- **Driver:** The person driving the bus at the time of the accident or incident.
- **Driver Authority Number:** The unique number listed on the driver authority card of the driver involved in the accident or incident e.g. AB1234.
- **Driver Behaviour:** Driver behaviour which leads to a reportable accident or incident, e.g. sudden acceleration or heavy braking which leads to an injury.
- **Driver Health:** A medical condition which impacts on the driver’s fitness to drive a public passenger vehicle e.g. driver suffering a heart attack or epileptic fit while driving the bus.

  **Note:** A non reportable incident may include a bus service being late or cancelled due to the driver suffering from a common, low level, transitory illness, e.g. headache, cold or flu.
- **Employee:** An employee includes any persons driving or carrying out bus safety work for a bus operator irrespective of whether they are paid, contractor or volunteer, and regardless of whether they hold a driver authority.
- **Event Number:** The number provided to the operator either by Police or PAL (Police Assistance Line) to identify a reported incident.

  **Note:** Police will provide an event number when an accident or incident is reported to them or when the Police attend the scene of an incident or accident. An Event Number starts with an ‘E’ (uppercase) followed by numbers. e.g. E1234

- **Fire on Bus:** A fire on a bus caused by an electrical or mechanical malfunction, or passenger behaviour.

  **Note:** All fires on bus incidents must be reported whether or not the incident resulted in any person or persons being injured or the journey being cancelled, not able to be completed, being diverted, running late or being replaced.

- **Hoax:** A threat to detonate an explosive device that proves to be false.

- **Incident Date and Time:** The date and time when the incident or accident occurred.

- **Incident Location:** The place where the incident or accident occurred.

- **Incomplete Trip:** Where only part of the journey was completed.

- **Indecent Exposure:** An individual exposing sexual body parts to another person.

- **Long-distance Service:** A public passenger service conducted according to one or more regular routes, in which each passenger is carried for a distance of not less than 40 kilometres.

- **Nearest Intersection/Other Identifier:** The nearest cross road where the incident or accident occurred. This field is free text and may include any landmarks (e.g. “opposite McDonalds”, “next to the Shell Service Station”, “opposite a public school”) which assist in identifying the location where the incident or accident occurred.

- **Medical Incident:**

  **Driver Health:** An incident (that does not involve a collision) that results from the driver having a medical condition that may impact on their fitness to drive a public passenger vehicle. An example of this type of incident could be where the driver suffers a heart attack behind the wheel but no collision results.

  (Where a collision results, the incident would be classified as a “Collision” with “Driver health” being the cause of the incident. See definition of Collision above.

  **Note:** A non reportable “medical incident” may include a bus service being late or cancelled due to the driver suffering from a common, low level, transitory illness, e.g. headache, cold or flu.

  **Passenger Health:** A passenger medical incident may include a passenger requiring medical attention.

- **Positive Alcohol Test:** A confirmatory breath analysis performed by NSW Police e.g. not the initial breath test which confirms PCA of 0.02 (or higher).

  Or, a blood analysis undertaken by a medical practitioner which confirms the presence of PCA.
Positive Drug Test: A laboratory test confirming the presence of a drug e.g. not an on-site screening test.

Or, a blood analysis undertaken by a medical practitioner which confirms the presence of a drug.

Offensive Behaviour: Includes matters of sexual or physical assault, matters of indecent exposure and robbery.

Operator Address: The address contained on the Bus Operator’s Certificate of Accreditation issued by Transport for NSW.

Operator: The person or business accredited under the Passenger Transport Act 1990 to operate a public passenger service.

Note: The operator may or may not be the driver of the bus.

OTS is Office of Transport Safety Investigations.

OTS I 72 Hour Report: An OTSI investigation report requested by OTSI which should be submitted within 72 hours.

PAL (Police Assistance Line): An incident or accident reported to PAL via the Bus Incident Management Database, by phone or fax.

Passenger: Persons who have paid or been issued with an authority to travel on the bus or are entering or alighting from the bus.

Passenger Health: May include a passenger requiring medical attention.

Pedestrian: A person who is sitting, standing or moving on a road or road related area.

Physical Assault: An act of violent contact between two individuals, usually against the victim’s will. This can involve hitting, pushing, kicking, biting, or even spitting.

Physical Threat: A threat of violence towards another person.

Projectiles: Object/s thrown or attempted to be thrown at a bus.

Note: All incidents where a projectile is thrown at a bus, irrespective of whether or not they strike the bus or whether they caused injury to a person or damage to the bus, must be reported to Transport for NSW and should be reported to Police/PAL.

Property Name (within the PAL Report): Refers to the bus.

Public: Persons other than “passengers”, “employees”, or “pedestrian” e.g. the driver or passenger of another motor vehicle.

Rail Replacement Service: A bus service which is provided to replace a passenger rail service pursuant to Clause 28K of the Passenger Transport Act 1990 No 39.
- **Region:** The contract area for holders of a Metropolitan Bus System Contracts (MBCS), Outer Metropolitan Bus System Contracts (OMBSC), Rural and Regional Bus Contract A or Contract B.

- **Route (Regular Passenger Service):** A public passenger service conducted according to regular routes and timetables, but does not include a tourist service or a long-distance service.

- **Runaway Bus:** Any movement of a bus which occurs when the driver is not in control.

  *Note:* All Runaway Bus incidents must be reported to Transport for NSW and OTSI.

- **School Children:** A person who attends infant, primary or secondary school who is travelling to or from the school or a school-related activity.

- **Security Threat:** A direct or indirect threat to the safety or the security of a bus by a passenger or any person, either directly or indirectly (telephone threat).

  *Example:* a suspicious package on the bus, hijacking of the bus, a bomb hoax (refer to definition) or where a person on the bus threatens to blow up a bomb.

- **Service Diverted:** Where a trip was completed via a different route other than the contracted route or intended route.

- **Service Impact:** The impact that an accident or incident caused to the on time running of that service (or journey) in relation to the incident that occurred.

- **Service Replaced:** Where the bus was replaced with another bus to continue with the journey.

- **Service Type:** The type of service the bus was engaged in at the time when the incident or accident occurred e.g. a Regular Passenger Service

- **Sexual Assault:** Any assault of a sexual nature on another person.

- **Slips, Trips and Falls:** An incident where a person slips, trips or falls while on the bus, alighting or boarding the bus.

- **Transported by Ambulance:** Ambulance attended and the person involved in the accident or incident was taken away by an Ambulance.

- **Transported by Other Means:** A person who is involved in the accident or incident is conveyed by other than an ambulance, e.g. police vehicle etc.

- **Threatening/Intimidating Behaviour:** Threatening, abusive or insulting words or behaviour against another person.
- **Tourist Service:** A public passenger service being:
  
  (a) a pre-booked service designed for the carriage of tourists to destinations listed on a publicly available tour itinerary, or
  
  (b) a service designed for the carriage of tourists where all passengers' journeys have a common origin or a common destination, or both.

- **Treated at the Scene:** First Aid or some other form of medical treatment performed at the scene by a medical officer which did not involve person/s being transported in an ambulance.

- **Vandalism:** Incidents of intentional defacement or damage to a bus e.g. spray painting and/or graffiti to the interior or exterior of the bus, slashing of seats etc.

- **Vehicle Breakdown:** Incidents relating to a mechanical or electrical issue which prevented the bus from commencing or completing its journey. This may include door failure, brake failure or steering failure but **does not** include minor vehicle breakdown such as a puncture, flat tyre or broken fan belt, etc.

- **Vehicle Fault:** Includes a failure of any brake, steering or suspension system, or wheels or tyres which results in the bus not being able to commence or complete its journey. This includes a tyre blow-out or a wheel falling off a bus, but **does not** include minor vehicle faults such as a puncture, flat tyre or broken fan belt, etc.

- **Vehicle Make:** Refers to the vehicle chassis.

- **Verbal Assault:** Where physical violence is threatened against a person or the person feels threatened or intimidated by the language.

- **Year Vehicle Manufactured:** The date listed on the vehicle's registration papers.
4. USING THE BUS INCIDENT MANAGEMENT DATABASE

4.1 Introduction

When an incident occurs on a bus the operator has a duty to report that incident to Transport for NSW and possibly to OTSI and the NSW Police Force – depending on the type of incident.

The Bus Incident Management Database assists operators to comply with these requirements. In particular, the Bus Incident Management Database allows the operator to:

- Create an incident report
- Submit the incident report to Transport for NSW
- Send a 72 hour report to OTSI (when requested by OTSI)
- Send a PAL report to the NSW Police Force

If additional facts or information are obtained at a later stage regarding an existing incident, bus operators will be required to update the incident. E.g. if an injury results in a fatality.

The database also allows the operator to organise incidents reported into various categories (e.g. “collisions”) and to print off such reports.

The Bus Incident Management Process

![Diagram of the Bus Incident Management Process]

- **STEP 1**: Log onto Bus Incident Management
- **STEP 2**: Create incident (new)
- **STEP 2**: Search (existing incidents)
- **STEP 3**: Create/submit a PAL report (if required)
- **STEP 3**: Create/submit an OTSI report (if required)
- **STEP 3**: Create/submit an OTSI report (if required)
- **STEP 3**: Edit incident (if required)
- **STEP 2**: Check for messages to contact police
- **STEP 3**: Action any pending incidents
4.2 Bus Incident Management Database Process

The process of reporting a bus incident in the Bus Incident Management Database is outlined in the Table above and involves:

1. Logging onto the Bus Incident Management Database.

2. Creating (enter) the Bus Incident into the application. (Save as Draft or Complete – depending on the level of detail known – if saved as draft then go back to the incident when all details are known and complete the incident).

3. From the Search Page, find the incident and create and submit an OTSI Report (if required).

4. From the Search Page, find the incident and create and submit a PAL Report (if required). Action any further PAL requirements (if any).

The instructions below describe how an operator can do each of these things. In addition, a Quick Guide document to using the Bus Incident Management Database is included as Appendix 4.
4.3 Bus Operator User Log in

The Bus Incident Management Database is available through the Portal. The URL for the portal is: https://appln.transport.nsw.gov.au/portal/


**IMPORTANT NOTE:**

If you are having trouble accessing/viewing the application and are using Internet Explorer as your browser make sure the Compatibility View is set to **Off**. To do this: Click on the ‘Compatibility View’ icon. The icon is located next to the address field.

To make sure the Compatibility View is off:
Select ‘Tools’ from the menu and make sure there is no tick next to ‘Compatibility View’. If the tick is still there simply click on the entry again and the tick will disappear.

**Note:**

Save the portal URL as a ‘Favourite’ in your browser to save having to re-type it each time.
2. The Portal Home page will display. Click the 'LOGIN' link.

3. Enter your Username and Password. Click 'Login' or hit the <Enter> key on the keyboard.
Lost/forgotten passwords and usernames
If you have lost/forgotten your password/username, click on the ‘I Forgot my Password’ or ‘I Forgot my Username’ buttons.

You will be asked for your Username (in case of a forgotten password) and for your email (in case of a forgotten username). This will activate an email in which a process for obtaining a new password. In case of a forgotten username the email will include your username.

Please follow the steps outlined in the email and note that you have 15 minutes to complete the request. If you do not complete the request within the timeframe click on the applicable button again. This functionality is also available through the portal home page.

[DEV] [Transport for NSW] Reset Password
no-reply@transport.nsw.gov.au
Sent: Mon, 4 Feb 2013 9:01 AM
To:

Hello User,

You have requested a password reset. Please follow the link below to enter your new password. This link is only valid for 15 mins. If you did not initiate this request, you may safely ignore this email.

http://ncaasweb01.7811/portal/password/reset?username=Dyba&A&token=OJsWc

Thank you,
Transport for NSW
4. Select ‘Bus Incidents Application’ to access the application.

5. The home page of Bus Incidents will display.
Logging out

To log out click the ‘Logout’ link (Logout) located in the top right hand corner of the Portal screen.

Note:
The logout function is also available from the home page.
4.5 Create (Enter) Bus Incident

This functionality allows users to create (enter) a new bus incident.

1. Click on the ‘Create Incident’ menu item from the global menu at the top of the screen.

The following screen is displayed:

![Create Incident Screen]

Note: The page opens on the ‘Operator’ tab. Data in all tabs has to be entered before an incident can be ‘Completed’.

1. All fields (except Internal Reference and Drug Testing results) are mandatory. Data has to be entered into them before an incident can be ‘Completed’. If a user tries to ‘Complete’ an incident where all fields have not been populated (or are incorrectly populated) the application will reject that action and prompt the user to enter all required data.

2. An incident can be saved as draft at any time without completing all fields. Use the ‘Save Draft and Exit’ option to do this. **Note:** All draft incidents must be completed within 7 days, if not, reminder emails will be sent to the user requesting they complete the incident A.S.A.P.
Additional Information

- The system will assign an incident number to each new incident. (This happens when the ‘Create’ menu item is selected). It is a sequential number and can be searched on later on.

- The Status of the incident will remain as ‘Draft’ until all the details are entered and the user can save the incident as ‘Complete’. When the incident is in Draft it can be saved many times without all fields being populated. **Note: All draft incidents must be completed within 7 days, if not, reminder emails will be sent to the user requesting they complete the incident A.S.A.P**

- The version of the Incident will remain at 0 while the Incident is in ‘Draft’. As soon as it is ‘Completed’ the version number will change to 1. It will then be incremented by 1 each time the incident is modified while its status is ‘Complete’.

2. Complete the ‘Operator’ Tab as follows:

   - **Operator name**
     Type ahead functionality applies to this field with a candidate list of Operators displayed and refined as each new character is typed. Type the first few characters of the Operator name until the correct operator appears in the list. Select the Operator from the list. Bus Operators will have this field automatically populated with their name.

   - **Operator address / accreditation number**
     Will automatically be populated once the operator is selected. In some cases (where an operator has two or more accreditation numbers) there will be a choice. Users will need to select the correct accreditation number.

   - **Operators internal reference**
     Enter the reference number/code/sequence – if any. This field is not mandatory and can be left blank if operators do not use a reference.

   - **Region**
     Select the applicable region from the drop down box.

   - **Driver authority number of driver involved**
     Enter the driver authority number. Note, it must be two letters followed by four digits. Tick the ‘Not Applicable’ box if the incident did not involve a driver.

   - **Service type**
     Select the service type for the operator from the drop down box.
3. Click on the “Incident’ tab or ‘Next’ button and complete the fields as follows:

**Incident date and time**

This is the date on which the incident occurred. Date format is dd/mm/yyyy. The calendar next to the field can be used to select a date. Using the calendar icon will always enter the correct date format. Click on the calendar icon and select the correct date. The time is selected by using the drop down buttons. First drop down is the hour, the second is the minutes and the third indicates AM/PM.
**Incident location**
Start typing the street name in the Incident location field then type a comma (,) and a list of possible addresses will appear. The list of choices narrows down as more letters are typed. Once the correct address is found, select the address from the list.

Note: The address will display in red until it is validated by the system (i.e. an existing, valid address is found in the database. The location will remain displayed in red until a valid address is entered. The Administrator will see all addresses in red and they can validate that address for the user.

**Nearest intersection or other identifier**
Enter exactly the same as Incident Location field as above. Alternatively – this field can be used as a free text field. Users can enter any details of nearest intersection/identifier e.g. A library on the corner street, next to shopping centre etc.

**Incident**
Use the drop down box to indicate the type of incident.

**Incident description**
Use the drop down box to indicate the incident’s participants. This list will automatically be refined depending on the Incident Type selected. This field may automatically default to N/A for some Incident Types.

**Incident cause**
Use the drop down box to indicate the cause of incident. This list will automatically be refined depending on the Incident Type selected. This field may automatically default to N/A for some Incident Types.

**Service impact**
Use the drop down box to indicate the impact the incident had on the service.
**Brief description**
Enter a brief description of the incident – this is not a mandatory field.

4. Select the ‘Injury’ tab or ‘Next’ button and complete the fields as follows:

**Were passengers on board**
Indicate whether passengers were present by placing a dot in the appropriate select button.

**Estimated number of passengers**
Enter the number of passengers. The ‘up’ and ‘down’ arrows can be used to select a number or it can be typed.

**Were school children on board**
Indicate whether school children were present by placing a dot in the appropriate select button.

**Estimated number of school children**
Enter the number of school children. The ‘up’ and ‘down’ arrows can be used to select a number or it can be typed.

**Any injuries or fatalities**
Indicate whether there were any injuries or fatalities by placing a dot in the appropriate select button. If the answer to this question is ‘Yes’ the following screen will be displayed. **Please note, only one (1) injury level box should be selected per passenger type.**

![Note: It is likely that users will not see the whole screen and will need to scroll down to access all fields.](image-url)
Enter numbers of passengers, passenger school children, driver/employees, pedestrians, pedestrian school children and public. Please note, only one (1) injury level box should be selected per passenger type.

a) who were treated at the scene,
b) who were transported by ambulance,
c) who were transported by other means,
d) who were fatally injured,

as a result of the incident.

5. Select the ‘Vehicle’ tab or ‘Next’ button and complete the fields as follows:
**Vehicle registration number**
Enter the registration number of the bus involved in the incident.

**EGI code (STA Operator only)**
STA operators enter the EGI code and ‘Vehicle make’ and ‘Vehicle type’ fields will be populated. All other operators please ignore this field.

**Vehicle make (refers to the vehicle chassis)**
Select the vehicle make from the drop down box. If ‘Other’ is selected, specify the make.

**Vehicle type (previously known as model)**
Select the vehicle type from the drop down box. If ‘Other’ is selected, specify the type.

**Year vehicle manufactured**
Select the year in which the vehicle was manufactured.

**Depot suburb for vehicle**
Click on the ‘Locator’ icon next to the field. An Input Address window appears. Type ahead functionality applies to this field. Start typing the suburb and a list of possible addresses will appear. Type in more letters to narrow the list of choices. Once the correct suburb is found, double click on it and click on the ‘Accept’ button.

6. Click on the ‘Incident reporting’ tab or ‘Next’ button and complete the fields as follows:

![Image of incident reporting form]

Note: Users will not see the whole screen and will need to scroll down to access all fields.
Office of Transport Safety Investigations (OTSI)

Was OTSI notified
Indicate whether OTSI was notified. If you answer yes, to this question, the database will request the following information:

Date OTSI was notified
Specify the date and time that OTSI was notified. This is applicable only if the answer to the first question is 'yes'. Format is dd/mm/yyyy. The calendar icon next to the field can be used to put the correct date in. Click on the icon and select the date.

Did OTSI request a 72 hour report
Indicate whether OTSI requested a report. If the answer is 'yes' this will put a message in the ‘Action Required’ column on the Search screen reminding the user that the OTSI report needs to be sent.

72 hour report sent
Indicate whether a report was already sent.

Police and the Police Assistance Line (PAL)

Did the Police attend
Indicate whether the police were physically present at the scene of the incident.

Were the Police notified
Indicate whether the Police were notified of the incident.

Event number
An event number is given by the police. This will be applicable only if police were notified. Users will not be able to enter an event number if the answer to the above was ‘No’.

Do you wish to notify PAL using this application based on the PAL reporting criteria
Indicate whether a PAL report should be sent. If the answer is ‘yes’ this will put a message in the ‘Action Required’ column on the Search screen reminding the user that the PAL report needs to be sent.

Note: If there were any injuries entered in the “Injury’ tab the system will answer this question with a ‘no’ and remind the user to contact the police.

PAL status (office use only)
This will indicate the PAL status of the incident. The system will populate this field.

Incident captured on camera/CCTV
Indicate whether the incident has been captured on any camera/CCTV. If you answer ‘Yes’ the next field will become available.
Are police able to view images
Indicate whether the police can view images. If you answer ‘Yes’ the next field ‘If Yes, how can this be arranged?’ will display. Please indicate how the images can be obtained for viewing by the police.

Drug and Alcohol Test

Was the driver tested for alcohol
Indicate whether the Driver was tested.

Did the Driver return a positive alcohol test result?
Indicate whether the driver returned a positive test result. Refer to the definitions section of the manual to understand the meaning of ‘positive test.

If the answer to this question is ‘Yes’ a pop up window will prompt the user to fill out a ‘Drug and Alcohol Testing Notification Form’ and send it to Transport for NSW.

Was the driver tested for drugs
Indicate whether the Driver was tested.

Did the driver return a positive drug test result?
Indicate whether the driver returned a positive test result or whether the result is still pending. Refer to the definitions section of the manual to understand the meaning of ‘positive test’.

If the answer to this question is ‘Yes’ a pop up window will prompt the user to fill out a ‘Drug and Alcohol Testing Notification Form’ and send it to Transport for NSW.

Note: If it was indicated that the driver undertook a drug test and the results are pending, the operator MUST provide the results by updating the incident within 14 days.

Transport for NSW will be notified of incidents which have not been updated within 14 days.

Data Submitted By

Record created By
This will be populated by the system with the user’s logon name.

Date reported
The computer date will be entered by the system.

Phone No
Enter the phone number of the person entering the incident. This field will be populated by the system if this information is known.

Email
Enter the email of the person entering the incident. This field will be populated by the system if this information is known.
**Additional comments**
Enter any additional comments (if any) regarding this incident.

6. Once all known information is entered click on

[ ] Save Draft and Exit  [ ] Complete

- As appropriate. If there is more information to be entered use the ‘Save Draft and Exit’. This option allows for it to be entered at a later time. If all information is known and entered use the ‘Complete’ option. Both options save the incident and return the user to the Search Screen where the newly created incident will display on top of the list.

An information box (shown below) that a draft version or a complete incident was saved will appear (and fade away within a few seconds).

**List incidents**

**Information**

Draft Version of Incident Successfully Saved

If a user tries to ‘Complete’ an incident which did not have all fields entered or which were entered incorrectly the following error message will appear. Users will be informed of where the errors are.

**Error**

1. Driver authority number is required.
2. Alcohol tested is required.
3. Drug tested is required.

All errors need to be corrected for an incident to be ‘Completed’.
Note: Clicking on the Cancel button will discard any changes made and return the user to the previous page (the search page). The incident will not be created / saved.

1. If the Incident remains in the Draft status, the Version will remain 0. If the Incident is ‘Completed’, the Version will become 1.
4.6 View Bus Incident

This function allows users to view information contained in an existing Bus Incident.

1. Select the Incident to be viewed from the list of Incidents listed on the List Page or Search for the required incident in the Search Page. Selecting is done by placing a dot in the ‘Select’ column.

2. Click on the ‘View/Print’ button.

3. The selected Incident is displayed in view mode (fields are greyed out). Users can view the details of the Incident presented on the display.

   ![Image of Incident List]

4. Click on the **Cancel** button (in the top right hand corner) to return to the previous screen.

Note: This is view only functionality. The incident cannot be updated/changed from this page.
4.7 Print Bus Incident

This function allows users to print the information contained in an existing Bus Incident.

1. Select the Incident to be printed from the list of Incidents listed on the List Page or Search for the required incident on the Search Page. Selecting is done by placing a dot in the ‘Select’ column.

2. Click on the ‘View/Print’ button.

3. The selected Incident is displayed. Click on the ‘Print’ button to print the incident.

4. Click on the button (in the top right hand corner) to return to the previous screen.
4.8 Edit Bus Incident

This function allows users to update/change the information contained in an existing Bus Incident.

1. Select the Incident to be edited from the list of Incidents listed on the List Page or Search for the required incident on the Search Page. Selecting is done by placing a dot in the ‘Select’ column.

2. Click on the ‘Edit’ button.

3. The selected Incident is displayed in edit mode. The Incident can now be edited – as per the Create Incident functionality. Refer to Section 4.5 – Create Incident for details.

4. Click on the appropriate button (as

The system will return the user to the display page and display a message advising that the Incident has been successfully ‘Completed’ or ‘Saved as Draft’ (whichever was done).

List incidents

Information

Incident Successfully Completed

The message will disappear (fade away) after a few seconds.

If there were any errors encountered (e.g. fields not populated or incorrectly populated) the user will remain in the Edit page and an Error message will display informing the user of what needs to be fixed before the Incident can be successfully Completed. Errors will only be encountered when the Incident is to be Completed. If the Incident is to be ‘Saved as Draft’ fields can be left unpopulated for data entry later on.
Edit Incident

Error
1. The DriverAuthorityNumber is badly formatted. Must be two letters followed by four numbers.
2. Incident date time is Required.

Note: Clicking on the Cancel button will discard any changes made in ‘Edit mode’ and return the user to the previous page (the browse page).

a) Once updated the latest version of the incident will be displayed on the browse page.

b) If the Incident remains in the Draft status, the Version will remain 0. If the Incident is completed, the Version will become 1. If the Incident was Completed and was subsequently changed the Version will increment by 1 to 2, 3 etc.
4.9 Search Bus Incidents

This function allows users to search for existing Bus Incidents based on the various attributes of the Incident.

**Note:** Bus Operators searching for incidents will only be able to find their own incidents.

1. Click on the ‘Search’ menu item from the global menu at the top of the screen.

2. A window containing entry fields for the search criteria is displayed.

3. Enter **one** or **more search** criteria into the following fields:
   - Incident Number – type the number exactly or enter a range of numbers, eg. 2 – 33 or specify specific incident numbers eg 3, 45, 89.
o Location Street – has to be typed exactly. Spelling must be correct but upper and lower case letters can be used.

o Location Suburb – has to be typed exactly. Spelling must be correct but upper and lower case letters can be used.

o Occurred between – enter a date range.

o Incident – select from a list (use the drop-down box).

o Incident Description – select from a list. This field will become available and will be refined according to Incident Type selected.

o Incident Cause – select from a list. This field will become available and will be refined according to the Incident Type selected.

o Status – select from a list of available statuses.

o Vehicle type – select from a list.

o Vehicle make – select from a list.

o Operator – only one operator will be seen. In cases where a user has access to more than one operator a list of choices will appear.

- Operator’s Internal Reference – type the reference exactly.

- Service Type – select from a list of service types.

- Driver’s Authority Number – enter the driver’s authority number (must be two letters followed by 2 digits).

- Driver tested for alcohol – indicate whether the driver was tested for alcohol.

- Alcohol test result positive – indicate whether the result was positive or not.

- Driver tested for drugs – indicate whether the driver was tested for drugs.

- Drug test results positive – indicate whether the result was positive/negative or results are still pending. If ‘Result pending’ has been selected, operators MUST notify Transport for NSW of the results within 14 days.

- Injury occurred – indicate whether incidents where injuries occurred are searched for.

- Was OTSI notified – indicate whether incidents where OTSI was notified are searched for.

- Were Police notified – indicate whether incidents where the Police were notified are searched for.

- PAL Report Sent – indicate whether a PAL report was sent for the incident(s) searched for.

- OTSI Report Sent – indicate whether an OTSI report was sent for the incident(s) searched for.

✔ Note: Searches are not case sensitive.
SEARCHING HINTS:

1. If all fields are left blank the search will result in all incidents being displayed (the default search).

2. Entering criteria into more than one field constitutes an ‘and’ search. This will narrow down the results. For example selecting ‘Collision’ in Incident Type and ‘Denning’ in Vehicle Make will show all collisions that Dennings had.

4. Hit the <Enter> button on the keyboard or click the button to start the search.

A list of Bus Incidents matching the search criteria is displayed. Both ‘Completed’ and ‘Draft’ incidents matching the criteria will be included (unless a certain status was specifically searched for).

If there are no matches the list will be empty. A message ‘No incidents matching the search criteria found’ will display.

Use the box in the top right hand corner of the table to move between pages of the table (if applicable – the box will only appear if there are more than 10 records to display). See example in the List Page section.

Click on the button to perform another search.

The previous search criteria will be remembered. Add more criteria to narrow down the search or clear all fields by using the button to start again.
4.10 List Page

On this page users are able to see all of the incidents in the database in a table format. This is the equivalent of doing a full search (a search for all incidents) in the Search Page.

1. Select 'List' from the global menu.

2. A list of incidents is displayed.

<table>
<thead>
<tr>
<th>Select</th>
<th>Incident number</th>
<th>Status</th>
<th>Incident date and time</th>
<th>Location</th>
<th>Incident</th>
<th>Action required</th>
<th>OTSI report sent</th>
<th>PAL report sent</th>
<th>Injury occurred</th>
<th>Action required</th>
<th>OTSI report sent</th>
<th>PAL report sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>7140</td>
<td>Complete</td>
<td>16/01/2013 16:28 PM</td>
<td>19-21 WENTWORTH ST, PARRAMATTA NSW 2150</td>
<td>Vandalism</td>
<td>Send PAL report</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>7139</td>
<td>Complete</td>
<td>19/01/2013 09:10 AM</td>
<td>10 VALENTINE AVE, PARRAMATTA NSW 2150</td>
<td>Projects</td>
<td>Send OTSI report</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>7124</td>
<td>Draft</td>
<td>11/01/2013 11:12 PM</td>
<td>7 TALLWOOD DR, NORTH ROCKS NSW 2165</td>
<td>Projects</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>7123</td>
<td>Draft</td>
<td>12/01/2013 01:11 PM</td>
<td>3515 MALTILAND RD, HAYFIELD NSW 2304</td>
<td>Projects</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>7106</td>
<td>Draft</td>
<td>12/01/2013 12:05 PM</td>
<td>3515 BEGATE NSW 2304</td>
<td>Projects</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>7105</td>
<td>Draft</td>
<td>12/01/2013 12:05 PM</td>
<td>3515 BEGATE NSW 2304</td>
<td>Projects</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>7093</td>
<td>Draft</td>
<td>12/01/2013 10:47 PM</td>
<td>3515 BEGATE NSW 2304</td>
<td>Projects</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

Note: Bus Operators will see their incidents only i.e. incidents that have been entered by them.

From here users can select an incident and view/print it, edit it, create and submit OTSI and PAL reports as well as export records to a spreadsheet.
4.11 Bus Incident History

This function allows users to view the history of changes to the information contained in an existing Bus Incident.

1. Select ‘Incident History’ from the global menu.

2. Select the incident to be viewed by placing a dot in the select button next to it. If the required Incident is not displaying on the list use the search facilities to find the incident.

   **Note:** Searching for a range of incident numbers is now possible. Users are able to find a range of incidents e.g. 2 – 33 or specify specific incident numbers e.g. 3, 45, 89.

3. Click on the ‘Detail’ button

   A table showing the history of changes to the incident will display.

   **Note:** The ‘Detail’ button will only display when the Incident has a history of changes i.e. when there is a tick in the ‘History Exists’ column.
### 4.12 Creating and Submitting PAL Reports

This function allows a user to create and submit a PAL Report.

1. Select the Incident for which a PAL Report needs to be created from the list of Incidents listed on the List Page or Search for the required Incident on the Search Page. Selecting is done by placing a dot next to the incident in the ‘Select’ column.

2. Click on the ‘Create PAL Report’ button.

Note: 1. The incident must be ‘Completed’ in order for the ‘Create PAL Report’ button to be displayed

AND

2. The incident must have the ‘Send PAL Report’ message in the ‘Action Required’ column.

Note: Users will only be asked to enter additional details needed for the PAL report. The other required fields will be populated by the system from the incident.
3. Complete the ‘PAL Attributes’ tab as follows:

<table>
<thead>
<tr>
<th>Organisation details</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNI Number</td>
</tr>
<tr>
<td>Fax Number</td>
</tr>
</tbody>
</table>

Person making police report

Location where incident occurred

Property name

Note: Users will need to scroll down to see all the fields on this page.

Fields marked with * are mandatory.

**Organisation Details**

**CNI Number**
(Central Names Index). This is a number given by Police to all persons/organisations recorded in the COPS system. Some organisations know their number. Enter it, if known. Otherwise leave the field blank.

**Fax Number**
Enter the fax number of the organisation making the report.

**Person Making Police Report**

**Date Of Birth**
Enter the date of birth of the person making the report. Format is dd/mm/yyyy or use the calendar next to it.

**Location Where Incident Occurred**

**Property Name (refers to the bus)**
Enter the property involved in the incident – if applicable.
Time When Incident Occurred

Date & Time Property Was Last Seen Intact
Enter the last time the property was seen intact. Format is dd/mm/yyyy hh:mm. Using the calendar icon (next to the field) enters the date and time in the correct format. Click on the icon, select the required date and time. Time is found at the bottom of the icon screen and can be changed by clicking on the numbers.

**Note:** For attempted projectile throwing incidents where there is no damage or contact with the bus, these incidents may be reported to PAL but a detailed story of what has happened is required i.e. the incident will need to have been witnessed.

When completing the PAL report, the start and end time of the incident can be entered as either the same time, or a short time apart depending on how long the offence went for.

Date & Time Property Found Damaged
Enter when the property was found damaged. Format is dd/mm/yyyy hh:mm. Using the calendar icon (next to the field) enters the date and time in the correct format. Click on the icon, select the required date and time. Time is found at the bottom of the icon screen and can be changed by clicking on the numbers.

**Note:** For attempted projectile throwing incidents where there is no damage or contact with the bus, these incidents may be reported to PAL but a detailed story of what has happened is required i.e. the incident will need to have been witnessed.

When completing the PAL report, the start and end time of the incident can be entered as either the same time, or a short time apart depending on how long the offence went for.

Information about the Incident

Was the offender seen
Indicate with a ‘Yes’ or ‘No’. Place a dot in the answer.

What did the offender look like
Enter a brief description of the offender.

Was the vehicle in motion at the time of the incident
Indicate with a ‘Yes’ or ‘No’. Place a dot in the answer.

Were Police called at the time of the incident
Indicate with a ‘Yes’ or ‘No’. Place a dot in the answer.

Have Police spoken to the vehicle driver
Indicate with a ‘Yes’ or ‘No’. Place a dot in the answer.

Was an event number supplied
Indicate with a ‘Yes’ or ‘No’. Place a dot in the answer.

**Description of damage to property**
Describe damage to property.

**Has the incident been captured on camera/CCTV?**
Indicate whether the incident has been recorded by any camera or CCTV.

**Are Police able to view the images?**
Indicate whether the Police are able to view the images of the incident. If you answer ‘Yes’ please also indicate how this can be arranged.

---

**Graffiti**

**Tool used**
Use the drop down box to indicate the tool used.

**Colour**
Enter the colour/s of the graffiti.

**What was written or drawn**
Enter what was written (any specific words) or drawn (any clear pictures, marks or symbols.

**Location of graffiti**
Enter where (on the bus) the graffiti was placed.

---

**Vehicle Damaged**

**Colour**
Enter the colour of the vehicle.

**Where is vehicle damaged**
Enter the location of the damage on vehicle.

**Value of damage/repairs**
Enter the estimated or known value of repairs or damage. Enter numbers only. Do not type the ‘$’ sign.

**Note:** For attempted projectile throwing incidents where there is no damage to the bus you will need to enter “0” in the value field.

**Description of how damage was done**
Enter how the damage was done, e.g. what tools were used, what actions were taken.
3. Select the ‘Witnesses’ tab or ‘Next’ button and complete the fields as follows:

   a) Enter the Witness Name and Witness Contact Details.
   b) Click on the ‘Add Witness’ button to keep adding new witnesses (if required).
   c) To remove a witness, select the entry (by placing a dot next to it in the ‘Select’ column) and click on the ‘Remove Witness’ button.

4. Select the ‘Property Damaged’ tab or ‘Next’ button and complete the fields as follows:
Property Damaged

Window
Quantity – enter the number of damaged windows.
Location – enter the location of damaged windows.

Light
Quantity – enter the number of damaged lights.
Location – enter the location of damaged lights.

Wall
Quantity – enter the number of damaged walls.
Location – enter the location of damaged walls.

Other
Property damage type – specify any other items that were damaged.
Quantity – enter the number of damaged items.
Location – enter the location of damaged items.

5. Once all known details are entered the following options are available:

Save draft and exit
View PAL report
Submit PAL report
Cancel

a) Save Draft and Exit – this saves what has been entered to date and returns the user to the search screen.

Note: If using the ‘Save Draft and Exit’ option – the report is NOT sent. The message reminding users to send the PAL Report remains in the ‘Action Required’ column. Users are able to come back to the report and enter any additional information.
b) View PAL Report – this option allows the user to see the report (at any time) in the format it will be sent to the Police Force. Users need Adobe Reader to be able to view the report.

**Transport Malicious Damage Report**

This form is ONLY to be used to report Damage to Property / Graffiti Incidents where no person/s have been injured and/or there has been no confrontation with the offender.

*If there has been physical confrontation with the offender or person/s are injured, contact Triple Zero (000) immediately.*

*All fields marked with a ☑ are mandatory.*

---

**ORGANISATION DETAILS**

<table>
<thead>
<tr>
<th>CNI Number:</th>
<th>(if supplied by NSW Police Force)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>[Test Operator]</td>
</tr>
<tr>
<td>Address:</td>
<td>23 Wentworth St, PARRAMATTA NSW 2150</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>☑ 49741600</td>
</tr>
<tr>
<td>FAX Number:</td>
<td>☑</td>
</tr>
</tbody>
</table>

---

**PERSON MAKING POLICE REPORT**

<table>
<thead>
<tr>
<th>First Name/s:</th>
<th>☑ Bus Incident Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name:</td>
<td>☑ Test Account</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>☑ 14/00/1970</td>
</tr>
<tr>
<td>Contact Phone Number:</td>
<td>☑ 12345678</td>
</tr>
</tbody>
</table>
c) Submit PAL Report – this sends the report to the Police Force.

Note: If using the ‘Submit PAL Report’ option – the report is submitted to the Police via email. The message reminding users to send the PAL Report clears from the ‘Action Required’ column and a tick is placed in the ‘PAL Report Sent’ Column.

A message that the report has been sent will display

Edit PAL Report

Information

The PAL report has been successfully sent

If there are any problems with the report (such as fields left blank) an error message will display and inform the user of what needs to be corrected before the report can be sent.

Edit PAL Report

Error

1. Failed to Save Incident. Report Not Sent
2. - Time seen intact is Required.
3. - Time found damaged is Required.
4. - Damage to property is Required.
5. - Value of damage is Required.

d) Cancel – this discards any entries and returns the user to the Search screen.

To Come Back to a Draft PAL Report

e) Search for the required Incident.
f) Select it (by placing a dot next to it in the ‘Select’ column).
g) Click on the ‘Create PAL Report’ button.
h) Make any required changes/additions.
i) Save Draft or Submit the report.
To Come Back to a Submitted PAL Report

a) Search for the required Incident.
b) Select it (by placing a dot next to it in the ‘Select’ column).
c) Click on the ‘View PAL Report’ button.
d) View the report. It will display in Adobe Reader in the format it was sent to the Police.
e) Close the Adobe Reader to come back to Bus Incidents.

✅ Note: PAL reports can only be changed when they are in a Draft mode. Once they have been submitted to the Police they cannot be changed/modified in any way.

Operators will need to contact PAL directly on 131 444 to discuss changes.

Users are able to view the sent reports.
4.13 Returned PAL Reports

PAL reports submitted by Bus Operators can be deemed “PAL not suitable” (due to their serious nature) by the PAL Personnel. In such cases these reports are returned to the Bus Operator who submitted them with an instruction to contact their local police directly.

When PAL reports are rejected by PAL officers, a message informing the Bus Operator will display in red next time they log onto Bus Incident Management.

1. To access the returned incidents select ‘Action Required’ from the global menu. NOTE: ‘Action Required’ menu item will only display when there are returned PAL Reports.

2. A list of incidents will display.

3. When the appropriate action has been taken (i.e. the Police have been contacted), select the incident by placing a dot next to it in the Select column and click on the ‘Action Taken/Complete’ button. The incident will then disappear from the table.

Incidents for which PAL reports were returned can also be viewed / printed at any time by clicking on the button. The button (located in the top right hand corner of the print / view screen) returns the user to the previous screen.
4.14 Creating and Submitting OTSI Reports

This function allows users to create and submit an OTSI Report.

1. Select the Incident for which an OTSI Report needs to be created from the list of Incidents listed on the List Page or Search for the required Incident from the Search Page. Selection is done by placing a dot next to the incident in the ‘Select’ column.

2. Click on the ‘Create OTSI Report’ button.

Note: 1. The incident must be ‘Completed’ in order for the ‘Create OTSI Report’ button to be displayed

AND

2. The incident must have the ‘Send OTSI Report’ message in the ‘Action Required’ column.

Note: Users will only be asked to enter additional details needed for the OTSI report. The other required fields will be populated by the system from the incident.
3. Complete the Additional Details tab as follows:

**Incident Details**

**Weather conditions**
Specify the weather conditions at the time of incident.

**Operator Details**

**Other operator/s involved**
Specify any other operators (if any) if involved in the incident.

**Police/OTSI Details**

**Police officer name**
Enter the name of the police officer dealing with the incident.

**Police station**
Enter the location of the police station dealing with the incident.

**Police contact number**
Enter the phone number of the police officer or station dealing with the incident.

**OTSI contact person**
Enter the name of the OTSI officer spoken to.
School Children Details

**Name of school(s)**
Enter the name of school(s) – if applicable i.e. if there were school (students) involved.

**Number of students injured**
Enter the number of students injured – if applicable i.e. if school students were involved in the incident.

**Report prepared by**
Name: Enter the name of the person preparing the report.
Date: Enter the date of the report.
Phone: Enter the phone number of the person preparing the report.

**Report forwarded by** (if different to the person who prepared the report)
Name: Enter the name of the person forwarding the report to OTSI.
Date: Enter the date the report was forwarded to OTSI.
Phone: Enter the phone number of the person who forwarded the report to OTSI.

2. Select the ‘Injured passengers’ tab or ‘Next’ button and complete the fields as follows:

   a) Enter the name, contact number and injury type for each passenger.
b) Click on the ‘Add Passenger’ button to keep adding passengers.
c) To remove a passenger, select the entry (by placing a dot next to it in the ‘Select’ column) and click on the ‘Remove Passenger’ button.
3. Select the ‘Investigation Facts’ tab or ‘Next’ button and complete the fields as follows:

Select the ‘Investigation facts’ tab

- a) Enter the fact details
- b) Click on the ‘Add Fact’ button to keep adding facts.
- c) To remove a fact, select the entry (by placing a dot next to it in the ‘Select’ column) and click on the ‘Remove Fact’ button.

4. Select the ‘Preventative actions taken’ tab or ‘Next’ button and complete the fields as follows:

Select the ‘Preventative actions’ tab

- a) Enter the action details, action by and date for each action taken.
- b) Click on the ‘Add Action’ button to keep adding actions.
- c) To remove an action, select the entry (by placing a dot next to it in the ‘Select’ column) and click on the ‘Remove Action’ button.
5. Select the ‘Future Preventative Measures’ tab or ‘Next’ button and complete the fields as follows:

a) Enter the measure details, action by and date for each preventative measure.
b) Click on the ‘Add Measure’ button to keep adding measures.
c) To remove a measure, select the entry (by placing a dot next to it in the ‘Select’ column) and click on the ‘Remove Measure’ button.

6. Once all known details are entered the following options are available:

a) Save Draft and Exit – this saves what has been entered to date and returns the user to the List screen.

Note: If using the ‘Save Draft and Exit’ option – the report is still not sent. The message reminding users to send the OTSI Report remains in the ‘Action Required’ column. Users are able to come back to the report and enter any additional information.

b) View OTSI Report – this option allows the user to see the report in the format it will be send to OTSI. Users need Adobe Reader to be able to view the report.
c) Submit OTSI Report – this sends the report to OTSI.

Note:
1. If using ‘Submit OTSI Report’ option – the report is submitted to OTSI. The message reminding users to send the OTSI Report clears from the ‘Action Required’ column and a tick is placed in the ‘OTSI Report Sent’ Column.

2. Users are able to come back to the report and enter any additional information. The report can be re-sent to OTSI as many times as required.

d) Cancel – this discards any entries and returns the user to the List screen.

7. To Come Back to a Draft or Submitted OTSI Report
   a) Search for the required Incident.
   b) Select it (by placing a dot next to it in the ‘Select’ column).
   c) Click on the ‘Create OTSI Report’ button.
   d) Make any required changes/additions.
   e) Save Draft or Submit the report.
4.15 Creating Spreadsheets/Reporting

This function allows users to export all displaying incidents into a MS Excel spreadsheet. The exported records (incidents) can then be manipulated into any report format.

1. Click on ‘Search’ in the global menu (if not in the search screen).

2. Search for incidents that are to be included in the export/report. Note: all incidents matching the search criteria will be exported (not just the incidents displaying on the search page).

Note: The ‘Export Spreadsheet’ button is also available on the List Page. This will export all records in the database.

3. Click on the ‘Export Spreadsheet’ button.
4. Click on ‘Open’ to open the Excel spreadsheet straight away or use the ‘Save’ button to save the file for future use. The ‘Save’ option will ask the user to save the file to their chosen location/directory. The file can then be opened at any time later on.

Note: Spreadsheets will need to be manipulated into a required report format.
4.16 Contact Us

This facility allows users to contact Transport for NSW with any enquiries/questions/comments regarding the Bus Incident Management Database. **Note:** this goes directly to the Bus Incidents Administrator.

For assistance please email us at **Busincident@transport.nsw.gov.au**

1. Select ‘Contact Us’ from the top right hand corner of the screen.

2. Select ‘Contact Bus Incidents Administrator’

3. Enter the following:

   - **Organisation** – mandatory. Name of the operator making the enquiry.
   - **Name** – mandatory. Name of the person making the enquiry.
   - **Phone number** – mandatory. Phone number of the person making the enquiry.
   - **Email Address** – mandatory. Email address **where a reply** should be sent.
   - **Problem Description** – mandatory. The details of the enquiry.
Clicking on the ‘Cancel’ button cancels the action and no message is sent.

4. Click on the ‘Submit’ button.
5. A confirmation message will display. Click on the ‘Continue’ button.

The message will be emailed to the Bus Incident Management administrator at Transport for NSW and will be answered via the provided email and/or phone number. For assistance please email us at Busincident@transport.nsw.gov.au.
Note:

Other options such as: ‘Report a Bug’, ‘Request a New Feature’ and ‘Make a General Enquiry’ can also be selected.

Contact Us

Please select the type of enquiry you wish to make.

- REPORT A BUG
- REQUEST A NEW FEATURE
- CONTACT BUS INCIDENTS ADMINISTRATOR
- MAKE A GENERAL ENQUIRY

CANCEL, DO NOT CONTACT US

Each option will ask you to complete a form. These will go to the application support team at Transport for NSW.
4.17 Help

To access help from the Bus Incident Management Database select ‘Help’ from the global menu.

The following ‘Help’ options will be displayed in the drop down menu: Bus Incident Management Database Manual, Operator Reporting Requirements, Incident Categories, Definitions, Passenger Transport Regulation 2007, Who should I report an incident to?, Bus Incident Report (Template Form), Quick Guide, Drug and Alcohol Testing - Test Notification Form and Guidelines Relating to Drug & Alcohol Programs

This allows users to view this user guide electronically. The file can be opened for immediate viewing or saved (for later viewing and/or printing) to a selected directory.

Transport for NSW also provides a help desk number. Please refer to the Home Page of the application for a current phone number. Users can also use the following email address for any Bus Incidents enquiries and questions at busincident@transport.nsw.gov.au
4.18 System Maintenance
Once logged in you can perform the following administrative / system maintenance functions listed below.

Changing Passwords

In order to change your password you must be logged on with a current and valid password. To change your password:

1. Log into the Portal using your current username and password.
2. Select the ‘CHANGE PASSWORD’ link.
3. Enter the old password, followed by the new password and then re-enter new password again in Confirm Password field. NOTE: passwords must be between 6 – 20 characters long and must contain at least one number.
4. Click ‘Submit’ and the new password will be effective immediately.
Changing Profile

For changes to the user's name you will need to change their profile.

To change the profile:
1. Click on the ‘CHANGE PROFILE’ link.
2. Edit any fields that require updating.
3. Click the ‘Submit’ button, and the changes will be effective immediately.
4. Click 'Continue' to return to the home page.
All system maintenance functions can also be accessed within the portal. Select the name of the operator (top right hand corner) and the required function(s).
4. 19 Terminology

Users who are not familiar with terminology commonly used in modern software applications should read/refer to this section for explanations of terms.

Context Menu

Menu entries that apply ONLY to the currently selected record. View, Edit, Create OTSI Report and Create PAL Report will apply only to the record that is selected (place a dot in the select button in the ‘Select’ column by clicking on it). Note that ‘Create OTSI Report’ and ‘Create PAL Report’ will appear only when an appropriate record is selected i.e. one for which such reports need to be created.

Drop Down Box

Certain data entry fields make use of drop down boxes. Clicking on the down arrow on the right hand side of the field will present a number of choices to select from. Clicking on the required entry will populate the field.
Global Menu

Menu entries that is not dependent on context i.e. available from any point within the application. They are accessible by clicking on the required action.

Select Buttons

A field into which a dot can be placed (by clicking a mouse inside it). This selects the record (incident).

<table>
<thead>
<tr>
<th>Incident number</th>
<th>Status</th>
<th>Incident date and time</th>
<th>Location</th>
<th>Incident</th>
<th>Action required</th>
<th>OTH report sent</th>
<th>Action required</th>
<th>PAL report sent</th>
<th>Injury occurred</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Draft</td>
<td>1/07/2009 00:00</td>
<td>GREASONS RD BURRAN Road NSW 2070</td>
<td>Assault and offensive behaviour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Draft</td>
<td>1/07/2009 01:00</td>
<td>RMB VECTIS VIC 3401</td>
<td>Vandalism</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Complete</td>
<td>1/07/2009 08:31</td>
<td>GREEN ST BANKSMEADOW NSW 2019</td>
<td>Collision</td>
<td>Send OTH report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident 12 is currently selected</td>
<td></td>
<td>13/06/2009 06:32</td>
<td>PENNANT HILLS RD PENNANT HILLS NSW 2120</td>
<td>Explosives</td>
<td></td>
<td>24/06/2009 11:14:19</td>
<td></td>
<td>24/06/2009 12:14:15</td>
<td></td>
</tr>
<tr>
<td>113</td>
<td>Complete</td>
<td>1/06/2009 16:20</td>
<td>VALENTINE AV PARRAMATTA NSW 2130</td>
<td>Collision</td>
<td></td>
<td>29/06/2009 14:17:07</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tabs

A flack used to separate and/or organise large screens. Clicking on the required tab will select it and take the user to that page.
**Type Ahead**

For some input fields (Operator, Location and others) Type Ahead functionality has been implemented. As each character is typed a list of choices is displayed, based on the characters typed to that point. If one of those entries is selected (by double clicking and accepting it) the current (and any related) fields will be populated.

**URL**

Uniform Resource Locator. It is the unique address for a file (webpage) that is accessible on the Internet. It is typed into the ‘Address’ field of the Internet Browser.
APPENDICES
88 Notification of accidents and incidents

(1) An operator of a bus service who becomes aware that a bus being used to provide the service has been involved in an accident or incident must notify the Director-General of the accident or incident, in accordance with this clause, if the accident or incident:

(a) resulted in a person being injured, or
(b) prevented the bus from continuing its journey, or
(c) is, in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern.

Maximum penalty: 5 penalty units.

(2) A notification under subclause (1):

(a) must be given within 3 days after the operator becomes aware of the accident or incident concerned, and
(b) must be given in a form approved by the Director-General.

(3) An operator of a bus service who becomes aware that a bus being used to provide the service has been involved in an accident or incident must notify the Chief Investigator of the accident or incident, in accordance with this clause, if the accident or incident:

(a) involved or resulted in any one or more of the following:
   (i) a person being injured,
   (ii) the driver of the bus being incapacitated,
   (iii) a mechanical or electrical fire or an explosion on the bus,
   (iv) a failure of the steering or brakes of the bus,
   (v) a bus being in motion while not under the effective control of a driver,
   (vi) the bus being unable to continue its journey,
   (vii) a person being caught in the doors of the bus and being dragged by the bus, or

(b) is, in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern.

Maximum penalty: 5 penalty units.
(4) A notification under subclause (3):

(a) must be given immediately after the operator becomes aware of the accident or incident concerned, and

(b) must be given by telephone or by such other means as the Chief Investigator may reasonably require, and

(c) must include such details of the accident or incident as the Chief Investigator may reasonably require.

(5) The Director-General and Chief Investigator are to provide each other with access to the details of any notification given under this clause including access to any telephone recording that may have been made.
WHO SHOULD I REPORT AN INCIDENT TO?

Operators can face multiple reporting requirements and the following table provides direction for reporting to Transport for NSW, OTSI and PAL.

<table>
<thead>
<tr>
<th>Incidents</th>
<th>Transport for NSW</th>
<th>Police</th>
<th>Police Assistance Line (PAL)</th>
<th>Office of Transport Safety Investigations (OTSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When should I notify TNSW?</strong></td>
<td><strong>When should I call triple zero?</strong> (000)</td>
<td><strong>When should I call PAL?</strong> 131 444</td>
<td><strong>When should I call OTSI?</strong> 1800 677 766</td>
<td></td>
</tr>
</tbody>
</table>
| Bus Incident Management Database | You should only call ‘000’ in a life threatening or time critical emergency. A life threatening or time critical emergency is when:  
- someone has been seriously injured or is in danger;  
- there is a serious risk to life or property;  
- a crime is being committed;  
- someone you suspect has committed a crime is close by, or their location is known, and there is an opportunity to arrest the suspect;  
- witnesses might leave the scene of a crime, or evidence might be lost, if police do not get to the scene of a crime quickly;  
- a further crime may be committed;  
- the victim is seriously distressed, even though other circumstances suggest a less immediate response. | If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the NSW Police Assistance Line (PAL).  
- Collisions - Minor Collisions only (please refer to the criteria below)  
- Fire on Bus (please refer to the criteria below)  
- Vandalism (Graffiti, Malicious damage) (please refer to the criteria below)  
- Projectile throwing or attempted projectile throwing (please refer to the criteria below) | Notify OTSI of any accident or incident if there is an injury to a person, the vehicle is unable to continue its journey or the event is likely to arouse public concern.  
Within this broad requirement, typical matters that OTSI requires bus operators to immediately report are:  
- collisions with other vehicles, pedestrians or other objects,  
- injuries requiring medical attention,  
- irregularities with bus braking, steering or door systems,  
- any fire or explosion onboard the bus,  
- driver incapacitation, and  
- operational irregularities such as a passenger caught in bus doors and dragged. |

Maximum penalty: 5 penalty units.
A notification under subclause (1):

b) must be given within 3 days after the operator becomes aware of the accident or incident concerned, and

c) must be given in a form approved by the Director-General.

<table>
<thead>
<tr>
<th>Incidents</th>
<th>Transport for NSW</th>
<th>Police</th>
<th>Police Assistance Line (PAL)</th>
<th>Office of Transport Safety Investigations (OTSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assault and Offensive Behaviour</td>
<td>All incidents required (Refer to definition on page 14)</td>
<td>All incidents required</td>
<td>Not required</td>
<td>Not required</td>
</tr>
<tr>
<td>Bus Doors</td>
<td>All incidents required</td>
<td>Not Required</td>
<td>Not required</td>
<td>If injured and requiring medical attention, or dragged</td>
</tr>
</tbody>
</table>
| Collisions                    | All incidents required (Refer to definition “collision” on page 12) | Serious Collisions - Required:  
  ➢ where vehicles are towed  
  ➢ persons are injured/killed  
  ➢ driver appears to be under the influence of drugs or alcohol  
  ➢ driver particulars are not exchanged at the scene  
  ➢ any resultant property damage $500 or more | Can be reported for Minor Collisions where ALL the following criteria are met:  
  ➢ no vehicles have been towed  
  ➢ no person/s have been injured/killed  
  ➢ no driver is under the influence of drugs or alcohol  
  ➢ Driver particulars are exchanged at the scene | If damaged to the extent that bus cannot continue in service |
<table>
<thead>
<tr>
<th>Incidents</th>
<th>Transport for NSW</th>
<th>Police</th>
<th>Police Assistance Line (PAL)</th>
<th>Office of Transport Safety Investigations (OTSI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dangerous Behaviour (Public)</td>
<td>All incidents required (as per clause 88(1)(c) of the Passenger Transport regulation 2007)</td>
<td>Required if:</td>
<td>Not Required</td>
<td>Required if resulting in injury requiring medical attention</td>
</tr>
<tr>
<td></td>
<td></td>
<td> person/s are injured</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td> offenders are still at the scene (i.e. police can apprehend offenders)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dangerous Behaviour (Driver)</td>
<td>All incidents required (as per clause 88(1)(c) of the Passenger Transport regulation 2007)</td>
<td>Required if:</td>
<td>Not Required</td>
<td>Required if resulting in injury requiring medical attention</td>
</tr>
<tr>
<td></td>
<td></td>
<td> person/s are injured</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td> offenders are still at the scene (i.e. police can apprehend offenders)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire on Bus (incident that does not result in a collision)</td>
<td>All incidents required</td>
<td>Not required unless the fire is an act of vandalism.</td>
<td>Cannot be reported unless the fire is an act of vandalism and:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td> refer to Vandalism for action to be taken</td>
<td> the fire is of a minor nature and does not affect the integrity of the vehicle eg scorching, cosmetic damage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td> no person/s have been injured/killed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td> the incident is not occurring now; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td> the Police have not attended and arrested the offenders</td>
<td></td>
</tr>
<tr>
<td>Medical Incident (incident that does not result in a collision)</td>
<td>All incidents required (refer to definition on page 13)</td>
<td>Not required</td>
<td>Not required</td>
<td>All incidents that occur during the provision of a passenger transport service</td>
</tr>
<tr>
<td>Incidents</td>
<td>Transport for NSW</td>
<td>Police</td>
<td>Police Assistance Line (PAL)</td>
<td>Office of Transport Safety Investigations (OTSI)</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Projectiles</td>
<td>All incidents required</td>
<td>Required if:</td>
<td>Can be reported where:</td>
<td>Required if resulting in injury requiring medical attention or damage such that the bus cannot continue in service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>➢ person/s are injured</td>
<td>➢ no person/s have been injured/killed and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>➢ offenders are still at the scene (i.e. police can apprehend offenders)</td>
<td>➢ the Police have not attended the scene</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>➢ Damage to vehicle</td>
<td></td>
</tr>
<tr>
<td>Refusal to Pay</td>
<td>May be reported as per Clause 88(1)(c) of the Passenger Transport Regulation 2007</td>
<td>Not required</td>
<td>Not required</td>
<td>Not required</td>
</tr>
<tr>
<td>Runaway Bus</td>
<td>All incidents required</td>
<td>Required</td>
<td>Not Required</td>
<td>All incidents required</td>
</tr>
<tr>
<td>(Incident that does not result</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in a collision)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Threat</td>
<td>All incidents required</td>
<td>All incidents required</td>
<td>Not required</td>
<td>Not required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slips, Trips and Falls</td>
<td>All incidents required</td>
<td>Not required</td>
<td>Not required</td>
<td>Required if resulting in injury requiring medical attention</td>
</tr>
<tr>
<td>Threatening/Intimidating</td>
<td>All incidents required</td>
<td>All incidents required</td>
<td>Not required</td>
<td>Not required</td>
</tr>
<tr>
<td>Behaviour</td>
<td>(As per Clause 88(1)(c) of the Passenger Transport Regulation 2007)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incidents</td>
<td>Transport for NSW</td>
<td>Police</td>
<td>Police Assistance Line (PAL)</td>
<td>Office of Transport Safety Investigations (OTSI)</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------</td>
<td>-------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Vandalism</td>
<td>All incidents required</td>
<td>Required if:</td>
<td>Can be reported for incidents involving:</td>
<td>Not required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- person/s are injured</td>
<td>- graffiti</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- offenders are still at the scene (i.e. police can apprehend offenders)</td>
<td>- damage to fixtures &amp; fittings</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- fire on bus caused by person and <strong>ALL</strong> the following criteria are met:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- no person/s have been injured/killed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- the incident is not occurring now; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- the Police have not attended and arrested the offenders</td>
<td></td>
</tr>
<tr>
<td>Vehicle Breakdown</td>
<td>All incidents required</td>
<td>Not required</td>
<td>Not required</td>
<td>Required if resulting in injury requiring medical attention or damage such that the bus cannot continue in service</td>
</tr>
</tbody>
</table>
Appendix 3

BUS INCIDENT REPORT – TEMPLATE FORM

All bus operators must be registered with the Bus Incident Management Database. If you are not registered, you must do so immediately, by accessing the link at https://appln.transport.nsw.gov.au/portal/home. Please refer to the ‘Registration Guide (PDF)’ for instructions on the registration process.

- Please use this form if you do not have access to the Bus Incident Management Database online.
- Incident reports must be completed and submitted to Transport for NSW within 72 hours of the incident occurring.
- Please complete all sections of the report:
  1. Operator Information
  2. Incident
  3. Injury
  4. Vehicle
  5. Incident Reporting
- Fields marked with an asterix (*) are mandatory. They must be filled in order for Transport for NSW to enter your incident. If you do not complete all fields, the form may be rejected, slowing down the Incident Report process.
- Please mail completed reports to:
  Transport for NSW
  Strategy and Reporting
  Locked Bag 5085
  PARRAMATTA NSW 2124
- Once Transport for NSW successfully enters your Incident Report into the Bus Incident Management Database you will receive a notification and a valid incident number for your reference.
- If you need any help with completing the form please refer to the attached Report Guide at page 78 for explanations of fields or email us at busincident@transport.nsw.gov.au.

Transport for NSW Privacy Policy

The personal information that you provide to Transport for NSW by this database is required for the purposes of Clause 88 of the Passenger Transport Regulation 2007. An operator who fails to comply with the requirements of this clause may commit an offence. Personal information collected by this site may be forwarded to the Office of Transport Safety Investigations (OTSI), NSW Police Force and the Independent Transport Safety and Reliability Regulator (ITSRR) for the purpose of investigation or analysis.

This information will be stored on the database held by Transport for NSW. Any request for a correction to this information may be made to Transport for NSW at:

Transport for NSW
Strategy and Reporting
Locked Bag 5085
PARRAMATTA NSW 2124

For further information on privacy issues as they relate to this site, please click on the following link New South Wales Privacy and Personal Information Protection Act 1998.
1. Operator Information
* Red asterix indicates mandatory field.

*Operator name
Please enter your full name

*Operator address

*Accreditation number

Operator internal reference
(if used)

*Region
Please tick ✓ your region

N/A □ OMBSC Region 1 □
MBSC Region 1 □ OMBSC Region 2 □
MBSC Region 2 □ OMBSC Region 3 □
MBSC Region 3 □ OMBSC Region 4 □
MBSC Region 4 □ OMBSC Region 5 □
MBSC Region 5 □ OMBSC Region 6 □
MBSC Region 6 □ OMBSC Region 7 □
MBSC Region 7 □ OMBSC Region 8 □
MBSC Region 8 □ OMBSC Region 9 □
MBSC Region 9 □ OMBSC Region 10 □
MBSC Region 10 □ Contract A □
MBSC Region 11 □ Contract B □
MBSC Region 12 □
MBSC Region 13 □
MBSC Region 14 □
MBSC Region 15 □

*Driver authority number of driver involved
(Must be 2 letters followed by 4 digits)

Not applicable □
Tick ✓ the box if the incident did not involve a driver. If ticked the Driver Authority Number is not required.

*Service type
Select the service type.
Tick ✓ one only.

Charter □ Rail Replacement □
In Depot □ Route □
Long Distance □ School □
Nightride □ Tourist □
Not in Service □
2. Incident
* Red asterix indicates mandatory field.

- **Incident date and time**
  (eg: 31/01/2009 - 23:50)

- **Incident location**
  *(Please enter a detailed address/location)*

- **Nearest intersection or other identifier**

- **Incident type**
  *Please tick ✓ ONLY ONE Incident and ONE Corresponding Incident Description and/or Incident Cause.*

<table>
<thead>
<tr>
<th>Incident</th>
<th>Incident Description</th>
<th>Incident Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assault and Offensive Behaviour</td>
<td>☐ Sexual Assault on the Driver</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>☐ Sexual Assault by the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Sexual Assault between Passenger</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Physical Assault on the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Physical Assault by the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Physical Assault between Passengers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Indecent Exposure by the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Indecent Exposure by a Passenger</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Robbery</td>
<td></td>
</tr>
<tr>
<td>Bus Doors (incident that does not result in a collision)</td>
<td>☐ Passenger or luggage trapped or caught in doors</td>
<td>☐ Driver Error</td>
</tr>
<tr>
<td></td>
<td>☐ Passenger caught in doors and dragged</td>
<td>☐ Pedestrian Behaviour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Mechanism malfunction</td>
</tr>
<tr>
<td>Collision</td>
<td>☐ Another vehicle</td>
<td>☐ Driver Behaviour</td>
</tr>
<tr>
<td></td>
<td>☐ Building / structure</td>
<td>☐ Driver Drug or Alcohol Related</td>
</tr>
<tr>
<td></td>
<td>☐ Cyclist</td>
<td>☐ Driver Health</td>
</tr>
<tr>
<td></td>
<td>☐ Pedestrian - Adult</td>
<td>☐ Other Driver at Fault</td>
</tr>
<tr>
<td></td>
<td>☐ Pedestrian - Child</td>
<td>☐ Pedestrian Behaviour</td>
</tr>
<tr>
<td></td>
<td>☐ Other</td>
<td>☐ Road Condition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Vehicle Brake Failure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Vehicle Steering Failure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Vehicle Suspension/Tyre or Wheel Failure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Weather Condition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Other</td>
</tr>
<tr>
<td>Dangerous Behaviour (Public)</td>
<td></td>
<td>☐ Bus Surfing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ A recently alighted passenger being hit by an oncoming vehicle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ A laser being pointed at or near the vehicle</td>
</tr>
<tr>
<td>Dangerous Behaviour (Driver)</td>
<td></td>
<td>☐ Driver operating a mobile phone while driving</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Driver driving recklessly</td>
</tr>
<tr>
<td>Fire on Bus (incident that does not result in a collision)</td>
<td>☐ N/A</td>
<td>☐ Electrical</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Mechanical</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Passenger Behaviour</td>
</tr>
<tr>
<td>Incident</td>
<td>Incident Description</td>
<td>Incident Cause</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Medical Incident (incident</td>
<td>Driver Health</td>
<td>N/A</td>
</tr>
<tr>
<td>that does not result in a</td>
<td>Passenger Health</td>
<td></td>
</tr>
<tr>
<td>collision)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Projectiles</td>
<td>Rocks / Bricks / Bottles etc.</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>Refusal to Pay</td>
<td>Refusal to pay and without violence</td>
<td>N/A</td>
</tr>
<tr>
<td>Runaway Bus</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Threat</td>
<td>Bomb threat</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Hijacked</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hoax</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suspicious package / object</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Slips, Trips and Falls</td>
<td>Slip/Trip/Fall on bus</td>
<td>Bus braked suddenly</td>
</tr>
<tr>
<td></td>
<td>Slip/Trip/Fall while alighting</td>
<td>Driver Behaviour</td>
</tr>
<tr>
<td></td>
<td>Slip/Trip/Fall while boarding</td>
<td>Passenger Behaviour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other</td>
</tr>
<tr>
<td>Threatening / Intimidating</td>
<td>Physical Threat or Intimidation against the</td>
<td>N/A</td>
</tr>
<tr>
<td>Behaviour</td>
<td>Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Physical Threat or Intimidation by the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Physical Threat or Intimidation between Passengers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbal Assault against the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbal Assault by the Driver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbal Assault between passengers</td>
<td></td>
</tr>
<tr>
<td>Vandalism</td>
<td>Damage to fixtures or fittings</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Graffiti</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Vehicle Breakdown</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Service impact*

*Please tick ✓*

- Cancelled □
- Diverted □
- Incomplete □
- Late □
- Service Replaced □
- Nil □

**Brief description**

---

Page 89 of 105
3. Injury
* Red asterix indicates mandatory field.

General Injury Details

**Were passengers on board?**
Yes □ No □

Estimated number of passengers

**Were school children on board?**
Yes □ No □ Unsure □

Estimated number of school children

**Were there any injuries or fatalities?**
Yes □ No □

Injury Count by Passenger Type and Injury Level
* Please enter numbers from 0 to maximum persons affected in the table below. Only complete if the answer to previous question was ‘Yes’. Please note, only one (1) injury level box should be selected per passenger type.

<table>
<thead>
<tr>
<th>Persons Affected</th>
<th>Treated at the Scene</th>
<th>Transported by Ambulance</th>
<th>Transported by Other Means</th>
<th>Fatality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger(s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger(s) School Children</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driver/Employee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pedestrian</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pedestrian School Children</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. Vehicle
*Red asterix indicates mandatory field.

Details

*Vehicle registration number

* Vehicle make
(refer to vehicle chassis)

<table>
<thead>
<tr>
<th>Make</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>APG</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASIA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Austral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autobus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BCI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedford</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue Bird</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bustech</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Csepel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cummins</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hino</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IBC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irisbus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Isuzu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iveco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leyland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mack</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MCA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mercedes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metrotec</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mitsubishi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nissan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renault</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scania</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toyota</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volvo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Specify____________________ (Free text)

*Vehicle type

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Articulated Bus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini Bus (up to 9 seats)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Midi Bus (10–22 seats)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus (greater than 22 seats)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Specify____________________ (Free text)

*Year vehicle manufactured


*Depot suburb for vehicle


5. Incident Reporting
* Red asterix indicates mandatory field.

### Office of Transport Safety Investigations (OTSI)

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Was OTSI notified?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Date and time OTSI was notified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(eg: 31/01/2009 - 23:50)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Did OTSI request a 72 hour report?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>72 hour report sent?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

For URGENT matters you must contact the OTSI Duty Officer directly via the hotline on 1800 677 766

### Police and the Police Assistance Line (PAL)

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Did the Police attend?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>*Were the Police notified?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Event number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Incident Captured on Camera/CCTV?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>*Are Police able to view images?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

*If Yes, how can this be arranged?

### Drug and Alcohol Test

<table>
<thead>
<tr>
<th>Question</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Was the driver tested for alcohol?</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>If Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Did the driver return a positive test result?</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
*Was the driver tested for drugs?  

No ☐  Yes ☐  

Please tick ✓

If Yes  
*Did the driver return a positive test result?  

No ☐  Yes ☐  Result pending ☐  

Please tick If the operator enters that a bus driver has undertaken a drug test and the results are pending, operators MUST provide the results by updating the incident within 14 days.

If YES; have you sent a ‘Drug and Alcohol Testing Notification Form’ to Transport for NSW? (Appendix 6). This is a mandatory requirement pursuant to the Passenger Transport (Drug and Alcohol Testing) Regulation 2004 and should be completed within 48 hours of the operator receiving notice of the confirmatory drug or alcohol test.

Data Submitted By

Record created by

*Date reported

*Phone number

Additional comments

END OF FORM

Office Use Only

Date Received: ____/____/____  Date Entered: ____/____/____  Date Operator Notified: ____/____/____

Incident Number: ______________
Report Guide

1. Operator Information

**Operator name**
Enter the full name of the operator.

**Operator address**
Enter the full address of the operator.

**Accreditation number**
Enter the accreditation number.

**Operator’s internal reference**
Enter the reference number/code/sequence – if any. This field is not mandatory and can be left blank.

**Region**
Select the applicable region.

**Driver authority number of driver involved**
Enter the driver authority number. Note, it must be two letters followed by four digits. Tick the ‘Not Applicable’ box if the incident did not involve a driver.

**Service type**
Select the service type.

2. Incident

**Incident date and time**
This is the date on which the incident occurred. Date format is dd/mm/yyyy hh:mm.

**Incident location**
Enter the incident location. Include as much detail as possible.

**Is this the address of a depot?**
Indicate whether ‘yes’ or ‘no’ by ticking the appropriate box.

**Nearest intersection or other identifier**
Enter the incident location. Include as much detail as possible.

**Incident type**
Select ONE Incident Type Only and only ONE corresponding Incident Description and/or Incident Cause.

**Service impact**
Select the Service Impact that the incident had.

**Brief description**
Enter a brief description of the incident.
3. Injury

Were passengers on board
Indicate whether passengers were present by ticking the appropriate box.

**Estimated number of passengers**
Enter the number of passengers.

Were school children on board
Indicate whether school children were present by ticking the appropriate box.

**Estimated number of school children**
Enter the number of school children.

Were there any injuries or fatalities
Indicate whether there were any injuries or fatalities by ticking the appropriate box. If the answer is ‘Yes’ also complete the table. Please note, only one (1) injury level box should be selected per passenger type.

Enter numbers of passengers, passenger school children, driver/employees, pedestrians, pedestrian school children and public:

- e) who did not require treatment,
- b) who were treated by ambulance at the scene,
- c) who were transported by ambulance from the scene,
- d) who were transported by other means from the scene,
- e) who were given first aid,
- f) who were fatally injured,

as a result of the incident.

4. Vehicle

Vehicle registration number
Enter the registration number of the vehicle involved in the incident.

Vehicle make (refers to vehicle chassis)
Select the vehicle make by ticking the appropriate box. If ‘Other’ is selected, specify the make.

Vehicle type (previously known as model)
Select the vehicle type by ticking the appropriate box. If ‘Other’ is selected, specify the type.

Year vehicle manufactured
Enter the year the vehicle was manufactured.

Depot suburb for vehicle
Enter the depot location for this vehicle.

5. Incident Reporting

Office of Transport Safety Investigations (OTSI)

Was OTSI notified
Indicate whether OTSI was notified.

Date and time OTSI was notified
Specify the date and time that OTSI was notified. This is applicable only if the answer to the first question is ‘yes’. Format is dd/mm/yyyy hh:mm.
Did OTSI request a 72 hour report
Indicate whether OTSI requested a report.

72 hour report sent
Indicate whether a report was already sent to OTSI.

Police and the Police Assistance Line (PAL)

Were the Police notified
Indicate whether the Police were notified of the incident.

Did the Police attend
Indicate whether the police were physically present at the scene of the incident.

Event number
An event number will be given by the police at the time of notification. This will be applicable only if police were notified. Users will not be able to enter an event number if the answer to the above was ‘No’.

Do you wish to notify PAL using this application based on the PAL reporting criteria
You will need to notify PAL directly. As you do not have access to the application you cannot notify PAL using the application.

Incident captured on Camera/CCTV?
Indicate whether the incident has been recorded on any camera and/or CCTV.

Are Police able to view images?
Indicate whether the images are able to be viewed by the Police.

If Yes, how can this be arranged?
Describe how the images can be obtained for viewing.

Drug and Alcohol Test

Was the driver tested for alcohol?
Indicate if the driver was tested for alcohol.

(If ‘Yes’ to the previous question) – Did the driver return a positive test result?
Indicate if the driver returned a positive alcohol test result.

Was the driver tested for drugs?
Indicate if the driver was tested for drugs.

(If ‘Yes’ to the previous question) – Did the driver return a positive test result?
Indicate if the driver returned a positive drug test result or the result is pending.

If the operator enters that a bus driver has undertaken a drug test and the results are pending, operators MUST provide the results by updating the incident within 14 days.

Submitted By

Record created by
Enter the name of the person filling out the form.

Date reported
Enter the date the incident was reported.
**Phone no**
Enter the phone number of the person entering the incident.

**Additional comments**
Enter any additional comments (if any) regarding this incident.
1. Logging Into/Out of Bus Incident Management
   - Type the following URL into the Address field of the Internet Browser: https://appln.transport.nsw.gov.au/portal/
   - Click on the ‘Log in’ menu item.
   - Enter the Username and Password*.
   - Click on the ‘Bus Incidents Database Management’.
   - To log out click on the ‘Logout’ button located in the top right hand corner.

   *NOTE: Usernames & Passwords are case sensitive

2. Searching
   - Select ‘Search’ from the global menu.
   - Enter search criteria into available fields**.
   - Click on the ‘Search’ button.
   - Click on the ‘Back to Search’ button to perform another search.
   - The ‘Reset’ button clears all previous search criteria.

   **NOTES: (i) Searches are not case sensitive; (ii) Entering criteria into more than one field constitutes an ‘and’ search. The results will be narrowed.

3. Editing Bus Incidents
   - Select the incident to be edited from the list of incidents located on the List page or Search for the required incident on the Search page. Selecting is done by placing a dot in the ‘Select’ column.
   - Click on the ‘Edit’ button.
   - Selected incident is displayed in edit mode. The incident can now be Edited as per the ‘Creating Incident’ functionality (refer to point 4 in this Quick Guide).
4. Creating (Entering) Bus Incidents
   - Click on the ‘Create Incident’ menu item from the global menu at the top of the screen.
   - If not all required information is known use the ‘Save Draft and Exit’ option OR
   - If all information is known/entered use the ‘Complete’ option.

5. Creating and Submitting a PAL Report
   - Select ‘Search’ from the global menu (if not done previously).
   - Search for the incident for which a PAL report is to be created/submitted.
   - Select the incident for which a PAL report will be created/submitted. This is done by placing a dot in the ‘Select’ column next to it.
   - Click on the ‘Create PAL Report’ button***.
   - Enter information in the following tabs: ‘PAL Attributes’, ‘Witnesses’, and ‘Property Damaged’.
   - Save as Draft and Exit (if not all details are known) OR
   - View PAL Report (displays the report in final format) AND/OR
   - Submit PAL Report (this sends the report to the Police).

6. Actioning Returned PAL reports****
   - Select ‘Action Required’ menu item.
   - View the Incident(s).
   - After local police has been contacted, select the incident. This is done by placing a dot in the ‘Select’ column next to it.
   - Click on the ‘Action Taken/Complete’ button.
   - The incident will disappear from the list.

7. OTSI Reports
   - Select ‘Search’ from the global menu (if not done previously).
   - Search for the incident for which an OTSI report is to be created/submitted.
   - Select the incident for which an OTSI report will be created/submitted. This is done by placing a dot in the ‘Select’ column next to it.
   - Click on the ‘Create OTSI Report’ button*****.
   - Save as Draft and Exit (if not all details are known) OR
   - View OTSI Report (displays the report in final format) AND/OR
   - Submit OTSI Report (this sends the report to OTSI).

***NOTES: In order for the ‘Create PAL Report’ button to be displayed the incident must: (i) have a ‘Send PAL Report’ message displaying in the ‘Action Required’ column AND (ii) the incident must be ‘Completed’.

****NOTE: When a PAL report is deemed unsuitable by Police Customer Service Officers and the operator needs to contact their local police, a message to that effect will display next time the operator logs onto Incident Bus Management.

*****NOTES: In order for the ‘Create OTSI Report’ button to be displayed the incident must: (i) have a ‘Send OTSI Report’ message displaying in the ‘Action Required’ column AND (ii) the incident must be ‘Completed’.
Appendix 5

Drug And Alcohol Testing - Test Notification Form

Instructions

1. Use this form to notify Transport for NSW of bus safety employees who test positive to a confirmatory test for drugs or alcohol or who refuse or fail to submit to drug and alcohol testing when lawfully required. Operators are required by law to notify these matters to Transport for NSW.

A Positive Confirmatory Test includes in the case of:

- **Alcohol** – a breath analysis undertaken by the Police which confirms PCA of **0.02** (or higher);
- **Drugs** – a laboratory urine analysis confirming the presence of a drug; or
- **Drugs or alcohol** – a blood analysis undertaken by a medical practitioner which confirms the presence of a drug or PCA.

A test notification must be made within 48 hours of the operator becoming aware of the event.

2. Send your **completed** test notification form to Transport for NSW by:
   - Email to: danotify@transport.nsw.gov.au
   - Fax to: 02 9689 8875

3. This form can be downloaded from www.transport.nsw.gov.au.

Operator information

Name in which accreditation is held:

Accreditation Number: Contact officer:

Phone: Email:

Date: Signature:

Bus safety employee information

Name of bus safety employee:

Occupation: ☐ Bus driver ☐ Mechanic ☐ Other (please specify)

Employment: ☐ Employee ☐ Contractor ☐ Volunteer ☐ Accredited operator

Test details

Date of test: Location of test: ☐ In depot ☐ On-road

☐ Other (specify)

Authorised officer (name): Tester (name):

Confimed positive test results

☐ Breath analysis ☐ Confirmed PCA reading

☐ Urine analysis ☐ Confirmed presence of drug/s

☐ Blood analysis ☐ Confirmed PCA reading

☐ Confirmed presence of drugs

Refuse/fail to undergo

☐ Breath test ☐ Breath analysis ☐ Sobriety assessment

Refuse/fail to provide

☐ Urine sample ☐ Blood sample

Test type

☐ Random: (before sign-on) ☐ Random: (after sign-on)

☐ Targeted: (specify reason for test in the additional information section on the back of this form)

☐ After a notifiable incident incl: ☐ injury to a person ☐ bus prevented from continuing its journey ☐ is likely in the opinion of the operator to arouse public concern.

☐ After less serious incident (specify incident type e.g. minor collision between two buses in depot)

Actions

1. You must:
   - for any positive test, attach a copy of the certificate of the breath analysis, or the report of the urine or blood sample analysis to this notification;
   - for any refusal/failure to undergo testing, provide an outline of the circumstances involved (including names of witnesses) on the back of this form;
   - Outline the action you have taken, or that you propose to take, in relation to the bus safety employee who is the subject
2. You must give a copy of this notification to the bus safety employee who is the subject of this notification.

This information is collected and dealt with in accordance with the Privacy and Personal Information Protection Act 1998.
Drug And Alcohol Testing
Test Notification Form

### Details of any refusal or failure to undergo testing

- 

- 

- 

- 

- 

- 

- 

- 

- 

### Names of witness/witnesses to the refusal

- 

- 

- 

- 

- 

- 

- 

- 

- 

### Action that you have taken, or that you propose to take, in relation to a bus safety employee who is the subject of this notification.

- 

- 

- 

- 

- 

- 

- 

- 

### Additional information (if required)

- 

- 

- 

- 

- 

- 

- 

- 

If you have reported this matter via the Bus Incident Management Database please include the Incident Number.

**Bus Incident Number:**

This information is collected and dealt with in accordance with the Privacy and Personal Information Protection Act 1998.
The following is a summary of the changes/new functionality in V1.1.6 of the Bus Incident Management Database.

<table>
<thead>
<tr>
<th>Screen/ functionality</th>
<th>Functionality / Description</th>
<th>Page Reference (in Manual)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>October 2009 Updates</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Incident tab          | • “Fare Evasion” (incident description) has been replaced with “Refusal to pay”. This is located under Threatening / Intimidating Behaviour (incident).  
• Appendix 4 – Template Form has been updated.                                                                                                                                                                                                                                                                                                                                                                                                      | 9, 21                       |
| List tab              | • Internal reference field has been included in grey italic font under operator name                                                                                                                                                                                                                                                                                                                                                                                                                         | 73                          |
| Vehicle tab           | • “Vehicle model” has been replaced with “Vehicle type”                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 14, 24, 33, 75, & 79       |
| Incident tab          | • ‘Incident location’ – the locator functionality is no longer used. Type ahead functionality has been implemented. Start typing the street name in the Incident location field then type a comma (,) and a list of possible addresses will appear. The list of choices narrows down as more letters are typed. Once the correct address is found, select the address from the list.  
• ‘Nearest intersection or other identifier’ - Enter exactly the same as Incident Location field as above.  
**Alternatively** – this field can be used as a free text field. Users can enter any details of nearest intersection/identifier eg. A library on the corner street, next to shopping centre etc. | 23                          |
| **February 2011 Updates** |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                             |
| Vehicle tab           | • EGI code field has been added. This field is applicable to STA Operator only. When the EGI code is entered, the ‘Vehicle type’ and ‘Vehicle model’ fields are populated. All other operators should ignore this field.                                                                                                                                                                                                                                                                                                                  | 23, 24                      |
| Injury Tab            | • The question “Were school children on board’ has an additional answer of ‘Unsure’                                                                                                                                                                                                                                                                                                                                                                                                                                 | 74                          |
| Incident Reporting tab| • If the operator enters that a bus driver has undertaken a drug test and the results are pending, operators **MUST** provide the results by updating the incident within 14 days.  
• Transport for NSW will be notified of incidents which have not been updated within 14 days.                                                                                                                                                                                                                                                                                                                                                     | 26, 76, 80                  |
<p>| Incident Reporting tab| • In the ‘Submitted By’ section the bus operator’s phone number and email address will be populated by the system                                                                                                                                                                                                                                                                                                                                                                                                                                       | 26                          |</p>
<table>
<thead>
<tr>
<th>Search Tab</th>
<th>• Searching for a range of incident numbers is now possible. Users are able to find a range of incidents e.g. 2 – 33 or specify specific incident numbers e.g. 3, 45, 89.</th>
<th>32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident History Tab</td>
<td>• Searching for a range of incident numbers is now possible. Users are able to find a range of incidents e.g. 2 – 33 or specify specific incident numbers e.g. 3, 45, 89.</td>
<td>36</td>
</tr>
</tbody>
</table>
| Injury Tab                                                                 | • The ‘Injury count by passenger type and injury level’ now includes additional passenger types being:  
  - Passenger School Children  
  - Pedestrian School Children | 23, 74, 79 |
| Incident Tab                                                                | • Under incident ‘Threatening / Intimidating Behaviour’, the incident description ‘Refusal to pay” has been created as a **NEW** incident.  
  **Note:** All historical incidents reported under “Threatening / Intimidating Behaviour’ will automatically be transferred to the new incident category | 7, 9, 66, 73 |
| May 2011 Updates                                                            |                                                                                                                                      |    |
| Incident Tab                                                                | • A **NEW** incident category has been created ‘Vehicle Breakdown’ | 7, 9, 14, 67, 73 |
| List Tab                                                                    | • If an incident has been in **draft** for **more than 7 days**, an email including the link to the Incident Number will be forwarded to the user requesting they complete the incident A.S.A.P.  
  • If the incident still has not been completed after 7 days then automatic emails will be forwarded to the user requesting they complete the incident. |    |
| November 2011 Updates                                                        |                                                                                                                                      |    |
| Search Tab                                                                  | • The search field now supports lower and upper cases search criteria. This applies to incident street/suburb, driver authority number and operator internal reference number. | 34 |
| Incident Tab                                                                | • A **NEW** incident category has been created ‘Dangerous Behaviour (Public).  
  Incident Description – N/A  
  Incident Cause  
    - Bus Surfing  
    - A recently alighted passenger being hit by an oncoming vehicle | 8, 9, 11, 66, 74 |
| May 2012 Updates | Incident Tab | • A **NEW** incident category has been created ‘Dangerous Behaviour (Driver).<br>Incident Description – N/A<br>Incident Cause<br>- Driver operating a mobile phone while driving<br>- Driver driving recklessly. | 7, 8, 67, 74 |
| | | | |
| October 2012 Updates | Incident Tab | • A **NEW** incident cause has been created under ‘Dangerous Behaviour (Public).<br>- A laser being pointed at or near the vehicle | 8, 81 |
| | Logging In | • A new way of logging in through the portal. Includes instructions on what to do in case of forgotten passwords/usernames | 18-21 |
| | Contact Us | • New ‘Contact Us’ form and functionality | 59 - 61 |
| | System Maintenance | • Users are now able to change their own passwords and change their profiles. | 63 – 65 |
| February 2013 Updates | PAL Reporting | • A new format for PAL reports has been included. | 50 - 56 |
| | Incident Reporting tab | • Two new questions have been added to the template form:<br>- Incident Captured on Camera/CCTV?<br>- Are Police able to view images? | 37 – 38, 92 |
| | Search | • Two new search criteria have been added:<br>- PAL report sent<br>- OTSI report sent | 45 – 46 |
| | Logging In | • Text changes to the automatic email sent for ‘Forgotten Passwords’ and ‘Forgotten Usernames’. | 27 |
| | Registration | • A new process for creating new user accounts and requesting access to BIMD for existing Portal users. | 4 - 11 |
| September 2017 updates | Contact details | • Remove reference to Administrator and their contact telephone number, (02) 9891-8918 and refer to email address, busincident@transport.nsw.gov.au | 4, 11, 14, 68, 69, 86 |