



Information Alert

31/03/2010

Dear Operator

Notification requirements of Accidents and Incidents

NOTICE:

Bus operators are required in accordance with Clause 88 of the Passenger Transport Regulation 2007 to report bus accidents and incidents, as a condition of their accreditation, to the Director-General of NSW Transport and Infrastructure (NSWTI) and the Office of Transport Safety Investigations (OTSI).

When do I have to provide notification?

Bus operators are required to notify NSWTI within 3 days 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.

Bus operators must notify the Chief Investigator of OTSI through its on call duty officer immediately after the operator becomes aware of an accident or incident likely to arouse serious public concern or involving or resulting in any of the following:

- a person being injured,
- the driver of the bus being incapacitated,
- a mechanical or electrical fire or an explosion on the bus,
- a failure of the steering or brakes of the bus,
- a bus being in motion while not under the effective control of a driver,
- the bus being unable to continue its journey for reasons other than acts of vandalism, industrial matters or minor defects such as broken mirrors,
- a person being caught in the doors of the bus and being dragged by the bus.

How to provide Notification to NSWTI and OTSI?

1. OTSI must be informed **immediately** of the incidents, by calling OTSI's Duty Officer on **1800 677 766** at any time, day or night. Immediate notification to OTSI is required in order to allow them to deploy an investigator in a timely manner if required. A written '72 Hour Bus Incident Investigation Report' may also be required by OTSI following the telephone notification.
2. All incidents reported to OTSI must also be reported to NSWTI within 3 days of the operator becoming aware of the incident.

To streamline these reporting requirements, NSWTI has developed an "on-line" bus incident reporting facility, the Bus Incident Management Database. The Database has been developed by NSWTI in consultation with the bus industry and OTSI.

Bus operators can use the Bus Incident Management Database to report bus incidents to NSWTI and OTSI 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 database is an online reporting system where operators can electronically report a bus incident directly to NSWTI and OTSI, replacing the existing manual reporting of a bus incident. All information regarding the Bus Incident Management Database can be sighted at <http://internet/bus/operators.html>.

To access the Bus Incident Management Database you **must register** with NSWTI and be issued with a username and password. The registration form can be downloaded from https://appln.transport.nsw.gov.au/busincidents/doc/registration_form.pdf. If you need any help in registering please contact the Online Applications Support Officer on (02) 8836 3145 or via email at busincident@transport.nsw.gov.au

THE USE OF THE BUS INCIDENT MANAGEMENT DATABASE DOES NOT REPLACE THE NEED FOR BUS OPERATORS TO IMMEDIATELY NOTIFY OTSI BY TELEPHONE WHEN AN INCIDENT OCCURS.

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

1. OTSI must be informed **immediately** of the incidents, by calling OTSI's Duty Officer on **1800 677 766** at any time, day or night.
The 'Bus Incident Report' form attached must be used by operators who do not have internet access.

Bus operators are reminded that failure to comply with Clause 88 of the Passenger Transport Regulation 2007 is classified as a *Safety Critical Deficiency*.



David Tooze
A/ General Manager
Regulation & Compliance



Bus Incident Report – Template Form

- Please use this form if you do not have access to the Bus Incident Management application online.
- Incident reports must be completed and submitted to NSW Transport and Infrastructure 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 NSW Transport and Infrastructure to enter your incident. **If you do not complete all fields**, the form **may be rejected**, slowing down the Incident Report process.
- Please Fax completed reports to (02) 9891 8999 Or mail completed reports to:

NSW Transport and Infrastructure
Transport Operations Division
Policy & Reporting
Locked Bag 5085
PARRAMATTA NSW 2124
- Once NSW Transport and Infrastructure successfully enters your Incident Report into the Bus Incident Management application 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 for explanations of fields or contact the Transport Operation's Division on 02 9891 8918 or 02 9891 8938.

NSW Transport and Infrastructure's Privacy Policy

The personal information that you provide to NSW Transport and Infrastructure by this database is required for the purposes of cl 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 NSW Transport and Infrastructure. Any request for a correction to this information may be made to NSW Transport and Infrastructure at:

NSW Transport and Infrastructure
Transport Operations Division
Policy & 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 asterisk 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 | <input type="checkbox"/> | OMBSC Region 1 | <input type="checkbox"/> |
| MBSC Region 1 | <input type="checkbox"/> | OMBSC Region 2 | <input type="checkbox"/> |
| MBSC Region 2 | <input type="checkbox"/> | OMBSC Region 3 | <input type="checkbox"/> |
| MBSC Region 3 | <input type="checkbox"/> | OMBSC Region 4 | <input type="checkbox"/> |
| MBSC Region 4 | <input type="checkbox"/> | OMBSC Region 5 | <input type="checkbox"/> |
| MBSC Region 5 | <input type="checkbox"/> | OMBSC Region 6 | <input type="checkbox"/> |
| MBSC Region 6 | <input type="checkbox"/> | OMBSC Region 7 | <input type="checkbox"/> |
| MBSC Region 7 | <input type="checkbox"/> | OMBSC Region 8 | <input type="checkbox"/> |
| MBSC Region 8 | <input type="checkbox"/> | OMBSC Region 9 | <input type="checkbox"/> |
| MBSC Region 9 | <input type="checkbox"/> | OMBSC Region 10 | <input type="checkbox"/> |
| MBSC Region 10 | <input type="checkbox"/> | Contract A | <input type="checkbox"/> |
| MBSC Region 11 | <input type="checkbox"/> | Contract B | <input type="checkbox"/> |
| MBSC Region 12 | <input type="checkbox"/> | | |
| MBSC Region 13 | <input type="checkbox"/> | | |
| MBSC Region 14 | <input type="checkbox"/> | | |
| MBSC Region 15 | <input type="checkbox"/> | | |

***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 | <input type="checkbox"/> | Rail Replacement | <input type="checkbox"/> |
| In Depot | <input type="checkbox"/> | Route | <input type="checkbox"/> |
| Long Distance | <input type="checkbox"/> | School | <input type="checkbox"/> |
| Nightride | <input type="checkbox"/> | Tourist | <input type="checkbox"/> |
| Not in Service | <input type="checkbox"/> | | |

2. Incident

* Red asterisk 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.

Incident	Incident Description	Incident Cause
Assault and Offensive Behaviour <input type="checkbox"/>	<input type="radio"/> Sexual Assault on the Driver <input type="radio"/> Sexual Assault by the Driver <input type="radio"/> Sexual Assault between Passengers <input type="radio"/> Physical Assault on the Driver <input type="radio"/> Physical Assault by the Driver <input type="radio"/> Physical Assault between Passengers <input type="radio"/> Indecent Exposure by the Driver <input type="radio"/> Indecent Exposure by a Passenger <input type="radio"/> Robbery	N/A
Bus Doors (incident that does not result in a collision) <input type="checkbox"/>	<input type="radio"/> Passenger or luggage trapped or caught in doors <input type="radio"/> Passenger caught in doors and dragged	<input type="radio"/> Driver Error <input type="radio"/> Pedestrian Behaviour <input type="radio"/> Mechanism malfunction
Collision <input type="checkbox"/>	<input type="radio"/> Another vehicle <input type="radio"/> Building / structure <input type="radio"/> Cyclist <input type="radio"/> Pedestrian - Adult <input type="radio"/> Pedestrian - Child <input type="radio"/> Other	<input type="radio"/> Driver Behaviour <input type="radio"/> Driver Drug or Alcohol Related <input type="radio"/> Driver Health <input type="radio"/> Other Driver at Fault <input type="radio"/> Pedestrian Behaviour

		<ul style="list-style-type: none"> ○ Road Condition ○ Vehicle Brake Failure ○ Vehicle Steering Failure ○ Vehicle Suspension/Tyre or Wheel Failure ○ Weather Condition ○ Other
Fire on Bus (incident that does not result in a collision) <input type="checkbox"/>	N/A	<ul style="list-style-type: none"> ○ Electrical ○ Mechanical ○ Passenger Behaviour
Medical Incident (incident that does not result in a collision) <input type="checkbox"/>	<ul style="list-style-type: none"> ○ Driver Health ○ Passenger Health 	N/A
Projectiles <input type="checkbox"/>	<ul style="list-style-type: none"> ○ Rocks / Bricks / Bottles etc. ○ Unknown 	N/A
Runaway Bus <input type="checkbox"/>	N/A	<ul style="list-style-type: none"> ○ Brake failure ○ Driver Action ○ Steering failure ○ Other Mechanical failure
Security Threat <input type="checkbox"/>	<ul style="list-style-type: none"> ○ Bomb threat ○ Hijacked ○ Hoax ○ Suspicious package / object ○ Other 	N/A
Slips, Trips and Falls <input type="checkbox"/>	<ul style="list-style-type: none"> ○ Slip/Trip/Fall on bus ○ Slip/Trip/Fall while alighting ○ Slip/Trip/Fall while boarding 	<ul style="list-style-type: none"> ○ Bus braked suddenly ○ Driver Behaviour ○ Passenger Behaviour ○ Other
Threatening / Intimidating Behaviour <input type="checkbox"/>	<ul style="list-style-type: none"> ○ Physical Threat or Intimidation against the Driver ○ Physical Threat or Intimidation by the Driver ○ Physical Threat or Intimidation between Passengers ○ Fare Evasion ○ Verbal Assault against the Driver ○ Verbal Assault by the Driver ○ Verbal Assault between passengers 	N/A

Vandalism <input type="checkbox"/>	<input type="radio"/> Damage to fixtures or fittings <input type="radio"/> Graffiti <input type="radio"/> Other	N/A

***Service impact**

Please tick ✓

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

Brief description

3. Injury

* Red asterisk indicates mandatory field.

General Injury Details

*Were passengers on board? Yes No

Please tick ✓

Estimated number of passengers

*Were school children on board? Yes No

Please tick ✓

Estimated number of school children

*Were there any injuries or fatalities? Yes No

Please tick ✓

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'.

Persons Affected	Treated at the Scene	Transported by Ambulance	Transported by Other Means	Fatality
Passenger(s)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
School children	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Driver/Employee	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pedestrian	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Public	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Vehicle

*Red asterisk indicates mandatory field.

Details

*Vehicle registration number

* Vehicle make

(refers to vehicle chassis)

Please tick ✓ one only

APG

ASIA

Austral

Autobus

BCI

Bedford

Blue Bird

Bustech

Csepel

Cummins

Denning

Hino

IBC

International

Irisbus

Isuzu

Iveco

Leyland

Mack

MAN

MCA

Mercedes

Metrotec

Mitsubishi

Nissan

Renault

Scania

Toyota

UD

Volvo

Other

Specify _____

*Vehicle model

Please tick ✓ one only

Articulated Bus

Coach

Mini Bus (up to 9 seats)

Midi Bus (10–22 seats)

Bus (greater than 22 seats)

Other

Specify _____

*Year vehicle manufactured

*Depot suburb for vehicle

5. Incident Reporting

* Red asterisk indicates mandatory field.

Office of Transport Safety Investigations (OTSI)

*Was OTSI notified?

Yes No

Please tick ✓

Date and time OTSI was notified

(eg: 31/01/2009 - 23:50)

*Did OTSI request a 72 hour report?

Yes No

Please tick ✓

72 hour report sent?

Yes No

Please tick ✓

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)

*Did the Police attend?

Yes No

Please tick ✓

*Were the Police notified?

Yes No

Please tick ✓

Event number

Drug and Alcohol Test

*Was the driver tested for alcohol?

No Yes

Please tick ✓

If Yes

*Did the driver return a positive test result?

No Yes

Please tick ✓

*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 YES; have you sent a 'Drug and Alcohol Testing Notification Form' to NSW Transport and Infrastructure? (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: _____