



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 19-106

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Pubilshed
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	41 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

From: [REDACTED]
To: [TCCS_FreedomOfInformation](#)
Subject: FOI Request
Date: Thursday, 10 October 2019 2:28:22 PM

Hello,

I'm writing to request the following under the Freedom of Information Act.

Documents prepared for Transport Canberra and City Services staff or contractors employed CMET Customer Service Officers or light rail inspectors that describe policies around interacting with the public and instructions to those staff on conduct, behaviour, situation management, along with any documents that outline procedures for responding to incidents of various kinds.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

Journalist

The Canberra Times

[REDACTED]

9 Pirie Street, Fyshwick, ACT 2609



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ACT
Government

Transport Canberra and
City Services

[Redacted]

Journalist
The Canberra Times

[Redacted]

Dear [Redacted]

Freedom of information request: Reference – 19-106

I refer to your application made under the *Freedom of Information Act 2016* (the Act), to Transport Canberra and City Services Directorate (TCCS) in which you sought access to the following information relating to Transport Canberra and City Services staff, contractors employed as CMET Customer Service Officers or light rail inspectors:

- Finalised policies relating to interactions with the public;
- Finalised policies which include instructions to staff on conduct, behaviour, or situation management; and
- Finalised procedures detailing staff responses to high-level incidents such as terrorism, crime, and large groups of people.

Thank you for agreeing to an extension for a decision to be made on this application until 20 December 2019.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Decision on access

A search of documents held by TCCS was completed and 17 documents were identified as in scope of your request. Of these documents, I have decided to:

- Give full access to 10 documents;
- Give partial access to 6 documents; and
- Refuse access to 1 document.

As previously advised by the TCCS FOI team, these documents were also found to contain information which, if disclosed, could be of concern to a relevant third party. In accordance with the Act, TCCS has consulted with the relevant third party, and has considered their concerns or objections to the release of information.

In this instance, concerns have been raised in relation to the disclosure of a significant amount to information in 9 documents. In accordance with the Act, I am required to defer providing you with access to these documents until the relevant third party's right for review, or a review by the ACT Ombudsman, has concluded. This information has been redacted in orange at [Attachment B](#).

The TCCS FOI team will provide you with further information on this process as it becomes available.

Reasons for decision

Factors considered in favour of disclosure (Schedule 2.1):

- 2.1 (a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- 2.1 (a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community;
- 2.1 (a)(vii) - advance the fair treatment of individuals and other entities in accordance with the law in their dealings with the government; and
- 2.1 (a)(viii) reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors considered in favour of non-disclosure (Schedule 1.14 and 2):

- 2.2(a)(iii) - prejudice security, law enforcement or public safety;
- 1.14(1)(g) - Protection of public safety;
- 1.14(1)(i) - Protection of people, property or environment;
- 1.14(1)(f) – Prejudice effectiveness of preventing a contravention of the law; and
- 1.14(1)(h) - Security of a building, structure or vehicle.

Public Interest

I have considered the public interest in relation to policy and procedural documents prepared for Light Rail Officers, including customer service officers and Authorised Persons (Inspectors).

In my assessment of the information, I have noted that The *Freedom of Information Act 2016* defines government information in the form of policy documents as Open Access Information. TCCS must make policy documents available unless information is found to be contrary to the public interest.

In conjunction with this requirement, I have placed weight to the above listed factors in Schedule 2.1 favouring disclosure.

However, some information within the documents at Attachment B contain information, on balance, is not in the public interest to disclose. Please see column six in the schedule at Attachment A.

Schedule 2.2(a)(iii) - Security, Law Enforcement or Public Safety

Some of the information within these documents contain information which, if disclosed, would prejudice security, law enforcement or public safety. Examples of this include procedures Light Rail Officers follow in the event of a contravention of law such as a terrorism threat. The disclosure of this information would prejudice the effectiveness of contingency and counter terrorism procedures.

In this instance, I have decided it is contrary to the public interest for this information to be released.

Schedule 1.14(1)(f) – Prejudice effectiveness of preventing a contravention of the law

Some of the information within these documents relate to the regulatory discretion of Inspectors in specific situations. Although this information would advance the fair treatment of individuals and other entities in accordance with the law in their dealings with the government and reveal the reason for a government decision, it is likely that its disclosure would inadvertently encourage contravention of the law.

In this instance, I have placed significant weight in favour of non-disclosure of this type of information as the harm to contraventions of the law are also likely to prejudice security, law enforcement or public safety. As a result, have decided it is contrary to the public interest for this information to be released

Charges

I have decided to waive the fee of \$18.56 as the number of pages in this document marginally exceed the fee free threshold.

Disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. You may view the TCCS' disclosure log at http://www.tccs.act.gov.au/about-us/freedom_of_information

In this instance, I have decided that your application, documents to be released to you and the record of my decision is in the public interest to release. All private information will be removed prior to publication. Publication will occur within 3-10 business days from the date of this letter.

Review rights

You may apply to the ACT Ombudsman to review my decision under section 73 of the Act. An application for review must be made in writing within **20 days** of my decision being published in the disclosure log.

You may submit a request for review of my decision to the ACT Ombudsman by writing

in one of the following ways:

Email (preferred): actfoi@ombudsman.gov.au

Post: The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

More information about ACT Ombudsman review is available on the ACT Ombudsman website at: <http://www.ombudsman.act.gov.au/Freedom-of-Information>.

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



Kristine Scheul
Information Officer

19 December 2019

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at www.tccs.act.gov.au/about-us/freedom_of_information.

Factors considered in favour of disclosure (Schedule 2.1):

- 2.1 (a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- 2.1 (a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community;
- 2.1 (a)(vii) - advance the fair treatment of individuals and other entities in accordance with the law in their dealings with the government; and
- 2.1 (a)(viii) reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors considered in favour of non-disclosure (Schedule 1.14 and 2):

- 2.2(a)(iii) - prejudice security, law enforcement or public safety;
- 1.14(1)(g) - Protection of public safety;
- 1.14(1)(i) - Protection of people, property or environment;
- 1.14(1)(f) – Prejudice effectiveness of preventing a contravention of the law; and
- 1.14(1)(h) - Security of a building, structure or vehicle.

File No		WHAT ARE THE PARAMETERS OF THE REQUEST						
19-106		Policies and procedures prepared for Light Rail Officers (CSOs and Authorised Persons)						
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status		
1	1	Customer Service Policy	March 2019	Full access	Not applicable	Documents will be published		
2	2 - 8	Management of Bicycles	July 2019					
3	9 - 15	Comments Management	July 2019					
4	16 - 19	Lost Persons	April 2018					
5	20 - 23	Crowd Management	May 2018					
6	24 - 32	Lost Property	July 2018					
7	33 - 36	Unattended Items	April 2018					
8	37 - 45	Anti-Social Behaviour and Vandalism	May 2018				Full Access (Deferred)	Freedom of Information Act, Section 38(6)
9	46 - 51	Dealing with Medical Emergencies	July 2018					
10	52 - 57	Rolling Stock Collisions	July 2018					
11	58	Fare Evasion Determination	August 2019					

12	59 – 68	Ticket Inspection Infringement Notice Management	September 2018	Partial Access (Deferred)	<p><i>Freedom of Information Act:</i></p> <ul style="list-style-type: none"> • Section 38(6); and • Schedule 1.14(1)(f).
13	69 - 89	Safety Management System	May 2018	<p><i>Freedom of Information Act:</i></p> <ul style="list-style-type: none"> • Section 38(6); and • Out of scope information. 	
14	90 - 99	Incident Response and Recovery	May 2018		
15	100 - 103	Emergency Detrainment	April 2018	<p><i>Freedom of Information Act:</i></p> <ul style="list-style-type: none"> • Section 38(6); • Out of scope. <p><i>Section 38 Freedom of Information Act</i></p> <ul style="list-style-type: none"> • Section 38(6); and • Schedule 1.14(1)(g). 	
16	104 - 108	Fire Management	April 2018	<p><i>Section 38 Freedom of Information Act</i></p>	
Total No of Docs 16					

Customer Service Policy



Our Commitment:

We are committed to providing a safe, world leading light rail service, through exceptional customer service and excellence in operational performance. We will continuously look for ways to enhance and elevate the customer experience.

Our Approach:

CMET will engage with industry recognised experts in the field of customer service to deliver training for front facing staff members. Training will be designed to incorporate 'Be the Customer' style of training which allows for our employees to identify the needs and wants of our customers and exceed those expectations accordingly.

Our Customer Service Policy in practice:

- Providing a reliable and punctual light rail service;
- Providing a safe and secure transport option;
- Keeping our customers well informed;
- Providing ease of accessibility for service and information;
- Being approachable and friendly;
- Providing an intuitive and easy to use mode of transport;
- Communicating always with courtesy and respect;
- Being advocates of the Light Rail and Canberra and sharing our knowledge to help customers;
- Providing additional help or support to those who require, to use the light rail; and
- Providing a clean and comfortable environment.

A handwritten signature in blue ink, appearing to read 'Dr. [unclear]', is written over a horizontal line.

O&M General Manager

Canberra Metro Operations Pty Ltd

Management of Bicycles

OPS-PRO-CUS-0046

Procedure

Document Control

V	Date	Description of Change	Responsible / prepared	Accountable / reviewed	Informed	Endorsed
1	13.02.2019	First Submission	Customer Experience Manager	Service Delivery Manager	Service Delivery Team	General Manager
2	24.07.2019	Responsibilities and Safety Message Update	Customer Service Manager	Customer Experience Manager	Service Delivery Team	General Manager
2			Digitally Signed By: <i>Joshua Penman</i> at:31/07/2019 12:58:00 PM	Digitally Signed By: <i>Sally Coyle</i> at:31/07/2019 12:59:00 PM		Digitally Signed By: <i>Tilo Franz</i> at:31/07/2019 1:08:00 PM



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1 Scope and Purpose

To provide a standard course of action to be followed by all CMET Staff when managing passengers using bicycles in the CMET network and LRV's.

2 Roles & Responsibilities

2.1 OCC Controller

Co-ordinate efforts to ensure safety of passengers, CMET assets and bicycles while travelling on the CMET network. The OCC is a secondary channel to ensure passengers are adhering to all conditions when travelling with bicycles.

2.2 Customer Service Officer

CSOs are to assist with the safe and secure travel of all passengers when possible, and the protection of all CMET assets from the damage that may be caused by bicycles.

2.3 Driver

The Driver is responsible for ensuring the safe travel of all passengers with bicycles, and the protection of all CMET assets from the damage that may be caused by unsecured bicycles. Drivers are also responsible for reporting any on-board incidents, including those that occur from a bicycle.

3 Safety Points and Information Points











#	Safety and information points
	Obey all traffic signs, signals and road rules
	Only standard bicycles are permitted on the LRVs. A standard bicycle is defined as: a 1 seat, 2 wheels including road, race, mountain, e-bikes and foldable bicycles. Bicycle trailers and tricycles are not permitted. A fatbike that uses oversized tyres, typically 3.8 in (97 mm) or larger and rims 2.16 in (55 mm) or wider are not permitted.
	When cyclists are crossing over the rail tracks, they are to ride directly across on a right angle to avoid wheels getting stuck in the groove while remaining within the pedestrian pathways.
	Bicycles should not be mounted or used while at a stop or on an LRV as referenced in the Road Transport (Public Passenger Services) Regulations 2002 – Inconvenient or dangerous items in light rail vehicle (s70AT(2)).
	CSOs are to maintain the safety of cyclists when at a stop. CSOs are to ensure the cyclist always remains behind the yellow line while waiting for the LRV.
	On stops, access ramps and platforms, riders should not behave in a manner that interferes with comfort or safety to other passengers as referenced in the Road Transport (Public Passenger Services) Regulations 2002 (s70AT). Riders must dismount when accessing a light rail stop.
	When boarding or alighting with a bicycle extra care must be taken to avoid injury of passengers or damage to LRV.
	A folded bicycle is permitted onboard the LRV on the provision that it can be placed under a passenger's seat or on the floor not obstructing passenger thoroughfare. At all times, the folded bicycle is to be kept secure and should not interfere with the comfort and safety of other passengers.
	E-bikes are permitted provided they are electric and not a petrol-powered as referenced in the Road Transport (Public Passenger Services) Regulations 2002 – Inconvenient or dangerous items in light rail vehicle (s70AU)
	Ensure polite and efficient communication is undertaken with rider, describing reason for safe travel. Compliance with the procedure is required for safety of self, other passengers and to minimise damage to CMET assets.

Table 1: Safety Points and Information Points

4 Procedure

4.1 Management of Bicycles

#	Action	Owner
1.	<p>When a cyclist is mounted or riding their bicycle at a stop:</p> <ul style="list-style-type: none"> a. Request cyclist to dismount; b. Ensure the cyclist maintains control of the bicycle at all times 	CSO
2.	<p>If 4 or less bicycles board the LRV when all bicycle racks are available</p> <ul style="list-style-type: none"> a. Make a PA announcement that all bicycles must be secured in the provided racks 	Driver / OCC Controller
3.	<p>If a group of cyclists attempt to board an LRV when insufficient bicycle racks available:</p> <ul style="list-style-type: none"> a. Make an announcement over the PA prohibiting the additional cyclist(s) to board and instruct to wait for the next available LRV. <p>If passengers wish to remain together;</p> <ul style="list-style-type: none"> a. Advise cyclists to detrain and wait for CSO to assist or group waits for next available LRV b. Request nearest CSO to attend the stop to assist 	Driver / OCC Controller
4.	<p>It is up to the discretion of the CSO to allow for the additional bicycle(s) to board the LRV. If additional bicycle is allowed on board;</p> <ul style="list-style-type: none"> a. Request cyclist to dismount; b. Bicycle must not be stored in LRV aisle, doorways or anywhere that interferes with comfort or safety of other passengers. c. Cyclists must maintain control of the bicycle and hold onto a hand rail maintaining three points of contact; d. The CSO must ensure a safe space between the additional bicycle and other passengers; e. The CSO must remain on board when and where possible for the duration of the journey. 	CSO

Table 2: Procedure

5 Associated Documents

Document ID	Document Title
OPS-PRO-CUS-0047	Anti-social Behaviour and Vandalism
OPS-PRO-DEG-0043	Crowd Management Procedure
OPS-PRO-CUS-0036	Ticket Inspection & Infringement Notice Procedure

Table 3: Associate Documents

6 Definitions

Term	Definition
PA	Public Address
CCTV	Closed Circuit Television
CMET	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre
CSO	Customer Service Officer

Table 4: Definitions

Procedure

Comments Management OPS-PRO-041-V1

Purpose and Scope

The aim of this procedure is to facilitate customer interactions, enquiries and resolve complaints in a timely and competent manner.

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
A	Accountable	<i>the person who has to answer for the success or failure of the quality and timeliness of the document</i>
C	Consulted	<i>those who must be consulted before the document is published</i>
I	Informed	<i>those who must be informed after the document is published</i>
E	Endorsed	<i>the person who must approve the document before publication</i>

Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
2	30.07.2018	Operations Department	Patronage Growth & Marketing Manager	Service Delivery Manager	Operations Staff	GM
2						

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Roles & Responsibilities

Patronage Growth & Marketing Manager (PG&M Manager)

1. Manage the process, review comments
2. Report on status through monthly reporting
3. Follow up on open comments
4. With recurring issues, investigate

Duty Managers

1. Log comments from CSO
2. In case of emergency – follow procedure
3. Update PG&M Manager per mail

CMO Staff in contact with public (CSOs and Drivers)

1. Listen carefully to what the passenger has to say, and let them finish. Don't get defensive. When you speak with an angry person, stay calm;
2. Ask questions in a caring and concerned manner. The more information you can get from the passenger, the better you will understand their query;
3. If unsure, confirm or ask the passenger to repeat their enquiry/concern;
4. For complaints, apologise without blaming. When a passenger senses that you are sincerely sorry, it usually diffuses the situation. Don't blame another person or department;
5. If possible solve the problem, passengers prefer the person they are speaking with to instantly solve their problem;
6. If you cannot resolve a face to face or telephone concern/complaint immediately let the customer know you will investigate and provide a timeframe i.e. within 48h
7. Ask the customer what their preferred method of communication is

Safety Points and Information Points

#	Action
1.	Customers can hear your radio and phone conversations!
2.	If using the radio or phone to gain assistance from another member of staff, make sure you are polite while on the radio or phone and advise the receiver that you are with a customer. Always follow the communication guidelines of CMO
3.	CSOs are usually the first point of contact for customers. They must do their best to resolve an issue immediately.
4.	Most issues are with regards to: <ol style="list-style-type: none"> 1. Timetable (next LRV, missed LRV, late/early LRV)

#	Action
	<ol style="list-style-type: none"> 2. Connections (next bus Stop, park & ride / bike & ride) 3. LRV or Stop condition 4. Ticketing system
5.	Complaints regarding CMO employees must be investigated by the HR Manager in cooperation with the Line Manager and the Employee
6.	Positive feedback regarding a CMO employee must be communicated to the employee.

Procedure

Direct Complaints & Feedback

#	Action	Owner
1.	When approached by a customer, always try to resolve their issue immediately	CSO
2.	If an issue cannot be resolved on the spot (or if it is a compliment), record in the Customer Feedback Register	CSO
3.	Hand out the Contact Business Card to any customers that cannot be attended to immediately.	CSO
4.	If the issue is regarding safety or security – contact OCC immediately and await instructions	CSO
5.	If the issue is lost property, hand out the Contact Business Card	CSO

Complaints & Enquiries from Access Canberra / TC

#	Action	Owner
1.	Complaints categorised as “LRV” are input into the CMO CRM and must be responded to within 48h.	PG&M Manager
2.	Aim to resolve issue as quickly as possible. A call can often mediate the complainant quicker than an e-mail.	PG&M Manager
3.	Update all enquiries and complaints t in the CRM	PG&M Manager
4.	Email a compliment/complaint regarding a CMO employee to the HR Manager and line Manager of the CMO Employee.	PG&M Manager
5.	Upon receiving a complaint, fully investigate using CCTV footage, LRV Data, radio calls, witness statements and employee interviews as required	PG&M Manager
6.	When a complaint is resolved communicate outcome to Complainant and to the member of staff involved	PG&M Manager
7.	If the complaint involves a CMO employee, submit the findings to HR Manager and Line Manager if required	PG&M Manager

#	Action	Owner
8.	Follow the Disciplinary & counselling procedure if required	HR Manager

Associated Documents

Document ID	Title
OPS-FRM-009-V1	Comments Feedback Register
OPS-FRM-010-V1	CMO Contact Business Card

Definitions

Term	Definition
CCTV	Closed Circuit Television
CMO	Canberra Metro Operations
CRM	Customer Relationship Management
LRV	Light Rail Vehicle
OCC	Operations Control Centre
TCCS	Transport Canberra and City Services

Contact Business Card

CANBERRA METRO OPERATIONS

Access Canberra Hotline (24/7)

Tel. AUS 13 22 81

Tel. International +61 13 22 81

Website: www.accesscanberra.act.gov.au/

Post: Director, Governance

Transport Canberra and City Services

Directorate

GPO Box 158

Canberra ACT 2601

Procedure

Lost Persons OPS-PRO-042-V1

Purpose and Scope

The aim of this procedure is to give CMO employees the right tools to manage and resolve a situation of a lost person on CMO premises.

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
A	Accountable	<i>the person who has to answer for the success or failure of the quality and timeliness of the document</i>
C	Consulted	<i>those who must be consulted before the document is published</i>
I	Informed	<i>those who must be informed after the document is published</i>
E	Endorsed	<i>the person who must approve the document before publication</i>

Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	20.04.2018	Operations Department	Service Delivery Manager	HSQE Manager	CMO Staff	General Manager
						

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Roles & Responsibilities

Controller

1. Co-ordinate the efforts to reunite separated children/parents/guardians and will act as the central point of contact

All CMO Staff

1. The role of all Staff is to reunite lost persons with parents or guardians who have become separated as quickly as possible.
2. CMO staff (on duty) can be given responsibility for looking after a missing child, but NOT a member of the public unconnected with the child.

Safety Points and Information Points

#	Action
1.	It is important to try and establish the name, surname, address and the age of a lost person, as well as trying to find out how they have come to be separated from their parent or guardian, while re-assuring the child/parent/guardian.
2.	A very young child is unlikely to know their address and may also not know their surname.
3.	Please remember that you may need to be patient with the child/parent/guardian, as they are likely to be distressed.
4.	Physical contact with a child should be kept to a minimum to avoid any possible repercussions in the future arising from the incident, but under no circumstances should a child be left unattended until they have been reunited with their parent, guardian or handed into the custody of the Police.
5.	If at all possible, remain in full camera view at all times, never leave a platform or enter into a company vehicle with a child, unless specifically instructed by the Controller to do so.
6.	No food or drink, except water should be given to children in case of allergies
7.	Lost children should never be allowed in the LRV cab whilst waiting to be reunited with their parents / guardians.

Procedure

#	Action	Owner
1.	If approached by a lost person, guardian or parent of lost child, contact OCC giving: <ol style="list-style-type: none"> 1. Location 2. Direction of travel of the LRV (if onboard) 3. Lost person's name 4. Description of the lost person 	CMO Staff

#	Action	Owner
2.	Wait with the person and follow instructions from Controller	CMO Staff
3.	If a call from an Emergency Help Post arrives at OCC with regards to a lost person, update CMO personnel nearest to site and ask a Host to stay with the person who generated the call	Controller
4.	In case approached by guardian / parent, view CCTV footage to try to locate the lost person. Use PA to page person by first name only – do not broadcast any other details	Controller
5.	In case approached by lost person, maintain CCTV surveillance of the separated person at all times until reunited with parent / guardian	Controller
6.	Once parent / guardian / person is located and identities are verified (if uncertain ACT Police should be contacted) record the details and close event in the Logbook	Controller
7.	If parent / guardian / lost person is not found after a thorough search of the entire network (10 minutes maximum) contact ACT Police and update Service Delivery Manager	Controller
8.	Log event on OCC Log Book	Controller

Associated Documents

Document ID	Title
OPS-PRO-043-V1	Crowd Management
OPS-PRO-045-V1	Management of Customer Communication
OPS-PRO-047-V1	Staff Conduct towards Passengers

Definitions

Term	Definition
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre
PA	Passenger Address

Procedure

Crowd Management OPS-PRO-043-V1

Purpose and Scope

This procedure gives CMO Staff key tools to manage big crowds on CMO networks.

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
A	Accountable	<i>the person who has to answer for the success or failure of the quality and timeliness of the document</i>
C	Consulted	<i>those who must be consulted before the document is published</i>
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Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	07.05.2018	Operations Department	Service Delivery Manager	HSQE Manager	CMO Staff	GM
						

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Roles & Responsibilities

Driver

1. Read and know the Operations Notice
2. Contact OCC if anything out of the ordinary happens

Duty Manager

1. Keep customer & CMO Staff safety as priority
2. Do your best to keep CMO Operation in accordance to timetable also during peak operation
3. If in doubt, contact On-Call Manager

Procedure

#	Action	Owner
1.	Special events (such as exhibitions, concerts, seasonal events, etc.) will be communicated prior to taking place on the Operations Notice	CMO Ops Staff
2.	If you see a gathering of a crowd that is not in line with pre-known events, contact OCC with the following information: <ol style="list-style-type: none"> 1. Driver's name 2. Stop Name 3. Est. number of people 	Driver
3.	The ACT Police will update of any known ad hoc events. If such information is submitted, update the Service Delivery Manager / On Call manager and the Drivers affected by the event	Duty Manager / Regulator
4.	Check CCTV to gain an understanding of the crowd size and Movement. Assess the risks.	Duty Manager / Regulator
5.	In accordance with the information, estimate: <ol style="list-style-type: none"> 1. Duration of event 2. Number of Stops affected 3. Need of additional LRV's to resolve the situation 4. Need of Spare Hosts to be deployed on affected Stops? 	Duty Manager / Regulator
6.	If additional LRV is needed, contact Spare Driver and insert Spare LRV into operation as soon as possible.	Duty Manager
7.	If passengers need to be queued in order to avoid safety incidents, send Spare Hosts/ Controllers or Drivers to assist on affected Stops	Duty Manager
8.	Inform passengers on affected Stops via PA's and PID's that additional services will	Regulator

#	Action	Owner
	come shortly, avoid pushing and "squeezing" into full LRV's for their own safety and to listen to CMO Staff announcements	
9.	If the event is unknown to ACT Police, update them immediately after receiving the information	Duty Manager
10	If the crowd does not wish to use CMO, ask them to leave CMO premises. If needed, send Spare Drivers / Hosts / Controllers	Duty Manager
11	If crowd does not disperse, contact ACT Police	Duty Manager / Regulator
12	Monitor the event till resolution with CCTV	Duty Manager
13	Log the event as an incident	Duty Manager
14	Fill out an incident Report	Driver / Controller

Safety Points / Information Points

#	Action
1.	Keep calm and focus on customer service & safety
2.	A lot of the passengers may be unfamiliar with the CMO Network, be cooperative
3.	Try to avoid conflict

Associated Documents

Document ID	Title
OPS-PRO-011-V1	OCC Operations Procedure
OPS-PRO-045-V1	Management of Customer Communication

Definitions

Term	Definition
ACT	Australian Capital Territory
CCTV	Closed Circuit Television
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre

Procedure

Lost Property OPS-PRO-044-V2

Purpose and Scope

This procedure describes the process for CMO staff to follow when dealing with lost property.

The scope of this procedure is aligned to the lost property procedure of Transport Canberra.

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
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Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
2	30.07.2018	Operations Department	PG&M Manager	Service Delivery Manager	CMO Staff	GM
						



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Roles & Responsibilities

Patronage Growth and Marketing Manager

1. Manage the whole process of Lost Property
2. Ensure items that were brought to CMO as lost property remain there until they are claimed or for 12 weeks (which occurs earlier)

Customer Service Officers

1. Update the lost property register
2. Tag every item that comes in correctly
3. First point of contact for persons who have lost an item on CMO property
4. For items of high value including large amounts of cash provide to the authorities or lock in safe if after normal business hours.

Important or sensitive documents including passports or ID should be locked in safe ASAP.

All CMO Staff, contractors and sub-contractors

1. All CMO employees, contractors and sub-contractor employees engaged in operational, maintenance or inspection activities carried out on CMO Network have a responsibility to return lost property to its rightful owner.
2. When lifting items follow the WHS Management Plan

Safety Points and Information Points

#	Action
1.	The person picking up the lost item must be able to clearly identify the item (give an accurate description) and present a valid ID / driver's license / Staff ID / etc.
2.	Property that is found chained/stored in an area that is not authorised or designated as a place for leaving or keeping the property can be removed and brought back to the depot as lost property
3.	CMO Staff receiving a reward for returning property must report it to the Patronage Growth and Marketing Manager
4.	Any Weapons or drugs found will be immediately reported to ACT Police and not touched unless advised to do so by the ACT Police
5.	Food and drinks are not considered lost items and will be disposed of immediately
6.	All information regarding lost items shall be visible to the public via CMO website, at CMO Stops and Business cards handouts (drivers & CSO)

#	Action
7.	<p>Depot opening hours are:</p> <p>Mon.-Fri. 09:00 – 16:00</p>
8.	<p>Valuable items shall be kept in the lost and found room in the safe. Such items are:</p> <ul style="list-style-type: none"> • Wallets with ID, money, Cards • Jewellery (rings, earrings, necklace, bracelet, watch, pocket watch, etc.) • Keys • Forms of identification (IDs, driving licenses, Passports, etc.) • Cameras & Phones • Cash
9.	<p>Lost and found tags will have the following information:</p> <ul style="list-style-type: none"> • Time & date when item was found • Route on which item was found • Description of the item, such as: colour, size (length, width, weight), identifying information (scratches, stickers, etc.)

Procedure

When finding an item

#	Action	Owner
1.	If you find an item that seems lost or out of place on CMO premises (Stops, LRVs, Depot, along Tracks) ask people around if it belongs to them	CMO Staff
2.	If owner is found, ask them to identify something in the item/s or on it	CMO Staff
3.	If identification is correct, return item/s and ask recipient for their details and report to OCC	CMO Staff
4.	If identification is not correct, advise them this one is not theirs and hand the CMO Business card with information to the lost and found forms online.	CMO Staff
5.	<p>Update OCC on the item incl.:</p> <ul style="list-style-type: none"> • Time & location where item was found • Item description <p>and bring the item back to Depot to be catalogued in the lost and found register</p>	CMO Staff
6.	If owner cannot be found, see if the item fulfils criteria of “suspicious item” in accordance with HOT (see counter terrorism procedure) if not, go to next point.	CMO Staff
7.	If the item is chained up in the wrong place in the depot, contact maintenance to come and pick it up.	CMO Staff
8.	If OCC sees an item through CCTV (such as bike, trolley, etc.) chained to an undesignated place, it must be removed by the end of operation and brought back as a lost item to the depot	Duty Manager

#	Action	Owner
9.	If the chained item is disturbing operation, send maintenance staff immediately to remove it and bring it back to the Depot	Duty Manager

Logging Lost Property

#	Action	Owner
1.	Register every item in accordance with the lost & found register and allocate a separate tag for each item.	CSO
2.	If an item is reported as lost through a CSO, it can be registered and a tag can be allocated before the item is brought back to the depot. (in case the item is brought after office hours)	CSO
3.	Make sure all items are registered and stored in the Lost Items Room	CSO
4.	Always keep item tag number in accordance with the Lost Items Register	CSO
5.	Log credit cards and contact issuing bank before destroying them.	CSO
6.	At the end of the working day (at 5pm), if there were additions to the Lost Property Register, send to TC the items which were added to the Lost Property Register	CSO
7.	TC will regularly send items where location lost is marked as "LRV" or "unknown". Update lost items from the TC register to the CMO register and mark their location in Tuggeranong	CSO

Storing Lost Property

#	Action	Owner
8.	When storing items, keep a logical system that can be followed by other CMO Staff if needed.	CSO
9.	Items too big for the lost and found room (such as pushbikes, strollers) shall be locked to the bike rack in the Depot.	CSO
10	Keep valuables in the safe in the lost and found room	CSO
11	Keep the safe locked at all times	CSO
12	The password to the safe is kept in the OCC	CSO / Duty Manager
13	During office hours, keep keys to the lost and found room at reception, outside of office hours, the keys are with the OCC.	CSO / Duty Manager
14	After office hours or when reception is not manned, lock the lost and found room and keep key at OCC	CSO

Returning lost property

#	Action	Owner
1.	If you find an item that seems lost or out of place on CMO premises (Stops, LRVs, Depot, along Tracks) ask people around if it belongs to them	CMO Staff
2.	If owner is found, ask them to identify something in the item/s or on it	CMO Staff
3.	If identification is correct, return item/s and ask recipient to sign your notebook	CMO Staff
4.	If identification is not correct, advise them this one is not theirs and take details of item/s lost	CMO Staff
5.	If owner details can be easily found, contact owner and advise pick up.	CSO
6.	When someone submits an enquiry, check it against the Lost Items register.	CSO
7.	If a similar item is found, contact the person and advise that the item may be at CMO. Ask for details to ensure that the items belong to the person	CSO
8.	Invite the person to come and pick the item up during office hours. It is not possible to pick the item up outside of office hours	CSO
9.	Advise the person to bring any form of ID with them. Items cannot be released without an ID.	CSO
10	If the person cannot come and would like to send someone on their behalf, this person should bring a letter of authority from the owner including: <ol style="list-style-type: none"> 1. Owner's name & date of birth 2. Name & date of birth of the person on behalf of the owner 3. Copy of the owner's ID 4. Owner's signature incl. date & location. 	CSO
11	Do not return an item if the person did not bring a valid form of ID.	CSO

Disposing of Lost Property

The following table is in accordance with Transport Canberra Lost Property Procedure. Items that CMO will keep for a 12 week period will be submitted to Transport Canberra and dealt with as follows:

Item type of value	Examples	Disposal Method
Perishable Goods	Perishable groceries, articles that are, or could become noxious or a danger to public health	Immediate disposal, or donated to a charitable organisation
Money	Included in wallets	Provided to finance for banking within 30 days from the date of receipt

Item type of value	Examples	Disposal Method
Personal effects	Private and personal papers bankbooks and photographs, SIM cards	Disposed of by public auction after three months after the day the item was received
Goods of no value (net value estimated to be \$20 or less)	Clothing, umbrellas, toys, bags (inc contents), non-perishable groceries	Destroyed or donated to a charitable organisation after three months period from the date of receipt
Goods of low value (net value estimated \$20-\$500)	Cameras	Destroyed or donated to a charitable organisation after a three months period from the date of receipt
Goods of significant value (net value estimated to be more than \$500)	Bikes, Electronic equipment	Sold at public auction at any time after a three months period from the date of receipt

Associated Documents

Document ID	Title
OPS-FRM-004-V1	Lost Items Register
OPS-PRO-034-V1	Counter Terrorism
	Uncollected Goods Act 1996 (ACT)
Road Transport (Public Passenger Services)	Act 2001 (ACT)
Road Transport (Public Passenger Services)	Regulations 2002 (ACT)

Definitions

Term	Definition
ACT	Australian Capital Territory
CMO	Canberra Metro Operations
ID	Identity document
LRV	Light Rail Vehicle
CSO	Customer Service Officer
TC	Transport Canberra

Lost Items Business Card

Will be updated once system is in place

CANBERRA METRO OPERATIONS

Access Canberra Hotline (24/7)

Tel.

Tel. International

Website :

Post:

Procedure

Unattended Items OPS-PRO-035-V1

Purpose and Scope

This procedure describes the steps that all employees have to follow in case of an unattended or suspicious item on CMO grounds (incl. Depots, LRV's, Stops, Terminals).

RACIE		
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Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	23.04.2018	Operations Department	Service Delivery Manager	HSQE Manager	CMO O&M Staff	GM
						

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Roles & Responsibilities

Service Delivery Team

1. Service Delivery Team is in charge of lost & found items
2. Items are stored in the Lost & Found room and catalogued on the Infor System.
3. Once a lost items is reported, the Service Delivery Team shall check if it was found and send for pick up to the Depot.

CMO personnel or sub-contractor employees

1. Report unattended items immediately when found to OCC

OCC Personnel

1. Follow the process for unattended and/ or suspicious items as described in this procedure.

Safety Points and Information Points

#	Action
1.	Items are stored in the Lost & Found room in CMO HQ in the Depot
2.	Lost items can be reported on the CMO website
3.	All personnel required to know the process for unattended items
4.	Take part in ACT wide simulation trainings for threats
5.	Take part in regular trainings simulating the process of reporting unattended items

HOT UP Procedure

HOT-UP is a term used to describe a process for making an initial assessment about unattended, doubtful or suspicious items by the Australian police. This is an assessment tool to be used by the coordinator / supervisor in conjunction with law enforcement / emergency services to help determine a course of action. Meeting HOT-UP considerations does NOT necessarily mean the item is dangerous but it warrants further examination by Police forces.

The HOT-UP principle relies on responses to the following

- | | |
|-----------------------------|----------------------|
| Hidden | Unauthorized access? |
| Obviously a bomb? | Perimeter |
| Typical of its environment? | |

Procedure

All unattended items must be dealt with using the following principals..

#	Action	Owner
1.	Unattended Item reported/ discovered on LRV / Stops	CMO Staff
2.	Report item exact location & description to OCC	CMO Staff
3.	Await OCC further steps	CMO Staff
4.	Interview people in the vicinity	CMO Staff
5.	Review CCTV footage could help to identify the owner and establish the item's origin	Controller
6.	Under the HOT principle, anything that is Hidden, Obviously suspicious or not Typical to its environment could be deemed as a security risk – Refer to “Counter Terrorism” Procedure	Controller
7.	If deemed to be HOT, apply principles for reporting as per the counter terrorism procedure.	Controller
8.	If the discovery of an unattended item coincides with a communicated threat, take additional caution and inform the AFP immediately and evacuate staff and passengers if safe to do so..	Controller
9.	If ACT Police has communicated that the threat level is elevated to 'expected' or 'certain', additional caution is required	Controller
10	If an unattended item is found in a non-public or restricted area, near flammable or dangerous substances, near structural supports, critical infrastructure or near an area with the potential for mass casualties, take additional caution.	Controller
11	If unattended item cannot be categorized as suspicious according to above points, it can be categorized as “lost” and sent to the Depot Lost Items Room	Controller

Associated Documents

Document ID	Title
OPS-PRO-034-V1	Counter Terrorism Procedure

Definitions

Term	Definition
CMO	Canberra Metro Operations
HSQE	Health Safety Quality & Environment
OCC	Operations Control Centre
HOT UP	See Error! Reference source not found. above

Procedure

Anti-Social Behaviour and Vandalism

OPS-PRO-047-V1

Purpose and Scope

To provide a standard course of action to be followed by the OCC Staff and Customer Service Staff when managing interpersonal violence and passenger incidents on the CMO network and clear responsibilities/accountabilities when calling Canberra Police.

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Document Control

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1	22.05.2018	Operations Department	Service Delivery Manager	HR Manager	OCC Staff	GM
1	22.05.2018					

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Roles & Responsibilities

OCC Staff

1. Remain calm and seek all relevant information from the staff member calling in the incident.
2. Liaise with Emergency Services in relation to all serious incidents and relay information back to the staff on the ground.
3. Ensure that the field staff involved are advised appropriately to ensure the safety of themselves, customers and other staff
4. In charge of contacting Canberra Police for matters that may affect the safety or security of the system or passengers
5. In charge of giving feedback to Driver on any action that has been taken in the OCC

Service Delivery Manager

1. Ensure that all CMO staff has been trained appropriately in the content of this procedure and that they follow it

All CMO Staff & subcontractors

1. Maintain a safe and secure work environment that is free from the presence of violence
2. Report threats or acts of violence in the workplace, refrain from exhibiting behaviour or actions that could be interpreted as violent and by fully cooperating in the investigation of threats or acts of violence
3. Call in and convey their message in a clear and precise manner and provide as much detail about the incident and or people involved.
4. Comply with the procedure and use the code system as it is intended.
5. Description includes:
 - a. Location of incident;
 - b. Threat details;
 - c. Direction last seen heading in; and
 - d. Individual descriptions (height, clothes, sex, age, build, ethnicity, complexion)

Procedure

Inappropriate Behaviour of Passengers

#	Action	Owner
1.	Advise OCC of the Code level, location and nature of the incident plus descriptions	Staff

When Contacting Canberra Police

#	Action	Owner
1.	Contact ACT Police via local station number or via the Police Link number 131 444	Duty Manager
2.	Advise Police of your: <ol style="list-style-type: none"> 1. employee number 2. that you are an Authorised Person 3. your location 4. what assistance you require 	Duty Manager
3.	Upgrade to a code two if passenger become aggressive so that CCTV will be placed on situation (if possible)	Duty Manager
4.	Non-urgent assistance is a circumstance where a Host/Driver may require Police to assist in the course of executing their daily duties <ol style="list-style-type: none"> 1. Staff requiring ID from a non-compliant passenger i.e. fare evaders and people found smoking or consuming alcohol on an LRV or station or spitting 2. Passengers failing to comply with a legal direction to leave or not enter an LRV or station 	Host / Driver

Code One = Urgent Assistance Call “000”

#	Action	Owner
1.	Contact OCC: <ol style="list-style-type: none"> 1. Code One 2. Location 3. What is happening (2-3 words) 4. Description of assailant 	Staff assaulted / witnessing assault
2.	ACT Police advise: <ol style="list-style-type: none"> 1. Location 2. incident 3. description 4. staff require immediate assistance 	Duty Manager / Regulator
3.	Check location on CCTV	Duty Manager
4.	Make announcements in affected Stop that ACT Police are on their way	Duty Manager

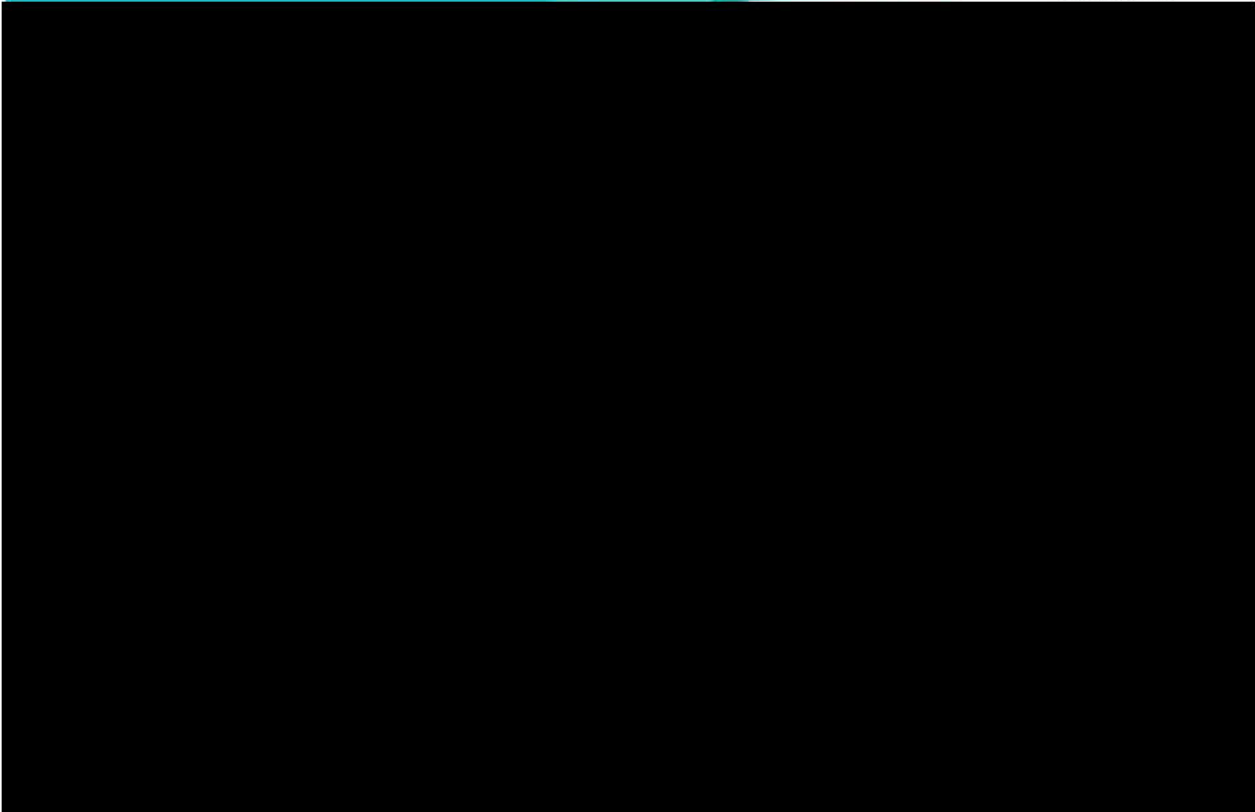
#	Action	Owner
5.	Advise Driver / Host to try to move to a safe location nearest the site and await further instructions from the OCC	Duty Manager / Regulator
6.	Inform Drivers nearby of the incident (descriptions if possible) and if they are required to attend to assist OR to stay away for safety reasons;	Duty Manager
7.	Offer medical assistance if required and it is clear to do so;	CMO Staff on location
8.	If on LRV, advise Driver of situation;	Duty Manager
9.	Consider if a Detrainment is required (see Emergency Detrainment Procedure)	Duty Manager
10	Continue to monitor situation and contact "000" again if ACTAS are required;	Duty Manager
11	Log the incident	Duty Manager

Code Two = Non Urgent Police Assistance required

#	Action	Owner
1.	Contact OCC with following information: <ol style="list-style-type: none"> 1. Code Two 2. Location 3. Description of incident 4. Description of perpetrator 5. Actions of perpetrator 	Staff assaulted / witnessing assault
2.	Contact ACT Police and advise of the circumstances and assistance required	Duty Manager
3.	Check through CCTV cameras	Duty Manager
4.	Offer medical assistance if required and it is clear to do so;	CMO Staff on location
5.	Continue to monitor situation and contact "000" again if ACTAS are required;	Duty Manager
6.	If on LRV, advise Driver of situation;	Duty Manager
7.	Contact LRV's affected and advise them of the incident and if they are required to attend to assist OR to stay away for safety reasons; and	Duty Manager
8.	Escalate to a Code "one" if required	Duty Manager
9.	Log the incident	Duty Manager

Code Blue = Suspicious Item Located

#	Action	Owner
---	--------	-------



Code Yellow = Bomb Threat reported

#	Action	Owner
1.	In the PA system announce: "Code Yellow at Depot, I repeat Code Yellow at Depot."	Staff
2.	Follow the bomb threat procedure	Duty Manager

Safety Points and Information Points

#	Safety Points
1.	Safety related calls must be done through the OCC or to & from the OCC so that they are recorded
2.	Provide first aid as required and if it is safe to do so.
3.	Try to give information that is as accurate as possible and as relevant as possible so that the OCC will be able to give the right assistance immediately
4.	Calls to ACT Police or emergency services must be done in a courteous manner with clear requests.
5.	OCC or staff must report incidents affecting the network, its surroundings or CMO staff.
6.	Use the training obtained in Conflict Management.

Code One = Urgent Assistance Call "000"

Code one covers:

1. Physical violence on individuals (Customers or staff);
2. Physical violence or antisocial behaviour on CMO's asset or surrounds;
3. Safety risk introduced by an individual (Trespass, dangerous behaviour);
4. Fight on or around the system;
5. Collision affecting the network;
6. Serious threats to staff and passengers;
7. Immediate safety risks (suicide...); and
8. Obstructions to operate the network.

Code Two = Non Urgent Police Assistance required

Code two covers:

1. Passenger refusing to leave or creating a disturbance to other passengers but not violent.
2. Heavily intoxicated passengers failing to leave LRV or Station
3. Passengers failing to follow a move on order
4. Passengers becoming aggressive after failing to comply with a legal direction

Code Blue = Suspicious Item Located

1. Example: Suspicious item located on an LRV or at Station, TPS, Underpass or Bridge

Code Yellow = Bomb Threat reported

1. Example: The depot has received a bomb threat

Anti-Social Behaviour – reported by CMO Staff

#	Action	Owner
1.	Report any anti-social behaviour immediately to OCC	CMO Staff
2.	Write down information of any witnesses (as far as possible)	CMO Staff
3.	Instruct CMO Staff to try to dissolve situation but keeping their and the customer's safety in mind	Duty Manager
4.	Contact ACT Police immediately and ask for assistance at location	Duty Manager
5.	Follow ACT Police instructions	CMO staff
6.	Update Service Delivery Manager / On-Call Manager of situation	Duty Manager
7.	Log the incident and fill out an incident report	Duty Manager

Anti-Social Behaviour – reported by a customer

#	Action	Owner
1.	If customer reports anti-social behaviour via Emergency Help Post, ask if the situation is current	Duty Manager
2.	check on CCTV and contact adjacent Drivers / Hosts	Duty Manager
3.	If possible, ask a Host to check situation	Duty Manager
4.	If necessary, contact ACT Police and ask for assistance	Duty Manager
5.	Follow ACT Police instructions	CMO
6.	Update Service Delivery Manager / On-Call Manager of situation	Duty Manager
7.	Log the incident and fill out an incident report	Duty Manager / CMO Staff

Vandalism

#	Action	Owner
1.	If you see vandalism that was already performed, submit OCC with following information: <ol style="list-style-type: none"> 1. Your name 2. Description of vandalism 3. Location (Stop, Platform or LRV number and location on LRV) 	CMO Staff
2.	Check location on CCTV	Duty Manager
3.	Log and send message to maintenance to rectify within: On LRVs: <ol style="list-style-type: none"> 1. Offensive graffiti within 1h 2. Non-offensive graffiti before entering service the next day At Stops: <ol style="list-style-type: none"> 1. Offensive Graffiti within 3h 2. Non-offensive Graffiti within 12h 	Duty Manager
4.	If possible, add a picture to the report.	Duty Manager
5.	If the act is current, contact ACT Police with location and ask for assistance	Duty Manager
6.	Monitor the situation on CCTV	Duty Manager
7.	If safe for CMO Staff who reported the act, ask them to stay at location	Duty Manager
8.	Arrange clean ups in accordance with #3	Duty Manager
9.	Log the incident and fill out an incident report	Duty Manager CMO Staff

Associated Documents

Document ID	Title
OPS-PRO-035-V1	Unattended Items Procedure
OPS-PRO-034-V1	Counter Terrorism Procedure
OPS-PRO-017-V1	Emergency Detrainment Procedure
SAF-FRM-003-V1	Incident Report

Definitions

Term	Definition
ACTAS	Australian Capital Territory Ambulance Services
CCTV	Closed Circuit Television
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre

PROCEDURE

Dealing with Medical Emergencies

OPS-PRO-031-V1

Purpose and Scope

This procedure describes the rules, roles and actions of the operations staff both in the OCC and in the field to deal with medical emergency situations on the Canberra Metro system necessitating involvement of the emergency services.

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Roles & Responsibilities

Drivers and CSOs

1. Responsible for assisting passengers and helping avoid further injury
2. If trained in First Aid, assist persons in need as best they can whilst waiting for the emergency services to arrive, unless otherwise directed by Emergency Services.

Duty Managers

1. Coordinate and deploy staff as required
2. Responsible for the coordination with the Emergency Services

All CMO Staff

1. If you notice a person injured or in need of medical assistance in the vicinity of or in the CMO system, contact OCC immediately

Safety Points and Information Points

#	Action
1.	It is assumed that where a person is unable to provide consent, permission is granted
2.	CMO staff shall report any medical emergency to the OCC as soon as possible and ensure appropriate action is taken.
3.	When responding as a First Aider, the Driver / CSO must let the injured person know that they are qualified in first aid and ask if they would like assistance
4.	First aid must only be administered within the capabilities of the first aider
5.	Seek assistance from Emergency Services if the needs are beyond your capabilities.
6.	Emergency Services may request for the injured passenger to be transported in the LRV to a pre-determined Stop. The LRV will be Out of Service when doing so.
7.	Under no circumstances is an injured or unresponsive passenger to be forced to leave an LRV.
8.	If a person is unable to provide consent, a First Aider shall assist them, only to the limits of their capabilities.

Procedure

Medical Emergency on LRV – CMO Employee

#	Action	Owner
1.	In the case of Driver feeling unwell, stop at the next Stop if possible	Driver
2.	If not possible, try to stop at a safe location	Driver
3.	Contact OCC and report: <ol style="list-style-type: none"> 1. LRV Number 2. Location 3. Situation 4. Assistance needed 	Driver
4.	OCC will inform the emergency services	Duty Manager
5.	If possible, OCC will deploy a spare Driver to the location, to assist the injured Driver and after Emergency Services arrive, take over the LRV	Duty Manager Spare Driver
6.	In case the Spare Driver gets there first, assist the injured Driver until the Emergency Services arrive	Spare Driver
7.	OCC will update passengers on the affected Stops of the situation	Duty Manager
8.	OCC will regulate the service to minimise service disruption for the rest of the system. If at a terminus, leave the affected LRV and wait for Emergency Services.	Duty Manager
9.	If there is a CSO on board, update the passengers on board of situation and keep them informed	Host
10	If the LRV is stopped at a Stop, coordinate Passenger detrainment, if not, consider if this is an option but the Drivers' health comes first	Duty Manager
11	When the situation is over, update the incident report	Duty Manager
12	Update the Service Delivery Manager / On Call Manager in accordance with the incident reporting matrix	Duty Manager

Medical Emergency on LRV – Passenger

#	Action	Owner
1.	If a CSO or a Passenger on board is injured, stop at the next possible Stop	Driver
2.	If not possible, try to stop at a safe location	Driver
3.	Contact OCC and report: <ol style="list-style-type: none"> 1. LRV Number 2. Location 	Driver

#	Action	Owner
	3. Situation 4. Assistance needed	
4.	OCC will inform the emergency services	Duty Manager
5.	Try to get as much information as possible from the injured person(s) to the OCC: 1. Exact location/direction 2. Number of injured/fatality 3. Consciousness 4. Wounds 5. Bleeding 6. Age and gender 7. Particular treatments (heart disease, asthma)	Driver / Host
6.	When LRV has stopped, leave the Driver's cab. Take the key with you and close the door behind you	Driver
7.	Drivers (and CSOs) are trained in First aid and shall use this training to provide assistance to the injured person(s) whilst waiting for the emergency services to arrive	Driver
8.	If possible to move the LRV to a location specified by Emergency Services,	Driver / OCC
9.	If possible, detrain passengers and injured person(s)	Driver / Duty Manager
10	When the Emergency Services arrive, follow their instructions	Driver / Host
11	When the incident is resolved, fill out an incident report	Driver / Host / Duty Manager
12	If possible, try to regulate the service to minimize impact on operation	Duty Manager
13	Update passengers on platforms of the situation	Duty Manager
14	Update the Service Delivery Manager / On Call Manager in accordance with the incident reporting matrix	Duty Manager

Medical Emergency at Stop or in the vicinity of CMO Territory

#	Action	Owner
1.	Any CMO employee that witnesses an injured person at a stop or in the vicinity of CMO system must report it to OCC	Driver
2.	Contact OCC and report: 1. LRV Number 2. Location 3. Situation 4. Assistance needed	Driver
3.	OCC will inform the emergency services	Duty Manager
4.	If this happens at a Stop, update the passengers, take the LRV keys, leave the cab and	Driver

#	Action	Owner
	close the door behind you	
5.	Assist the injured person at the stop in accordance with your first aid training and wait with the injured person until the emergency services arrive	Driver
6.	If this happens in the vicinity of CMO system, update the passengers, take the LRV keys, leave the cab and close the door behind you	Driver
7.	Assist the injured person at the stop in accordance with your first aid training and wait with the injured person till emergency services arrive	Driver
8.	Consider sending a Spare Driver to the location to take over operation of the LRV	Duty Manager
9.	Consider detrainning the passengers	Duty Manager
10	When the incident is resolved, fill out an incident report	Driver / Host / Duty Manager
11	If possible, try to regulate the service to minimize impact on operation	Duty Manager
12	Update passengers on platforms of the situation	Duty Manager
13	Update the Service Delivery Manager / On Call Manager in accordance with the incident reporting matrix	Duty Manager

Associated Documents

Document ID	Title
OPS-PRO-049-V1	Incident Reporting Procedure
OPS-PRO-014-V1	Incident Response and Recovery Procedure
OPS-PRO-017-V1	Emergency Detrainment Procedure

Definitions

Term	Definition
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre

Rolling Stock Collisions OPS-PRO-045-V1

Purpose and Scope

This procedure describes actions and rules to be applied by Drivers and OCC staff to manage a collision between Rolling Stock (RS) and any of the following:

- another RS;
- Infrastructure
- a vehicle;
- a pedestrian; and
- animals (excluding bird strikes).

Rolling Stock in this procedure means an LRV or Unimog in Rail mode.

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Roles & Responsibilities

Drivers

1. Safely execute this procedure whilst also ensuring passenger safety.
2. Apply the emergency brake immediately
3. Provide Crash Card to persons involved in collision to exchange details
4. Complete Crash Particulars form for CMO insurance purposes.
5. With assistance from OCC, update passengers on situation
6. Follow ACT Police directions with assistance from OCC including detrainment of passengers when safe to do so
7. Undergo Drug and Alcohol screening.

Duty Manager

1. If the Driver of the RS is unable to follow the process, determine the best way to ensure all is done and in parallel
2. ensure the driver(s) receives medical assistance per Medical Emergencies
3. Initiate and follow Emergency Management Plan.
4. Advise the Driver on what actions they should take following the collision,
5. Check the wellbeing of the Driver,
6. Liaise with Emergency Services as required,
7. De-energise the Traction Power if required,
8. Deploy resources to the accident as necessary,
9. Contact CAF Maintenance Manager and CMO Engineering manager to send team to location
10. Follow the Incident Response and Recovery Procedure
11. Follow Incident Management and Investigation Procedure
12. Log the event and complete reports and participate in incident investigation as required

Safety Points and Information Points

#	Action
1.	<p>In case of collision, the Driver must STOP immediately and contact OCC stating:</p> <ul style="list-style-type: none"> - That it is an emergency its nature; - Exact location of the incident (OHL pole nr., intersection), and travel direction; - The nature of the collision; - Whether the traction power has to be de-energised; - Whether and which emergency services are required; and

#	Action
	- Nature of injury / fatality.
2.	If the Driver is unconscious or injured, the nearest member of staff must immediately take over their responsibilities.
3.	The Duty Manager or On Call Manager must ensure that drug and alcohol screening are performed on the Driver involved in the collision as soon as they are back to the depot.
4.	If a collision occurs with a member of public, the driver is to ensure they stop and locate the person and check the nature of their injuries.
5.	The Controller must call 000 (triple zero) if ACT Police are required for the following: <ol style="list-style-type: none"> 1. Death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor). 2. A hazardous environment or threat to public safety exists, including traffic congestion (e.g. fuel spill, power lines down).
6.	OCC must call 000 (triple zero) If the ACT Fire and Rescue Service or the ACT Ambulance Service (ACTAS) is also required.
7.	Controller must call the Police for the following. <ol style="list-style-type: none"> 1. Suspected involvement of drugs and/or alcohol. 2. A driver fails or has failed or is refusing to provide required details. 3. A driver with an impairment or disability requires police assistance.
8.	Driver must exchange information with other persons involved in the traffic crash i.e. hand over the Crash Card and complete the Crash Particulars form
9.	OCC must arrange for movement of the vehicles involved in the traffic accident (if safe to do so); and
10	Where required, OCC will report the traffic accident to the ACT Police Service within 24 hours.
11	If the collision causes injury to an animal, OCC must contact a vet to look after the injured animal (or RSPCA: 6287 8100).
12	If the collision causes fatality to an animal, OCC must contact Access Canberra on 13 22 81.

Procedure

#	Action	Owner
1.	After a collision, stop immediately using emergency brake and put hazard lights on	Driver
2.	Check if any passengers are injured and how severely	Driver
3.	If possible, radio OCC immediately giving as much information as possible: <ul style="list-style-type: none"> • LRV number and exact location (OHL pole/ intersection) • Nature of event • Are you injured and how? • Are the passengers injured and how? 	Driver

#	Action	Owner
	<ul style="list-style-type: none"> Is OHL damaged / need to de-energise? Assistance needed 	
4.	Start incident management procedure and accordingly send a PIC to the scene.	Duty Manager
5.	if the Driver is not injured, ask him to act as a FPOS	Duty Manager
6.	Report incident in accordance with Incident Reporting Procedure	Duty Manager
7.	If needed, de-energise the section, contact maintenance team to go to affected the area	Duty Manager
8.	Supply the other driver with the Crash Card and take Driver's insurance and license details	Driver
9.	Stay with injured persons and use your First Aid know how	Driver
10	If the collision occurred at an intersection, contact TCCS additionally	Duty Manager
11	Inform other LRV's of the situation	Duty Manager
12	Follow incident response and recovery procedure and inform customers on platforms	Duty Manager
13	If it is safe to Detrain, follow LRV Detrainment Procedure	Driver / Duty Manager
14	When the emergency services or CMO incident manager are on sight, follow their instructions	Driver
15	Fill out an incident Report	Driver & Duty Manager
16	Take a Drug & Alcohol Test	Driver
17	Organise removal of the recorder on the LRV by CAF technicians	Duty Manager

Associated Documents

Document ID	Title
SAF-PRO-015-V1	Incident Management Procedure
SAF-PRO-016-V1	Incident Investigation Procedure
OPS-PRO-014-V	Incident Response and Recovery Procedure
OPS-PRO-049-V1	Incident Reporting Procedure
OPS-PRO-017-V1	Emergency Detrainment Procedure
OPS-PRO-025-V1	Emergency De-Energisation Procedure
OPS-PRO-031-V1	Dealing with Medical Emergencies

OPS-FRM-005-V1	Crash Card
OPS-FRM-006-V1	Crash Particulars Form

Definitions

Term	Definition
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
FPOS	First Person On Site
OCC	Operations Control Centre
PIC	Person in Charge

Fare Evasion Determination – Additional Rules

1.0 PURPOSE

To provide direction for Canberra Metro Operations (CMO) and Transport Canberra City Services (TCCS) on the rules for determining fare evasion. This document should be read in conjunction with relevant ACT Legislation, in particular the DI2018-284 'Road Transport (Public Passenger Services) Public Transport Fare Determination 2018'.

Relevant legislation will always take precedence over this document.

2.0 FARE EVASION CATEGORIES

1. Digital Concession Cards
 - Digital concessions cards are a valid form of identification as long as they meet all of the details required under DI2018-284 (for example; name, photo, school, etc).
2. Sworn Members of ACT Police:
 - As outlined in DI2018-284, sworn members of ACT Police in their official capacity are exempt and can travel on public transport without a valid ticket.
3. Seniors
 - Seniors must tap-on and off using a valid ACT Seniors MyWay card.
4. Minors - 13 years and under
 - Passengers aged 13 years or younger can have their tickets checked, [REDACTED]
5. Minors – From 14 to 17 years
 - Consistent with the proposed (draft at this stage) statutory Guidelines for Withdrawal and Waiver of Infringement Notices - *“While infringement notices can be issued to persons from the age of 14 years old, the first option is always to educate children about appropriate behaviour, through informal interaction or by issuing a caution/formal warning.”*
6. School Students
 - All School Students must tap-on and off using a valid Student MyWay card, and hold either a Primary School, High School or College Student Identity Card.
 - The School Student Identity Card must include the student's; name, date of birth, photo, Full Time status and be issued by a school within Australia.

3.0 ROLES AND RESPONSIBILITY – SAFE TRAVEL OF CHILDREN

- Under no circumstances should a passenger aged 17 years and under be evicted from a Light Rail Vehicle (LRV) [REDACTED]

Procedure Ticket Inspection & Infringement Notice Management OPS-PRO-036-V1

1 Purpose and Scope

To provide Canberra Metro Operations (CMO) Customer Service Officers (CSOs) with guidance in their duties in relation to Ticket Offence Management.

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2	12.09.2018					



Procedure

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2 Roles & Responsibilities

2.1 Customer Service Officer (CSO)

The CMO infringement notice system is to discourage fare evasion and protect the revenue derived from ticket sales. One of the duties required of CSOs is ticket inspection and the enforcement of the infringement system.

3 Procedure

3.1 Infringement Notice Management

3.1.1 Authorised Officer - Transport Operations Act (ACT)

Prior to the commencement of operation and throughout, CMO will train CSOs in accordance with the Transport Operations Act (ACT). In the duty of enforcing an Infringement notice at a stop or onboard an LRV, a CSO is considered an Authorised Person who can:

- Require production of a ticket;
- Require evidence of concessional entitlement;
- Require name, address and evidence of these; and
- Issue infringement notices;

3.1.2 Polite cautions

CSOs will be trained to correct the following behaviour by issuing a polite warning:

- putting feet on a seat
- spitting
- eating or drinking on an LRV
- littering
- using offensive language.
- obstruction to a door or seat
- using a wheeled recreational device, passengers can walk their bike at stop/or onboard;

- Enforce a seat is vacated for designated persons (red priority seats for seniors, person with disability or pregnant);
- “inconvenient or dangerous item” onto an LRV to place it in designated area or remove it from LRV;
- Ensure that an animal on board is confined in an appropriately sized box, basket or container, that can be carried;

If a CSO requests assistance, they will inform the OCC who will contact Police/emergency services if required.

3.1.3 Eviction from LRVs or Stop

Police and CSOs have the power to direct a person to leave a stop or alight from LRV at next available stop. The CSO will ask a customer to alight from the LRV for actions that are not tolerated. CMO will have a zero-tolerance policy towards:

- offensive behaviour
- intoxication or drug-induced behaviour
- smoking
- damaging, removing or interfering with and LRV or light rail infrastructure.
- throwing something from an LRV
- a passenger attempts an entry into a drivers cab
- failure to comply with a legal direction;
- failure to state name and address

Note: CSOs do not have the legal power to remove fare evaders from LRVs or Stop, this can only be undertaken by Police.

3.1.4 CSO Operational Requirements

CSOs will always be deployed in pairs and will communicate effectively with their partner. While the LRV is in motion; CSOs will use a secure stance such as three points of contact at all times, stand facing the direction the LRV is travelling, slightly bent knees with feet pointed outwards. When liaising with passengers, CSOs will hold the handrails while travelling through the LRV.

All CSOs will be trained in:

- conflict management, behaviour management
- revenue protection deployment methods
- legislation, duties and responsibilities as authorised position
- fares, ticketing and ticket equipment familiarisation
- data reporting
- local area knowledge, including MyWay agents, upcoming events etc.

3.1.5 Equipment

Whenever CSOs are performing official duties, they are required to wear their full uniform, (during *plain clothes operations*, CSOs will not require uniform), name badge and carry their identity card. They must produce their identity card before making any legal requirement to any person who they intend to report for non-compliance, and additionally, to any person requesting them to produce their identity card. All CSOs will wear a radio that has direct access to the Operational Control Centre (OCC). A bespoke waist pack will be worn by all CSOs and will contain necessary equipment to perform their duties. These include:

- Portable Reader
- Pen and Infringement Notice Log – which will be used to capture infringement details
- Mobile smart device

3.1.6 CSO Responsibilities

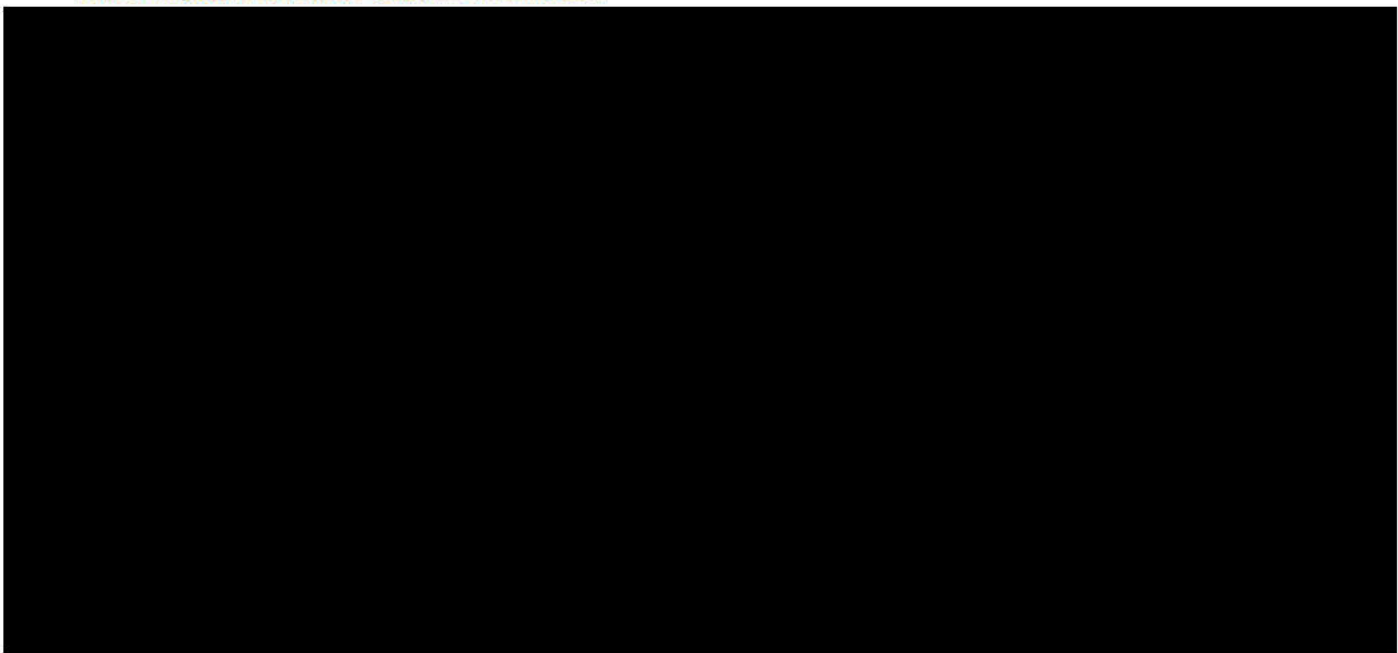
The role of the CSO is to establish a high level of customer satisfaction with a balance of authority. Other tasks in addition to enforcement activities will include:

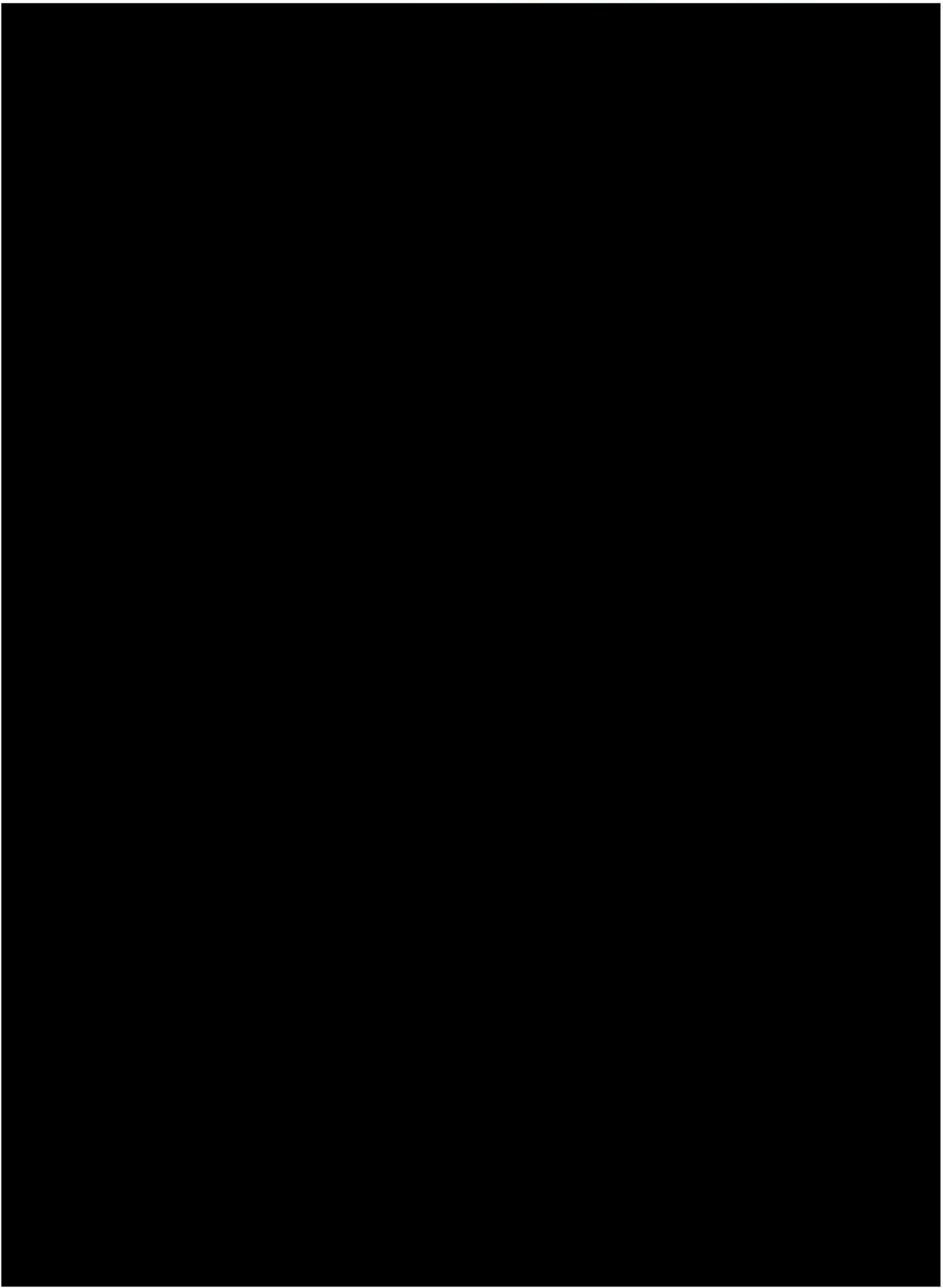
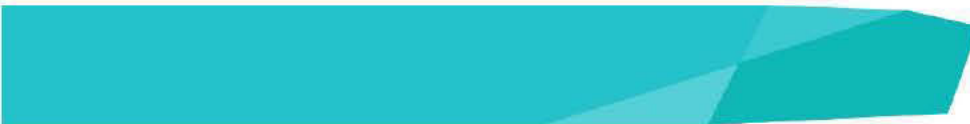
- Providing exceptional service to all passengers;
- Maintain passenger safety and comfort and address any issues or concerns;
- Provide assistance to passengers on all aspects of Light Rail;
- Act as a deterrent to vandalism, fare evasion and anti-social behaviour;

Table 1 Revenue Protection Parameters

<p>Non Compliance – when is an offence committed?</p>	
	<ul style="list-style-type: none"> • It is an offence if passengers travel on an LRV without a valid ticket • It is an offence if passengers are travelling on a concession fare without being able to provide a valid concession entitlement for inspection • It is an offence if a passenger presents a concession entitlement that is not their own
<p>For MyWay cards presented for inspection, CSOs are to check the following:</p>	
	<ul style="list-style-type: none"> • Concession entitlement for concession tickets • Tap on/off status matches current LRV time and route • Travel token matches concession entitlement (if any) • Concession card matches travel token, and customer presenting card
<p>For cash tickets presented for inspection, officers are to check the ticket:</p>	
	<ul style="list-style-type: none"> • is valid including within transfer window. • If a customer presents a ticket for inspection that is altered in such a way to modify the validity of the ticket (for example changing the date on a paper ticket)

Table 2 Inspection of Tickets - Scenario and Outcome





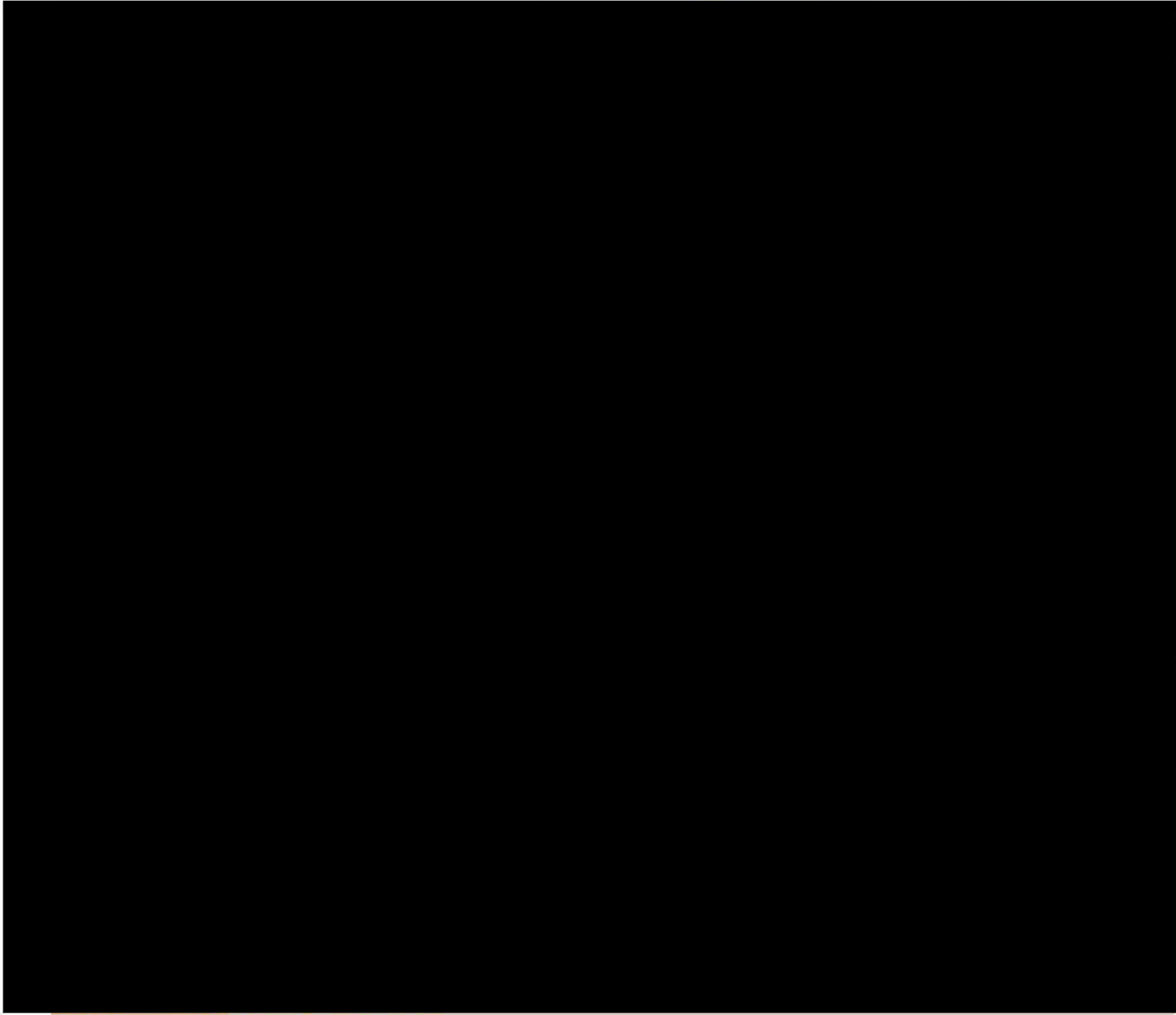


Table 4 Issue of Infringement Notice Process

Caution stage	
	Once determination has been made that a passenger has been non-compliant the following steps must occur:
	<ul style="list-style-type: none"> • Show CSO Identity Card • State the following: "I am an authorised person for road transport legislation. You have committed an offence and will be issued with an infringement notice". • "Could you please provide identification" • "Please provide your name and home address. Proceed to issue infringement notice.
Writing Infringement Notice	
	The authorised officer will record in official notebook: <ul style="list-style-type: none"> • the customer name, address,

Caution stage

- ID card number
- time and date, route, service
- the type of breach,
- action taken,
- infringement number; and all other relevant information.

Recording Data

All infringement notices in the CSOs official paperwork are to be statistically collated and added to the Customer Record Management System (CRM) at the end of each day. (Privacy requirements will be adhered to).

This will be completed by Customer Service Manager.

3.1.7 Definitions

Term	Definition
CCTV	Closed Circuit Television
CMO	Canberra Metro Operations
CRM	Customer Relationship Management
CSO	Customer Service Officer
ETS	Electronic Ticket System
LRV	Light Rail Vehicle
OCC	Operations Control Centre
TCCS	Transport Canberra and City Services



AS/NZS 4801 Safety Management System

Canberra Metro Operations Pty Ltd

Element 15

Incident Management

May 2018

Document Number: 00-CMO-PRO-OAM-NA-XX

CMO Canberra Metro Operations

SMS Element 15: Incident Management

Document Control and Version History

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Document Approval

	Job t t e	Name	S gnature
Approved by	Genera Manager	T o Franz	

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Your Quick Guide to Safety Element 15 Incident Management

Are you prepared?	Is this site secure and people safe?	Who do I need to report to?	What happens after an incident?
<p>Are you prepared?</p> <ul style="list-style-type: none"> Have you consulted with the work group to identify the types of incidents that may occur based on work activities and put plans in place to prevent these from occurring? Do you have first aid procedures, training and equipment in place? Do you have emergency response procedures, training, contact lists and equipment in place? Is emergency/first aid/ communication equipment in good order, up-to-date, serviced, working and readily available? <p>Scenario based training</p> <ul style="list-style-type: none"> Do you conduct mock incident scenarios based on your risks? 	<p>Evacuate and Contain</p> <ul style="list-style-type: none"> Alert persons and evacuate from immediate danger to a safe muster point. Contain situation if safe and trained to do so, and contact 0-000 or 112 for mobiles for emergency services. <p>First Aid – Preserve Life</p> <ul style="list-style-type: none"> Do not put yourself at risk – check the area is safe to enter, notifying someone on or monitoring of the risk, as far as reasonable practicable. Administer first aid if trained to do so; or alert someone who is trained; and/or assist as directed. Assist emergency services as per reasonable directions. <p>Shut Down & Secure</p>	<p>Internal Notifications</p> <ul style="list-style-type: none"> Worker to report to line manager and Safety Advisor immediately. Report to the Control Room (if network related). Line manager escalates via line management to general manager. Safety Advisor escalates via line management to General Manager – Health Safety and Environment. EAP notifications for impacted persons. Injury reports/SAP on next day injury/incident report within 48 hours of incident occurring. 	<p>Initial Investigations</p> <p>Commence level 1, 2 or 3 investigations at scene once site released from authorities.</p> <p>External Reporting</p> <ul style="list-style-type: none"> Immediate report to WorkCover for notifiable incidents by Safety Manager (in consultation with Manager – Management Systems and Reporting and General Manager – Health Safety and Environment). Other external reporting requirements. <p>Safety Alerts/Safety Advice ‘A’</p> <p>Have you communicated the actions taken or required?</p>
<p>Where to for more information? SMS Pro15 and SMS Pro16</p>	<p>Where to for more information? Sections 5.1, 5.2</p>	<p>Where to for more information? Sections 5.5, 5.6, 5.7, 5.8, 5.9, 5.13</p>	<p>Where to for more information? Sections 5.9, 5.10, 5.13, 5.14, 5.18, SMS Pro19</p>
<p>Tools and Forms SMS Procedure 04 – Managing WHS Risk; and associated forms and guides</p>	<p>Tools and Forms SMS Pro15.3F– Notifiable Incident Guide</p>	<p>Tools and Forms Register of Injuries SMS Pro 15.4F WHS Incident/Injury Report Form</p>	<p>Tools and Forms SMS Pro7.2F: Safety Alert SMS Pro18.1F: Safety Advice - Part A</p>

1 Key aspects of this element

Site control, incident reporting and response	Team members must have the required training, knowledge, equipment and skills to manage, report, escalate and respond to WHS incidents.
Notifications	Work groups must initiate emergency communications where required. In addition, General Manager, Manager & Specialist Investigator must verify internal and external notifications of a WHS incident are made as per the requirements of this procedure (including SafeWork notifications for defined notifiable incidents).
Reporting and recording of incidents	Each Team Leader is responsible for verifying that incidents (including injuries) are reported in a timely manner and subsequently recorded in the SMS system.
Communication of WHS incidents	HSQE Manager will distribute a Safety Notice – Part A to advise of any notifiable WHS incidents. A Safety Alert may also be created for internal or external incidents that may be relevant to the health and safety of CMO workers.
Investigate	CMO will undertake an investigation into a safety related incident to determine root cause and preventative actions.
External agencies	CMO has a relationship with external agencies, eg, SafeWork, National Rail Safety Authority, Police etc

2 Purpose

CMO has a comprehensive system for the effective management of WHS related incidents. The system is based on the Safety Management System requirements and external legislative requirements. The process for managing Work Health and Safety (WHS) incidents as an initial response includes, internal and external notifications, staff welfare, mandatory testing, reporting / recording and the requirement to undertake an investigation.

This process requires the use of internal and external systems to communicate that a WHS Incident has occurred. The initial actions taken to eliminate or reduce the potential for a re-occurrence of the incident will be communicated across the organisation as soon as the facts are established

3 Scope

The obligation to manage WHS incidents applies to any place of work controlled by CMO and includes incidents involving other employees or other persons (in addition to employees of CMO) whilst at a work location controlled by CMO.

4 Background

CMO consults with its employees and contractors regarding the processes for identification and reporting of WHS incidents. This consultative approach ensures WHS incidents are managed in a timely manner throughout the organisation.

4.1 What is a WHS Incident?

A WHS incident may include any event or situation at a workplace that has impacted on the health, safety or wellbeing of any person; or poses an immediate threat to the health, safety or wellbeing of any person.

WHS incidents include (but are not limited to):

- An incident in which any person has been injured or requires medical attention, as a result of (or during) work activities undertaken;
- A near miss in which any person could have been injured as a result of work activities undertaken;
- Any injury which is alleged to have occurred as a result of work activities undertaken; and
- Any injury that is claimed as work related for which a Workers Compensation claim is made.

4.2 Consultation – Preventing Incidents

The process of consulting with your team and thinking about active elimination or control measures will assist in minimising the likelihood of incidents occurring. The use of a risk-based approach to should consider:

- What hazards are in the workplace
- What risk does the hazard pose to our people
- How can we eliminate or control the hazard using the hierarchy of control to reduce the potential for an incident to occur.

4.3 Why manage a WHS incident?

Effectively managing incidents that occur in our workplace is important and CMO will ensure it meets regulatory and organisational obligations by:

- Ensuring we minimise harm to our people, plant and property if an incident occurs; and
- By providing injured workers with effective rehabilitation management;
- And by meeting SafeWork and PCBU (Principal) regulatory reporting requirements.

5 Process

5.1 Controlling the Incident Site

An incident site is not secure until the source of the hazard has been shut down or isolated to control the potential for further persons (including clean-up crews, site controllers, investigators or inspectors) from being harmed; and all injured persons have received appropriate medical treatment or been rescued.

When controlling hazards, use the hierarchy of controls as a guide to ensure risks are as low as reasonably practicable.

The key steps in achieving site control are:

- Nominating an Incident Site Manager (initially, this will be the most senior supervisor on site),
- Assess immediate hazards and plan a safe method to enter,
- Eliminate / control or assess location for harmful energy sources, do not allow further persons or yourself to be harmed ,
- Establishment of safe access routes and provision of medical treatment for injured persons or rescue of trapped persons (see first aid requirements 5.2),
- Shut down site and preserve the incident scene (e.g. people demobilised safely from site, area isolation – bollards / tape / spotters / traffic control).

In the event of a work related fatality, dangerous incident or situation that has resulted in serious injury or illness, the notification process as set out in **Part 5.7** of this procedure must be followed. Where unsafe conditions sustain, the site supervisor must ensure that work activity ceases, and that appropriate resources are applied to the site to allow for the safe and timely mitigation of the risk exposure.

The decision to resume work after a notifiable incident shall be in consultation with the General Manager, Incident Site Manager, HSQE Manager, Safety Specialist, Police and the SafeWork Inspector.

Please Note:

Legal requirements for mandatory non-disturbance of declared notifiable incidents must be achieved.

5.2 First Aid and Emergency Response

The first step in managing any incident is ensuring the health, safety and welfare of any person who has been injured or directly impacted by the incident. In terms of response, the preservation of life over-rides all other categories within the risk management framework.

Incidents with high potential outcomes must be rapidly escalated until:

- The site is rendered safe to allow access to injured persons;
- Any persons trapped are rescued; and
- All injured persons have been provided immediate first aid treatment and where required transported from the scene to a medical practitioner or hospital for appropriate medical care.

5.3 Initial Site Non-Disturbance

Once the site is rendered safe and any injured persons have received appropriate medical treatment an initial assessment must be made to establish if the incident is a Notifiable incident.

The manager controlling the incident site should consult with the HSQE Manager to determine if the incident is a 'Notifiable'.

5.4 SafeWork - Notifiable Incidents

A Notifiable Incident is a work related incidents as defined in Section 35 of the WHS Act. Notifiable incidents include:

- The death of a person;
- A serious injury or illness', or
- A dangerous incident' (a high potential 'near miss')

5.5 Reporting and Escalation of WHS Incidents

All personnel, including employees, contractors and onsite visitors, have an obligation to report a WHS incident to the Site controller as soon as practical.

Emergency Notifications:

- Emergency Notifications – Ambulance, Fire, Police via 000 (externally) or '0' 000 on an internal phone or 112 on a mobile phone is a priority and should be undertaken by the most appropriate person on site.
- Alert other persons in the area of the situation to warn of danger / evacuation

Supervisory Notifications made by employees or contractors at incident site:

- Supervisor (direct supervisors informed)
- Safety Specialist
- Manager Systems

External Notifications

- SafeWork notifications (General Manager, HSQE Manager)
- EAP notifications (General Manager, HSQE Manager)



5.6 Legal Process and Advice



5.7 Process for reporting of Notifiable Incidents to SafeWork

The notification process is by telephone through the SafeWork Hotline on. An after hours number is provided as a transfer function via this Hotline number <tel:62073000> and is available 24 hours, 7 days a week.

The HSQE Manager or delegate that reports the notifiable incident must ensure notes are made of the report, including:

- The exact time and date of the report,
- Method of reporting and who reported,
- Full name and position of the person who the incident was reported to (if telephone report),
- A report reference number and comments as to the requirements for non-disturbance and attendance of a SafeWork inspector to the site,
- Retention of any fax, email, online report number or other written notification made,
- Follow-up information requested by SafeWork, including format for delivery (phone or written) and time frames for delivery.
- This information must then be passed onto the HSQE Manager to ensure a file is started and the information is collected and retained.

5.8 Initial Information to be provided

Brief information is required in the initial report of the incident.

- Time, date and place of incident,
- Has Emergency Services been called
- Who is in charge on site, and ALL others at that site at the time of the incident,
- What injuries have occurred (if known) and to whom,
- The name & condition of the injured person(s),
- And their current location & who is with them,
- The facts about what has occurred
- Does the worksite still present a hazard
- What resources are require to control the site.

5.8 Support Person for Injured Persons

If a worker is injured and taken to hospital, it is advisable for another staff member to remain with the injured person so they can provide support to the injured person, and in addition provide CMO with updates about the injured person's medical condition so next of kin notifications can be arranged.

5.9 SafeWork Inspectors and Requests

For notifiable WHS Incidents a SafeWork Inspector may attend the incident site. A SafeWork Inspector has wide ranging powers to enter and conduct investigations. These powers can include the requirement for persons on the premises to answer questions, provide information and / or documents. In addition Inspectors can conduct forensic examinations (sampling, photos etc) of the site and seize exhibits.

When talking to an Inspector the following guidance should be considered:

- The Inspector must introduce himself and provide an ID card that confirms his credentials.
- It is an offence to obstruct, hinder or impede an Inspector in the exercise of their official functions. However ensure the Inspector is advised of any ongoing safety risks on the site.
- The HSQE Manager or Specialist Investigator should exercise caution in answering questions (*the reading of a caution under Section 173 of the WHS Act should be noted prior to any discussions*).
- If you must answer questions, do so after being cautioned, and base your response solely on the facts you know relevant to the incident that has occurred.
- Keep your answers limited to basic facts, as you know them.

5.10 Request for Documents by SafeWork

Where documents are verbally requested by SafeWork, the person dealing with SafeWork must request a Section 155 Notice be issued. [REDACTED]

5.11 Investigations

CMO uses a three level approach to classify investigations to ensure an appropriate investigative response and resource allocation.

The HSQE Manager will ensure that an investigation is commenced for incidents as follows:

- For Notifiable Incidents – an investigation must commence at the first available opportunity and is a separate undertaking than the SafeWork requirements. In addition, fact gathering in relation to Notifiable incidents must be commenced immediately and the first action of investigators is to video and photograph the event site.
- For all other work place related incidents (2) working days will be the maximum lapsed duration for incidents requiring an investigation.

All injury / incident registrations will be initially recorded via the Incident Reporting Form, so that basic details of the incident or injury are recorded and can be tracked for reporting purposes. All details for investigation process will be referenced in SMS Pro 17 Investigations

5.12 Internal Communications through Safety Alerts and Safety Notices

Safety Alert

Safety Alerts are used to communicate internal and external events that have a synergy with the like type undertaking of CMO and, are primarily used to draw attention to the possible risks and outcomes associated with a type of works.

Safety Alert – Part A

A Safety Alert – Part A is used to communicate:

- The initial facts of an incident that has occurred on a CMO worksite and should draw attention to this issue across the organisation.
- Actions taken to control the situation or that may be required to eliminate or control hazards associated with the incident in the future

Safety Alert - Part B

A Safety Alert Part B is issued after a detailed investigation has conducted and the opportunities for process improvement identified and corrective actions implemented. Refer to *SMS Procedure 16: Investigation*

5.13 Safety Alert and Advice Register

The HSQE Manager or delegate is responsible for ensuring a Safety Alert entry is made in the online INFOR system prior to issuing the alert.

6 Responsible, Accountable, Consulted & Informed

		General Manager	HSQE Manager	Departmental Managers	Workers
R	The person <i>RESPONSIBLE</i> for doing or delegating the process or action				
A	The person who has ultimate responsibility and will be held <i>ACCOUNTABLE</i> for the process or action				
C	The persons who must be <i>CONSULTED</i> during the process or action.				
I	The persons who must be <i>INFORMED</i> of the process, action and/or outcomes				
	Secure safety and on site management of incident	I	A	R	C
	Notify Emergency Services	I	R	R	R
	Provide first aid	I	A	R	R
	Initially report then escalate incident	I	A	R	R
	Determine if incident is notifiable	R	A	I	I
	SafeWork Notification (notifiable incidents only)	R	A	C	I
	Appoint Incident Investigator	A	R	C	I
	Control incident and provide regular updates	R	A	R	I
	Issue Safety Alert or Notice	A	R	C	I
	Manage return to work and workers compensation requirements	A	R	C	I
	Investigate the incident	R	A	C	C

7 Training, Skills & Competence

Training Requirements	
Requirement	Training & Skills
Incident Reporting	Use of the existing reporting and investigation systems. Guidance from Team Leader where required. Training available for Incident / Injury Registration Form.
Incident Investigations	As per <i>SMS Procedure 16: Investigation</i> Level 2/3 – Investigation undertaken by Specialist Investigator
First Aid	Refer to first aid training requirements under contract arrangements.
Managing Emergencies	As per <i>SMS Procedure 16: Emergency Preparedness</i>

8 Acronyms, Definitions & Abbreviations

Acronym	Definition
Remedial Action	Action to be undertaken to eliminate the cause of an incident / non-conformance.
Dangerous Occurrence	Refer to definition of Incident – Near Miss.
Hierarchy of Control	<p>Control measure outlined in WHS Regulation 2001 Clause 5</p> <ol style="list-style-type: none"> 1. Elimination This involves eliminating the risk. 2. Substitution This involves substituting the risk with a lesser risk. 3. Isolation This involves removing the risk from the staff or removing the staff from the risk. 4. Use of engineering controls This involves redesign of plant, equipment, furniture and the like to remove the risk. 5. Administrative Controls This involves providing training, supervision or instruction to reduce the risk and can be used in conjunction with any of the other controls or as an interim control. 6. Personal protective equipment (PPE) This involves providing equipment to the person to protect them from exposure. It is not used as a first choice because the risk of exposure is dependent on user compliance, which is sometimes difficult to control and may not reduce the risk.
Emergency	An emergency is defined as an abnormal, dangerous or potentially dangerous situation, which requires urgent action to control, correct and return to a safe condition which affects assets, its staff, contractors, and the public.
Emergency preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services needed to cope with the effects can be efficiently mobilised and deployed.
Incident	Unplanned occurrence that has the potential to harm (or causes actual harm to) any person or causes damage to equipment or property. May or may not include person/s being injured.
Incident site Manager	Worker with the overall responsibility for managing the incident at the physical work site.

Injury – LT	Injury – Lost Time - A work related injury that results in a fatality, permanent disability or time lost from work of one day/shift or more. This involves the loss of one day or more following the date of incident.
Injury – NLT	Injury – No Lost Time – A work related injury where there was no time lost after the injury. This includes reported medical treatment injuries and minor injuries with no medical treatment
Legal Requirements	Acts, Regulations, Codes of Practice, Standards and external requirements, such as licences, permits and registration, concerning work health and safety applicable to CMO's undertaking.
Lost Time	A work related injury that results in a fatality, permanent disability or time lost from work of one day/shift or more. This involves the loss of one day/full shift or more following the date of incident.
Notifiable Incident	As defined in section 35 of the WHS Act 2011, see also Appendix 1.
Serious injury or illness	As defined in section 36 of the WHS Act 2011, see also Appendix 1.
Supervisor	“Supervisor” may also mean a team leader, superintendent, supervisor, project manager, or section manager– and refers to the person responsible for immediate supervision of day-to-day activities.

9 References

Codes of Practice, Industry Codes etc	NIL
Standards	<p>AS/NZS 4801:2001 Occupational health and safety management systems – Specification with guidance for use</p> <p>AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques</p> <p>AS/NZS ISO 31000:2009 Risk management – Principles and guidelines</p> <p>HB 205-2004 OHS Risk Management Handbook</p> <p>AS 3745-2010 – Planning for emergencies in facilities</p>
Safety procedures or other internal documents	<p>SMS Pol 01: CMO Safety Policy</p> <p>CMO Code of Conduct</p> <p><i>More to be developed</i></p>
Legislation	<p><i>Work Health and Safety Act 2011 (ACT)</i></p> <p><i>Work Health and Safety Regulation 2011 (ACT)</i></p>

10 Forms / Associated Documents

Form Name	Document Number
Incident Alert Form	CMO SMS Pro15.1F
Guidance note for Notifiable Incident to SafeWork	CMO SMS Pro15.2F
	CMO SMS Pro15.3F
	CMO SMS Pro15.4F
	CMO SMS Pro15.5F

Incident Response and Recovery

OPS-PRO-014-V1

Purpose and Scope

This procedure defines the actions and rules to be applied by OCC to manage and mitigate the effect of an incident on services and return the operation to normal conditions. The procedure describes the processes to:

- Minimise and mitigate disruption to services
- Facilitate the operational and service recovery in a safe and efficient manner

This procedure doesn't cover the procedures to manage the different failures but the overarching principles to be used by the operations staff

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
A	Accountable	<i>the person who has to answer for the success or failure of the quality and timeliness of the document</i>
C	Consulted	<i>those who must be consulted before the document is published</i>
I	Informed	<i>those who must be informed after the document is published</i>
E	Endorsed	<i>the person who must approve the document before publication</i>

Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	31.05.2018	Operations Department	Service Delivery Manager	HSQE Manager	CMO Staff & Sub-contractors	GM
1	31.05.2018					

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Roles & Responsibilities

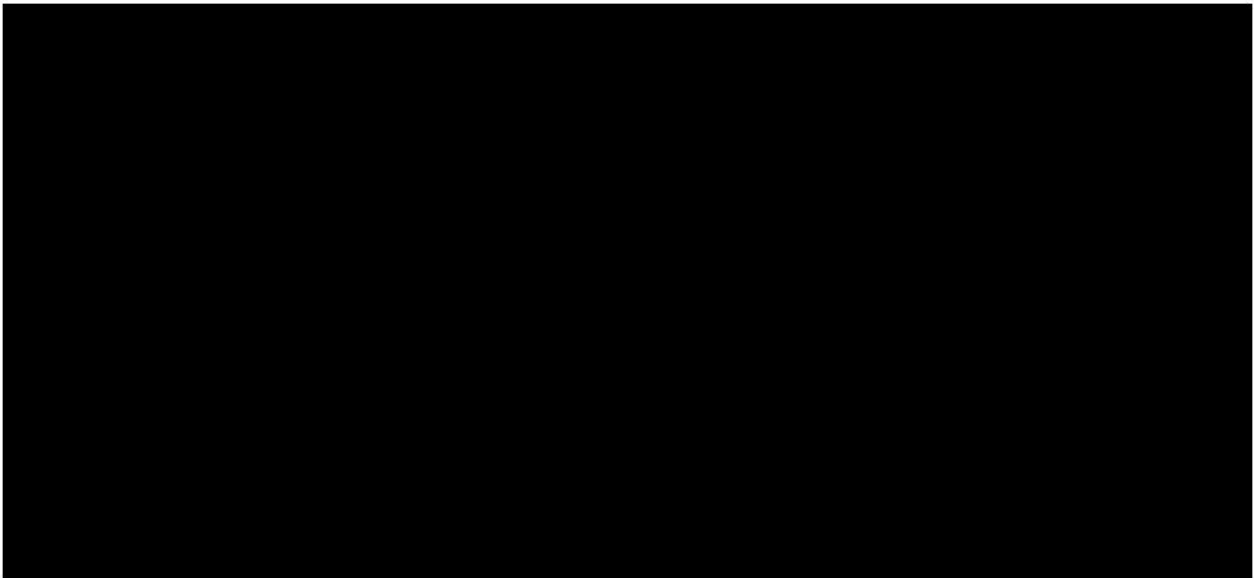
Controller

- Coordination of the provision of contingency or replacement service
- Manage resources (LRVs, staff) to minimise the extent of the disruption
- Ensuring the communication of information to passengers
- Escalate incident as per the incident report procedure
- Logging incidents.
- Return drivers to their original duties as quick as possible

Operations Staff

- Take immediate action to ensure own safety and safety of others in the event of an incident
- Report all incidents immediately to Operations Control Centre (OCC), using the emergency call procedure where necessary
- Provide customer information/ ensure that appropriate disruption messages are in place
- Assist and cooperate in the response to an incident as required
- Follow instructions from the OCC or emergency services

Regulation Tactics



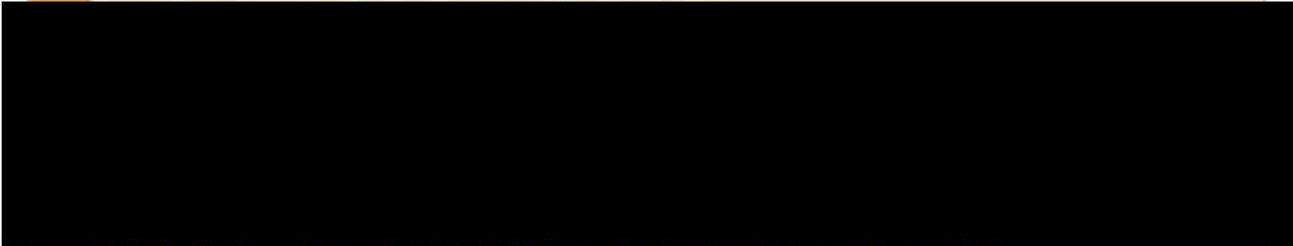
Safety Points and Information Points

#	Action
1.	<p>At times it is unavoidable, incidents may happen that affect the operation on limited sections of the line, such as:</p> <ul style="list-style-type: none"> • failed LRV • points failure • broken rail

Action

- signalling failure
- power failure
- track obstruction
- derailment
- collision
- incident (involving LRV with road vehicle / LRV with pedestrian)
- fire
- adverse weather (such as flood, fog)
- other incidents that involve the safety of passengers & LRV

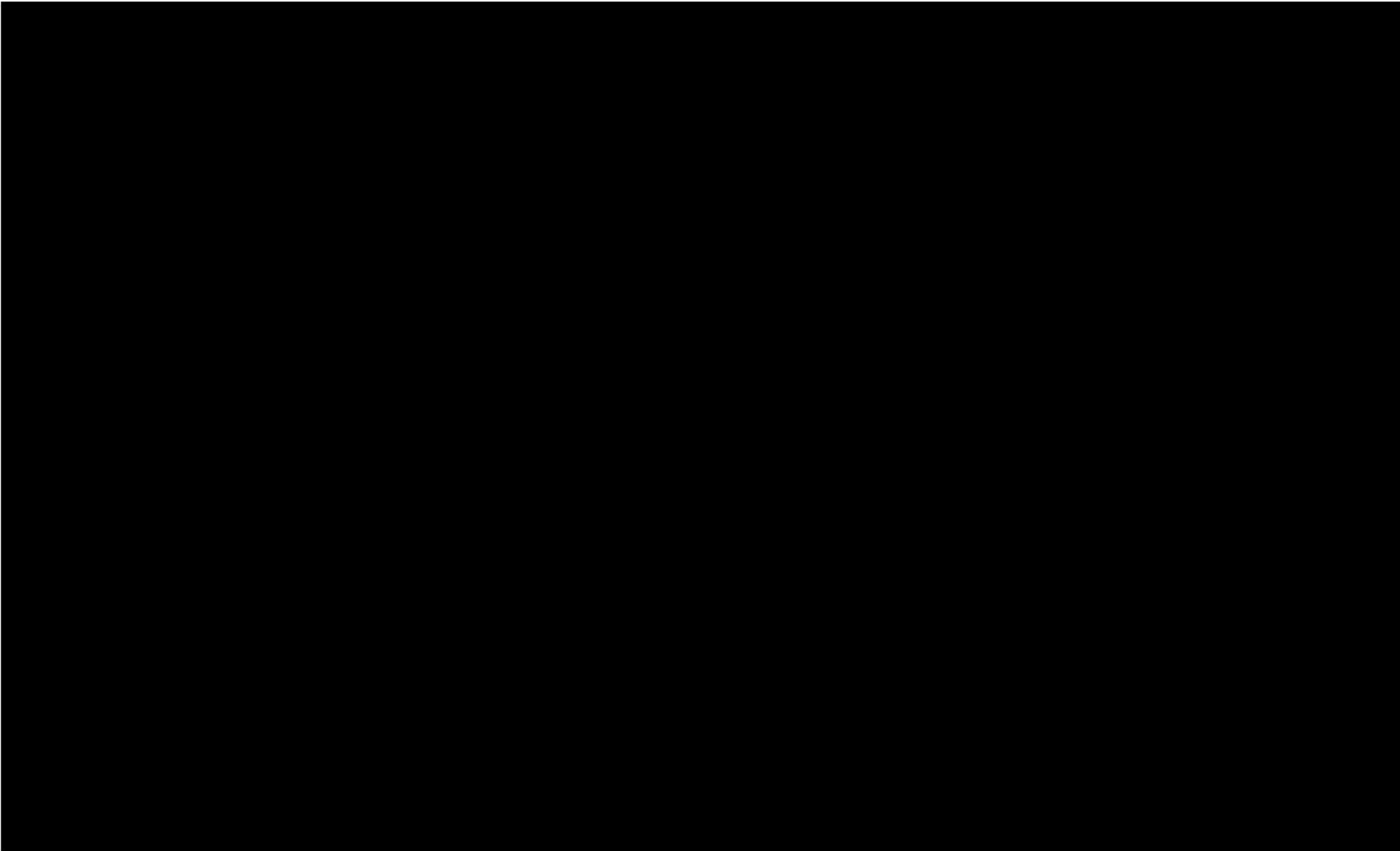
Refer to the associated procedure for the specific actions



3.

After Incident resolution, all CMO staff that were involved must take part in a debrief:

- OCC staff and Drivers shall review associated operating procedure(s) for improvement
- Staff involved in the incident have complete an incident report
- Maintenance team to review the technical cause(s), both immediate and root cause
- Service Delivery Manager, On call Manager and Controllers to review all communication deployed,
- Service Delivery Manager to analyse operational impact, performance impact (lost trips, late trips);



Alternative Service Plan 1

- Blockage detected on either side between Alinga and Dickson Stops.
- LRV operation only between Gungahlin and Dickson
- Replacement Bus Service for Stops: Dickson, Macarthur Avenue, Ipima Street, Elouera Street, Alinga Street
- Replacement Bus to call at all stops on both inbound & outbound directions.

Alternative Service Plan 2

- Blockage detected on either side between the Depot and Dickson stop.
- LRV operation only between Alinga and Dickson as well as the Depot and Gungahlin. The depot does not have a stop so the closest stop for passengers will be Well Station Drive.
- Replacement bus service to call at Dickson, Swinden Street, Phillip Avenue, EPIC, Well Station Drive
- Replacement bus to call at all stops on both inbound & outbound directions.

Alternative Service Plan 3

- Blockage detected on either side between Nullarbor Avenue and the Depot.
- LRV operation only between Alinga and the Depot and Nullarbor Avenue and Gungahlin. The Depot does not have a stop so the closest stop for passengers will be EPIC.
- Replacement bus service to call at EPIC, Well Station Drive and Nullarbor Avenue
- Replacement bus to call at all stops on both inbound & outbound directions.

Alternative Service Plan 4

- Blockage detected on either side between Nullarbor Avenue and Gungahlin stops.
- LRV operation only between Alinga and Nullarbor Stops.
- Replacement bus service to call at Nullarbor Avenue, Mapleton Avenue, Manning Clark North, Gungahlin
- Replacement bus to call at all stops on both inbound & outbound directions.

Special Alternative Plans

For any reason, a specific alternative service plan cannot be implemented due to a specific failure location or due to engineering works, OCC has a number of special plans they can implement to cover these

1. **Special Alternative Plan A:** System wide shut down – No LRV service on the entire network
2. **Special Alternative Plan B:** Gungahlin to Depot
3. **Special Alternative Plan C:** Alinga to Depot
4. **Special Alternative Plan D:** Gungahlin to Nullarbor – Alinga to Dickson
5. **Special Alternative Plan E:** Gungahlin to Nullarbor
6. **Special Alternative Plan F:** Alinga to Dickson

Procedure

Each controller must ensure that the following SACRED priority are implemented:

1. Safety – make the system safe for users, staff, third party and assets
2. Assess – assess the cause of the disruption and estimated duration
3. Communication – make sure passengers and staff are informed
4. Regulate – keep LRVs moving in the non-affected sections and manage driver duties and fatigue
5. Eliminate – fix the cause of the disruption
6. Debrief – analyse what went well and what could have been done better to continuously improve

First Notification of Incident – up to T+2min

#	Action	Owner
1.	When detecting a disruption update OCC with following information: <ol style="list-style-type: none"> 1. LRV Number & Route 2. Location of disruption (as exact as possible) 3. Description of disruption A disruption can also be detected via SCADA – alarm on T-Visor	CMO Driver / Maintenance Staff/ Controller / Hosts
2.	Assess the cause of the disruption causes and estimated severity (injuries, potential duration)	Controller
3.	In case of immediate electrocution risk – start Emergency de-energisation of Traction Power	Controller
4.	In any case – evaluate the likely duration of the disruption	Controller
5.	If disruption is less than 5 min, log event and use the appropriate tactic to shorten dwell times and layover time back to the regular timetable (see OCC Rulebook & Regulation tactics)	Controller
6.	Log the event and contact maintenance in accordance with the type of disruption	Controller
7.	A PID or PA must be communicated at all affected Stops in the first 4 min after the disruption was announced to OCC. Ensure T-Visor has communicated the correct disruption message	Controller
8.	Make PA announcements every 4 min and keep updating through PID's at affected Stops till situation is resolved	Controller
9.	Update drivers of the incident and estimated duration	Controller
10.	Update passengers on LRV's of situation using on board PA	Driver
11.	Report any delay of more than 5 min to <ol style="list-style-type: none"> 1. On Call Manager (outside office hours) 2. Service Delivery Manager (office hours) 	Controller
12.	Report the following information <ol style="list-style-type: none"> 1. Delay start & estimated time to recovery (ETR) 2. Disruption exact location 3. How mitigated & if need further assistance from management 	Controller
13.	Any delay of more than 15 min – report as per Incident reporting matrix	On Call Manager / Service Delivery Manager

#	Action	Owner
14.	If Bus Replacement Services are needed (any disruption of more than 40 min), contact TCCS immediately after assessment of disruption (it will take buses at least 40 min to get to site), as per the bus replacement service procedure	Controller

Regulation Tactic – up to T+5min

#	Action	Owner
1.	Decide on most appropriate regulation tactic	
2.	Prepare appropriate alternative service plan, if not possible, prepare special alternative plan (see Location of incident table)	Controller
3.	Coordinate Emergency turn-backs in accordance with Points Procedure	Controller
4.	In case needed, apply and communicate temporary speed restrictions in accordance with Temporary Speed Restriction Procedure	Controller
5.	In case of ETR > 40min, coordinate bus replacement in accordance with Management of Emergency Replacement Bus Services Procedure	Controller
6.	If disruption delays timetable by more 5 min, communicate disruption description, location and regulation tactic (incl. TSRs, Replacement buses, etc.) to all affected LRVs	Controller
7.	Update via PID & PA's affected Stops of alternative services planned	Controller
8.	Update passengers on LRV's of situation	Driver
9.	Ensure that communication to PIDs and PA is regularly updated every 4min or as soon as the circumstances change	Controller

Keeping Timetable & Performance

#	Action	Owner
1.	After operation tactic is in place and announced to affected Drivers, ensure ongoing updates <ol style="list-style-type: none"> 1. At affected Stops (every 4 min) 2. Drivers 3. Service Delivery Manager / On-call Manager 	Controller
2.	Update passengers on LRV's of situation	Driver
3.	Check with maintenance what is needed from OCC (appropriate procedure) in order to return to full operation swiftly	Controller
4.	On accordance with the alternative service plan, supervise LRV headways and on time performance	Controller
5.	Deploy Spare Drivers to ensure keeping breaks and rosters as far as possible	Controller
6.	In accordance with regulation tactic, organise driver relief on the network	Controller
7.	If possible, send spare Drivers & Hosts to affected Stops to assist passengers in finding alternative routes.	Controller
8.	Regularly update SPV / TCCS of situation	Controller /

#	Action	Owner
		Service Delivery Manager / On Call Manager
9.	Prepare for Service Recovery	Controller

Service Recovery

#	Action	Owner
1.	Once disruption is handled / eliminated, start service recovery, going back to the regular timetable & headways	Controller
2.	Update affected Drivers	Controller
3.	Reassign LRV's to trips in accordance with timetable	Controller
4.	Consider following regulation tactics to get back to regular headways faster	Controller
5.	Cancel Replacement bus services – wait for legs to be running a regular headway before cancelling	Controller
6.	In case of overcrowding at Stops – follow Crowd Management Procedure, deploy Spare Hosts where needed	Controller
7.	Inform passengers at affected Stops via PA / PID's of imminent service recovery	Controller
8.	Update passengers on LRV's of situation	Driver
9.	Notify CMO management of end of disruption	Controller
10.	Notify SPV / TCCS of end of disruption	Service Delivery Manager / On Call Manager
11.	Report to OCC cause of disruption and current status	Maintenance Manager
12.	Log incident in Infor	Controller
13.	Take part in Incident debrief	CMO staff involved in incident

Associated Documents

Document ID	Title
HRM-FRM-016-V1	Injury & Incident Report Form
SAF-FRM-003-V1	Incident Report template
SAF-PRO-015-V1	Incident Management Procedure
OPS-PRO-011-V1	OCC Rulebook
OPS-PRO-025-V1	Emergency de-energisation of Traction Power

Document ID	Title
OPS-PRO-003-V1	Points Procedure
OPS-PRO-053-V1	Temporary Speed Restrictions
OPS-PRO-032-V1	Management of Emergency Replacement Bus Services Procedure
OPS-PRO-043-V1	Crowd Management

Definitions

Term	Definition
Short Turn Back	Divert movement of LRVs using crossovers (switch) on the non-affected area, the route is remotely set by the driver in the LRV. It may be one or two short turn backs depends on the location
Bus Replacement Service	bus services may be used to transport passengers between the affected sections
CMO	Canberra Metro Operations
ETR	Estimated Time to Recovery
LRV	Light Rail Vehicle
OCC	Operations Control Centre
PA	Public Address
PID	Passenger Information Display
SPV	Special Purpose Vehicle
TCCS	Transport Canberra City Services
TSR	Temporary Speed Restriction

Emergency Detrainment OPS-PRO-017-V1

Purpose and Scope

This procedure is designed to outline roles and responsibilities for staff involved in the detrainment of an LRV

RACIE		
R	Responsible	<i>the person who actually produced the document</i>
A	Accountable	<i>the person who has to answer for the success or failure of the quality and timeliness of the document</i>
C	Consulted	<i>those who must be consulted before the document is published</i>
I	Informed	<i>those who must be informed after the document is published</i>
E	Endorsed	<i>the person who must approve the document before publication</i>

Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	27.04.2018	Operations Department	Service Delivery Manager	HSQE Manager	O&M Staff	GM
						

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Roles & Responsibilities

LRV Drivers

1. Responsible for advising on board customers that the vehicle needs to be detrained;
2. Responsible for the safety of all passengers during the detrainment;

Controllers

1. Responsible for the safe coordination of all actions in the procedure;
2. Responsible for communicating to passengers;

Host

1. Responsible for assisting LRV Operators in the detrainment process

Procedure

#	Action	Owner
1.	In case of emergency and need of detrainment, stop LRV at safe location and inform OCC	Driver
2.	Update Driver and passengers on related Stops of further steps,	Controller
3.	inform other LRV of a detrainment and if required implement steps to halt LRV movements until detrainment complete	Controller
4.	Update Passengers on LRV via PA of situation and further steps	Driver
5.	Authorise and Inform LRV driver to commence detrainment	Controller
6.	Update on call Manager of situation	Controller
7.	Change the Destination Display on LRV to "Out of Service"	Driver
8.	Select doors on platform side or safest side (normally not adjacent to vehicular traffic) and open them	Driver
9.	Disabled passengers may require extra assistance if not at a LRV stop, it may be safer to leave them on the vehicle, please seek advice from OCC.	Driver
10	Ensure on CCTV that all passengers have detrained	Driver
11	Close LRV doors	Driver
12	Go through LRV and ensure that all passengers have disembarked	Driver / Host
13	If there is still someone on the LRV, detrain them through the Driver's Door	Driver / Host

#	Action	Owner
14	Inform OCC that LRV is empty	Driver
15	Authorise required LRV movement and Log event in control room log	Controller
16	Fill out incident report	Driver

Safety Points and Information Points

#	Action
1.	Detrainment can only be done at a safe location i.e. physical separation from road traffic, access to the walkway, platform and not an intersection or through road traffic.
2.	Do not detain if there is immediate threat at the relevant side of detrainment, i.e. fire, electrical lines etc.
3.	If a disabled passenger requires assistance, the OCC must deploy another member of staff or enlist other passengers to assist before proceeding with the LRV Evacuation.
4.	In last resort, Emergency services can assist in the evacuation of a disabled passenger.
5.	CMO Staff must wear high visibility vest when detrainning passengers on the track.
6.	CMO Staff to ensure passengers alight cautiously and ensure check for any oncoming LRVs traffic.
7.	Driver to select the most appropriate door to detrain from. Driver must lock all LRV doors after detrainment if they leave LRV to escort passengers to safe location.
8.	If Driver is unable to carry out detrainment due to injury / stress etc. OCC to send spare Hosts / Drivers

Associated Documents

Document ID	Title
SAF-PRO-010-V1	Drug & Alcohol Test Procedure
OPS-PRO-014-V1	Incident Management Procedure
SAF-FRM-003-V1	Incident Report

Definitions

Term	Definition
CMO	Canberra Metro Operations
LRV	Light Rail Vehicle
OCC	Operations Control Centre
PA	Passenger Address

Procedure

Fire Management OPS-PRO-021-V1

Purpose and Scope

This procedure describes the immediate steps that all employees, have to follow in the event of Fire on the LRV or a substation

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Document Control

V	Date	Responsible	Accountable	Consulted	Informed	Endorsed
1	10.04.2018	Operations Department	Service Delivery Manager	HSQE Manager, Engineering Manager	O&M Staff, Maintenance Sub-contractor	GM
						

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Roles & Responsibilities

HSQE Manager

1. Make sure process is up to date and corresponds with all regulatory ACT and CMO emergency procedures
2. Make sure fire extinguishers on LRV's are maintained properly
3. Ensure staff are trained and competence is maintained in the use of any emergency firefighting equipment

Operations Personnel (OCC, Drivers and Hosts)

1. Follow procedure and adhere to OCC advice

Procedure

Minor fire on LRV and can easily be controlled

#	Action	Owner
1.	Stop the LRV, activate hazard lights and use the emergency radio call procedure to report to OCC fire on board.	Driver
2.	Follow OCC instruction to detrain passengers (Emergency Detrainment Procedure)	Driver
3.	if safe to do so, use on board equipment to extinguish the fire	Driver

Major fire on LRV including heavy smoke

#	Action	Owner
1.	Stop the LRV, activate hazard lights and use the emergency radio call procedure to report to OCC fire on board.	Driver
2.	Follow OCC instruction to detrain passengers (Emergency Detrainment Procedure)	Driver
3.	if possible, lower pantograph and electrically isolate the LRV	Driver
4.	Exit the LRV and inform OCC (depending on location, may be possible to use platform equipment or passenger / personal mobile phone).	Driver
5.	Stop all LRV service.	Controller
6.	Authorise Emergency evacuation of LRV	Controller
7.	Contact emergency services for fire service attendance	Controller

#	Action	Owner
8.	De-energise the OLE	Controller
9.	Call Hosts to assist.	Controller
10	Call maintenance from depot.	Controller
11	Notify CMO Management	Controller

Fire in a Transformer Substation

#	Action	Owner
12	Bypass the affected substation through SCADA	Controller
13	Switch over to the other substation (automatic change-over or remotely reconfigure through the SCADA)	Controller
14	Start Incident Management Procedure	Controller
15	Liaise with the emergency services and inform other relevant parties of the situation	Controller
16	Send Maintenance Team to check situation	Controller
17	Isolate TPS accordance to Isolation Procedure	Controller
18	Stop the LRV service in the affected area	Controller
19	Temporary clear all LRVs from affected station (or no LRV stops or moves to the area)	Controller
20	Arrange bus replacement (if required) in accordance with Management of Emergency Replacement Bus Services Procedure	Controller
21	Prepare alternative service plan and check if Stops totally evacuated from passengers and staff	Controller
22	Update Drivers on LRV's of situation and alternative services	Controller
23	Update passengers in affected LRVs and Stops via PID and PAs	Controller
24	Tell Hosts to evacuate passengers from affected Stops and temporary closure of Stops in accordance with Detrainment Procedure	Controller
25	Inform the senior management (on-call)	Controller
26	Update the logbook of situation and process	Controller
27	Monitor situation from OCC till resolution	Controller
28	When advised by the Incident Officer & emergency services that area is clear and safe from fire, open the affected area and resume normal operation.	Controller

Safety Points and Information Points

#	Title
1.	Fire extinguishers must be visually inspected regularly
2.	Fire extinguishing and fire protection equipment on LRV must be maintained regularly based on CAF maintenance plan
3.	Records of inspection are to be maintained by CAF & CMO.
4.	Operations & Maintenance personnel must take part in ACT wide trainings for emergency situations including Fire in LRV
5.	Take part in ACT wide trainings for emergency situations including Fire in LRV
6.	Regular simulations of Fire on LRV situations and coordination between OCC & Drivers

Associated Documents

Document ID	Title
OPS-PRO-009-V1	LRV Operations Procedure
OPS-PRO-011-V1	OCC Operations Procedure
OPS-PRO-014-V1	Incident Management Procedure
OPS-PLN-002-V1	Incident Management Plan
Ops-PRO-017-V1	Emergency Detrainment Procedure
ENG-PRO-007-V1	Isolation Procedure

Definitions

Term	Definition
ACT	Australian Capital Territory
CAF	Construcciones y Auxiliar de Ferrocarriles
CMO	Canberra Metro Operations
HSQE	Health Safety Quality & Environment
OCC	Operations Control Centre
OLE	Overhead Line Equipment
PA	Public Address
PID	Passenger Information Display
SCADA	Supervisory Control and Data Acquisition